KNOWLEDGE MANAGEMENT: AN OVERVIEW

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Abstract - *This Paper makes on the concept. Knowledge Management (KM), of the processes associated with the identification, sharing and creation of information. Knowledge Management, is organizational process can be seen from various perspectives. Knowledge Management is an outstanding collaboration and partnership working information and knowledge. The paper deals with the study of different aspects of knowledge management i.e. concept, importance, needs, activity, of knowledge management implementation.*

Key Words: Knowledge, Management, Sharing, Creation & Information**.**

1.INTRODUCTION

Knowledge, knowledge workers and KM are top receiving increasing attention from a variety disciplines. KM is one of the hottest topics today in both the industry world and information research world. "Many have said we are moving from a post industrial to a knowledge-based economy. (Drunker, 1993).

Effective KM is now recognized to be "the key driver of new knowledge and new ideas "to the innovation process to new innovative products, services and solutions knowledge management (KM) is the process of capturing, developing, sharing, and effectively using organization knowledge system. It refers to a multi-discipline approach to achieving organizational objectives by making the best use of knowledge.

An established discipline since 1991(see Nonaka 1991), KM includes courses taught in fields of business administration, information systems management, and library and information sciences (Aleve & Leander 1999) More recently, other fields have started contributing to KM research; these include information and media, computer science, public health, and public policy. Columbia University and Kent State University offer dedicated Master of Science degree in knowledge management.

Many large companies, public institutions and non-profit organizations have resources dedicated to internal KM efforts, often as a part of their business strategy, information technology, or human resource management departments. Several consulting companies provide strategy and advice regarding KM to these organizations.

Knowledge management efforts typically focus on organizational objectives such as improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organization. KM efforts overlap with organizational learning and may be distinguished from that by a greater focus on the management of knowledge as a strategic asset and a focus on encouraging the sharing of knowledge. It is an enabler of organization.

2.DEFINITION OF KNOWLEDGE MANAGAMENT

"Knowledge management will deliver outstanding collaboration and partnership working. It will ensure the region maximizes the value of its information and knowledge assets and it will help its citizens to use their creativity and skills better, leading to improved effectiveness and greater innovation".

A detailed evaluation of the quality of a sample of the product of an engineering or manufacturing process. Engineering sample evaluation reports examine samples of manufactured goods in order to identify patterns of defects that can serve as targets for improvement using methodologies such as Six Sigma.

3.NEEDS FOR KNOWLEDGE MANAGAMENT

- Knowledge management as a business strategy
- Transfer of knowledge and best practices
- Customer-focused knowledge
- Personal responsibility for knowledge
- Intellectual asset management
- Innovation and knowledge creation (APQC 1996)

The Enovation timeline (available at http://www.entovation.com/timeline/timeline.htm) identify a variety of disciplines and domains that have blended together to emerge as knowledge management.

4.IMPORTANCE OF KNOWLEDGE MANAGAMENT

1. Produce: Apply the right combination of knowledge and systems so that you produce knowledge based environment.
2. Respond: Constantly monitor and respond to the marketplace through an empowered workforce within a decentralized structure.
3. Anticipate: Become pro-active by anticipating events and issues based on this new decentralized knowledge based system.
4. Attract: Attract people who have a thirst for knowledge, people who clearly demonstrate that they love to learn and share their knowledge opening with others. These so-called knowledge professionals are one of the most significant components of your intellectual capital.
5. Create: Provide a strong learning environment for the thirsty knowledge worker. Allow everyone to learn through experiences with customers, competition, etc.
6. Last: Secure long-term commitments from knowledge professionals. These people are key drivers behind your organization. If they leave, there goes the knowledge.

5.KNOWLEDGE MANAGAMENT AND LIBRARY ACTIVITIES

Knowledge management any organization activities are:

K-Auditing: the authorities which finance the libraries in building up their collections also want some control over their functioning generally, the annual stock verification reports are to be submitted, to audit. Auditors expect that the library stock is verified with the actual purchases of library & a final report of the losses if any, be reported so that some responsibility is fixed for the loss.

K-Mapping: Public, academic & special libraries contain a good collection of maps. Due to in their abnormal sizes & the difficulty encountered in their consultation, special stands are prepared for mounted maps. These mounted maps are preserved in steel map cabinets. These are manufactured by many reputed firms.

Classification: A library classification is a system of documents, library materials or any information (books, serials, audiovisual materials, computer files, maps, manuscripts, regalia) according to their subject and allocating a call number (clarification needed) to that information resource bibliographic classification systems group entities together that are relevant the same subject typically arranged in a hierarchical tree structure (like classification system used in biology) a different kinds of classification system called a faceted classification system is also widely used which allows the assignment of multiple classifications to an object enabling the classifications to be ordered in multiple ways, be wick Sayers definers library classification as the arrangement of books on shelves or description of them in a manner which is the most useful to those who read.

K-Strategy formulation: Stage of strategic management that involves planning & decision making that lead to the establishment of the organization's goals & of a specific strategic plan.

Automation: Is the application of ICTs to library operations & services the functions that may be automated are any or all of the following acquisition, cataloging, public access (OPAC & Web opac), indexing & abstracting, circulation, serials management, &reference.

Definition: the use of automatic machines or processing devices in libraries, the automation may be applied to library administrative activities, office procedures, & delivery of library services to users.

Understanding the people: Keep a log. At the end of each day, write down how someone you know was feeling, and how it made you feel, and what physical sensations made you aware of these feelings. Especially: make a note of any time when someone's behavior surprised you, or someone you know who is consistently surprising. This means that you're not reading them properly.

Cataloguing : A Library catalog is a register of all bibliographic items found in a library or group of libraries. Such as a network of libraries at several. Cataloguing a complete list of things usually arranged systematically, it does not pretend to be a catalog of his achievements.

K-needs and flow: In the United Kingdom a sewage treatment works (STW) is issued with a discharge consent in order to limit pollution of the watercourse receiving treated effluent. This consent includes a flow limit based on Dry Weather Flow. The reasoning is that in dry weather the flow volume of the receiving watercourse is at its lowest, resulting in reduced dilution of sewage effluent; also, sewage flow in dry weather is expected to be the closest representation of domestic and industrial sewage flows, without additional flows due to surface runoff.

K-Gaps: " Founded by veteran entrepreneur Carl Wools ton and New York Times best-selling co-author Stephen Palmer, "K-Gaps" (Kay-gaps) stands for Knowledge Gaps.

6.KNOWLEDGE MANAGAMENTAND LIBRARY

Librarians are at a pivotal and key point in the development and future of the profession.

Librarians have been doing knowledge management for hundreds of years, and the traditional library role has always been one of identifying and organizing information, sharing information resources, and connecting people to the information they
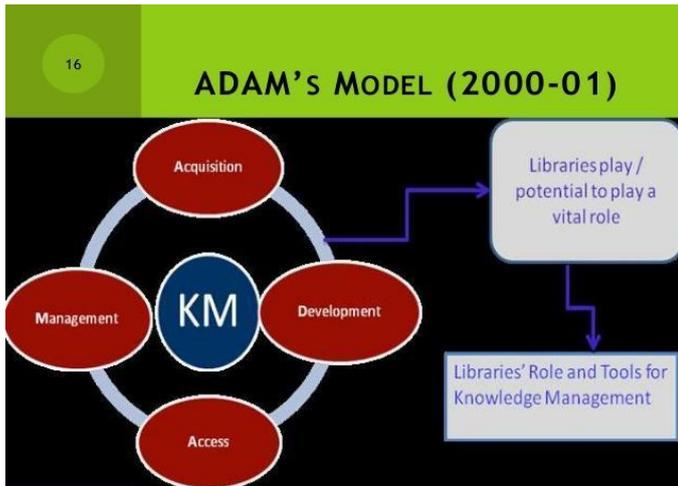

Fig1: ADAM's Model (2000-010

6.1.Acquisition

Acquisition: A good book collection needs a correct & balanced judgment of the librarian. This activity demands care, intelligence, experience, & profound knowledge of the subjects on the part of the librarian he should also be in know of the structure of the subject, its development & proliferation the trend of the subject and demand of the readers go together always. Hence, the growth of subjects & its knowledge aids in knowing the demand of the readers'

6.2.Management

Management: is a sub-discipline of institutional management that focuses on specific issues faced by libraries and library management professionals. Library management encompasses normal management tasks as well as intellectual freedom, anti-censorship, and fundraising tasks. Issues faced in library management frequently overlap those faced in management of non- profit organizations

6.3.Development

Development: is the process of meeting the information needs of the people (a service population) in a timely and economical manner using information resources locally held, as well as from other organizations.

According to the International Federation of Library Associations and Institutions (IFLA), acquisition and collection development focuses on methodological and topical themes pertaining to acquisition of print and other analogue library materials (by purchase, exchange, gift, legal deposit), and the licensing and purchase of electronic information resources.

Collections are developed by librarians and library staff by buying or otherwise acquiring materials over a period, based on assessment of the information needs of the library's users. In addition to ongoing materials acquisition, library collection development includes:

6.4.Access:

Access: After these preliminaries, the books will be accessioned in the accession record. The object of accessioning is to show the history of any particular book from its entry to its withdrawal. Accessioning of books is done in order of acquisition in the library collation. The records in which books are accessioned are called accession registers or stock registers they may be in bound volume ledger, leaf ledger, card, slip or punched card form the ledger form of accessioning is no longer in favors owing to its inflexibility, although it still exists in may libraries. The loose- left ledger takes the place of the bound volume, because it is essential that accession registers should be flexible in regard to additions & withdrawals. The loose- left ledger has fewer pitfalls & is most universally used, even this method according to many, is not so flexible as the use of cards or slips one card or slip is made out for each book added to the library. These are then arranged either in accession number, class number or withdrawn from the library, the accession card or slip is also withdrawn. This can also be destroyed. The vacant accession number is used again for a new boor or replacement.

7.KNOWLEDGE MANAGEMENT IN LIBRARIES

Knowledge management is a While the business world is changing in the new knowledge economy and digital age, libraries of all types are undergoing drastic changes also. The new role of libraries in the 21st century needs to be as a learning and knowledge center for their users as well as the intellectual commons for their respective communities where, to borrow the phrase from the Keystone Principles, "people and ideas interact in both the real and virtual environments to expand learning and facilitate the creation of new knowledge."

As a learning organization, libraries should provide a strong leadership in knowledge management. Unlike those business organizations whose goal for knowledge management is for competitive advantage, most public, academic, and research libraries, with the exception of company libraries (which may be known or called corporate libraries, special libraries, or knowledge centers), have a different orientation and value. Instead of competition, internal use only, and little sharing of knowledge with others outside, the most important mission of public, academic, and research libraries is to expand the access of knowledge for their users. Charged by this mission, libraries should aim their knowledge management goal high. Below are examples of what libraries can do to improve their knowledge management in all of the key areas of library services.

8.LIBRARIS NEEDS FOR KM

- ✓ From being flexible to thinking laterally
- ✓ From being a team player to thinking about the organization globally, not just their professional function
- ✓ From people skills to being persuasive, selling themselves, their skills, and their ideas within the organization
- ✓ From creating, recording ,and storing information effectively to thinking about how information is used and planning strategically
- ✓ From strong communication skills to effectively managing change
- ✓ From assessing and evaluating information to creating systems to connect the right people to the right information

9.TOOLS FOR KNOWLEDGE MANAGAMENT

i. Intranet / Intranet and Extranet are the technology which allows the seekers to access the organization information without and geographical boundary. The information are stored as hypertext documents interlinked to each other that can be accessed through any web browser.

ii. Electronic Document Management: This technology is meant for managing the knowledge content documents. Electronically mainly online how much knowledge management system

iii. What is an after-action review? An after-action review (AAR) is a tool to evaluate and capture lessons learned. It takes the form of a quick and informal discussion at the end of a project or at a key stage within a project or activity.

iv. What is a case study? A case study is a written examination of a project, or important part of a project. It has a clear structure that brings out key qualitative and quantitative information from the project. Case studies are often published with a broad audience in mind, so it is useful to bring the most useful and transferable information to the fore

v. What is a Community of Practice?

A community of practice is a network of individuals with common problems or

- ✓ Interests who get together to
- ✓ Explore ways of working
- ✓ Identify common solutions
- ✓ Share good practice and ideas.

vi. What is a gone well, not gone well? A gone well, not gone well is a quick and useful tool to get candid feedback at the end of an event or activity. It allows all participants to say which aspects of an event or activity worked and which didn't in an open and accepting atmosphere.

vii. What is a Knowledge Café? A knowledge café brings people together to have open, creative conversation on topics of mutual interest. It can be organized in a meeting or workshop format, but the emphasis should be on flowing dialogue that allows people to share ideas and learn from each other. It encourages people to explore issues that require discussion in order to build a consensus around an issue.

viii. What is a Knowledge Exchange? A knowledge exchange takes place when someone is moving on from their current position. It aims to recover unique and valuable information from them before they leave.

ix. What is a knowledge marketplace? A knowledge marketplace could be seen as a 'dating service' for knowledge. It identifies what people know and what they need to know on a particular subject, then connects them appropriately.

x. What is a peer assist? People can use a peer assist to gather knowledge and insight from other teams before embarking on a project or activity. It partners those seeking assistance – 'receivers' – with a peer or group of peers who have expertise in a desired area. A peer assist can last from an hour to a full day depending on the size of the project.

xi. What is a rapid evidence review? A rapid evidence review (RER) is a way of reviewing research and evidence on a particular issue. It looks at what has been done in a particular area and records the main outcomes.

xii. What is a retrospective review? A retrospective review is an in-depth discussion that happens after the completion of a project, event or activity. It is structured to help the people involved reflect on the project in detail.

xiii. for more information Check out http://www.idea.gov.uk/km

10.CONCLUSION

Knowledge management (KM) is very important for organization. This KM encloses every individual in the organization cutting across departments, functions and business units KM initiative in different sectors of the economy in India has be implemented. KM is needed in the libraries to improve library services, record information, create knowledge and enables to share and learn by providing user friendly approach. KM is a viable means in which academic libraries could improve their services and become more responsive to the needs of users in the university.

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