

Knowledge Management for e-Resources

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Abstract

Due to the convergence of the Computation and Communication technologies the media of preserving information , data and know-how has been drastically changed world-wide. The regular collections of library are added with the e-Resources. These e-Resources possess the better accessibility than regular paper resources. Subscription, Storage and utilization of these e-Resources need the Knowledge base of the terms like : Database server, Intranet, Web service and Requirements Analysis. This paper illustrates the concepts in effective management of e-Resources in Libraries.

Keywords

e-Resource, Intranet, Networked Libraries, Database Server

Introduction

Libraries are information hubs for acquiring the knowledge. Since ancient times the libraries are key-sources to disseminate the information. The advancements in technologies , especially computation and communication, have drastically changed the ways of storing the information, ways of serving the readers , the ways of serving the locations, the ways of service-timing, and the more important is the ways of sharing the accumulated information or knowledge among the reader community spread across the local points or even global points. These ways are important to adapt and adopt every library - may be Academic, may be Industrial, may be others.

Classical Concept of Knowledge Management

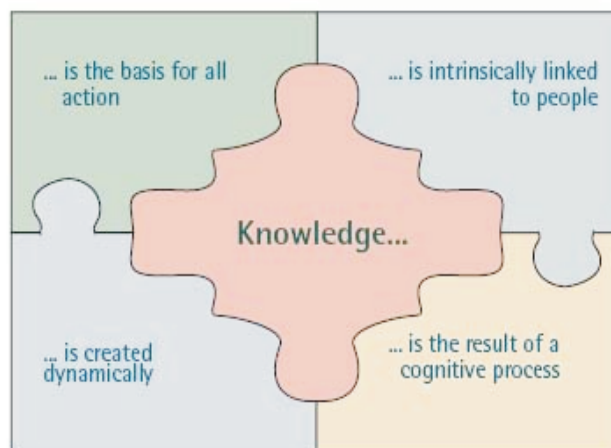


Fig 1: Basic Characteristics of Knowledge
Source : wm-forum.org

It is difficult to differentiate the Knowledge from Information as both are relative terms.

Knowledge is a form of Information, which can exist only within an individuals' mind. It being subjective, cannot be directly transferred or communicated from one person to another, but must be converted into Information first. Fig 1 represents the basic attributes of knowledge.

Knowledge Management provides access to experience, knowledge, and expertise that create new capabilities, enable superior performance, encourage innovation, and leverages existing information and knowledge assets of the organization, facilitates information and knowledge dissemination across boundaries and integrates the information and knowledge into day to day business process.

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Impact of Knowledge Management

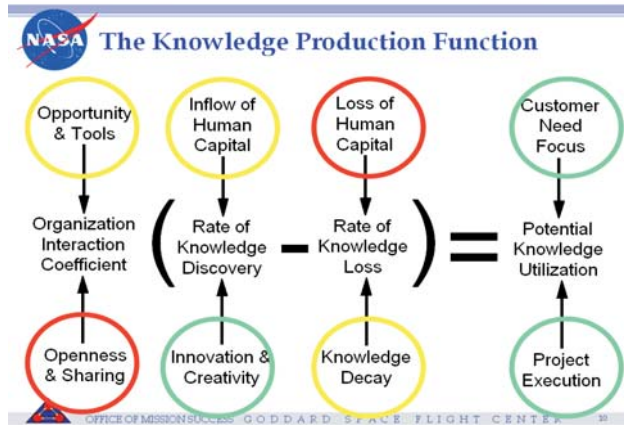


Fig 2: Effect of Knowledge

Source : nasa.gov

The world-wide society is marching towards the knowledge society. The readers are the customers of the libraries. Knowledge Management strategies have the focus on reader's needs for transforming the traditional library assets into digital libraries with e-resources. The readers' knowledge sharing the productive outcome from the process of the library knowledge management.

Why to manage Knowledge ?

– Is to gain significant returns out of the data and information we produce and the way in which we produce it.

– Along with collection of new materials, selection for inclusion in database, inputting data, indexing, searching and retrieval and delivering the out put to the end user; some additional tasks like data cleaning or deletion of redundant records from the database and checking for the systems security. Creating links with external sources and updating any manual of procedures specific to the operations going on in the organization. From this knowledge, Librarians can build a web front and can allow user to access the information in a quick and easy way.

Whom to Manage ?

People management

Process management

Information Management

Implementation of Knowledge Management in Libraries requires

High-level commitment to change.

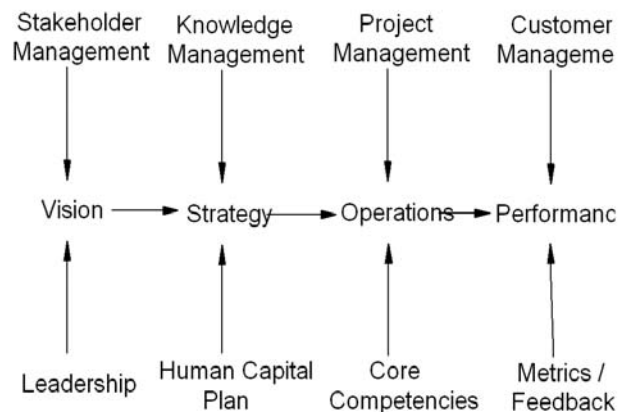
Human Resource of Library.

To and fro communication in the hierarchical structure of management.

Understanding among the library staff.

Keeping track of the process of information flow in the library

Where Does KM Fit in the Big Scheme?



Source : nasa.gov

How to accomplish?

Davenport (1993) explains that knowledge management process is about acquisition, creation, packaging, and application or reuse of knowledge. Some examples of each of these types of knowledge management process are:

- * Knowledge Acquisition: finding existing knowledge, understanding requirements, searching among multiple sources.
- * Knowledge Creation: research activities, creative processes in advertising, writing books or articles, making movies, and so on.
- * Packaging: publishing, editing, design work.
- * Applying or using existing knowledge: auditing, medical diagnosis;
- * Reuse of knowledge for new purpose: leveraging knowledge product development processes, software development.

Case study: Knowledge Centre

The concept of the knowledge centre in Library is new. It includes I T infrastructure for facilitating the e-Resources. e-Resources are the electronic representation of the information. Those are available in various forms like e-

books, digital library, online journals, magazines , e-learning tutors, on-line tests. Because of the effective presentation with multimedia tools, these e-resources are becoming the sources of information.

Database Server: The knowledge centre is driven by the central server which archives the collections of all e-Resources available. It has the access to the readers of library. The facility of the updating the database is provided through the user-friendly software.

Intranet: The knowledge centre has been connected to the various departments/divisions of the organization/university/institution for providing the accessibility to the readers. It is LAN of the various nodes in the campus. It provides the access to the database server. Students can refer the e-Resources from the departments / laboratories and even from the Hostels.

Conclusion

The knowledge is a factor of difference, a factor of competition. Libraries are the locations where this factor grows significantly. The e-Resources are making the information more effective. Internet and e-Resources are the driving forces for process of world-wide knowledge-sharing. Libraries, once connected with others, would have the abundant strength to satisfy the needs of the readers.

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