

# Knowledge Management: An Overview, With Special Reference to JNU Central Library

**Devendrappa T M.\***

*Professional Assistant,  
Jawaharlal Nehru University  
New Delhi-110067.India  
E-mail: [devatm@mail.jnu.ac.in](mailto:devatm@mail.jnu.ac.in)*

**Kumara B\*\***

*Assistant Librarian,  
Tumkur University,  
Tumkur, Karnataka, India  
e-mail: [kumarapb@gmail.com](mailto:kumarapb@gmail.com)*

## Abstract:

Because of the enormous development in the field of IT and digital printing, information production is increasing like anything, due to the above reason management of information and knowledge is became necessary. In this article we can see what is knowledge management its definitions, why should we apply knowledge management (KM) in University, Types of knowledge management (KM) systems, need of KM in academic environment that to in higher education institutions like Universities, Research and Development institutions. How best libraries can perform in gathering, managing, preserving of academic knowledge in university using knowledge management principles. How Central Library, Jawaharlal Nehru University (JNU) can helps in managing of university knowledge using Knowledge Management (KM) principles, steps taken for implementing the KM system in university.

*Index Terms: Knowledge Management, Library, JNU.*

## I. INTRODUCTION:

Development in IT and printing technology has changed the way of organizations view and use of knowledge. Now Information can be collected, analyzed and distributed in many ways previously it is not possible. Databases help to collect, store filter and make search of information very easy. Social networking allows communities of practice to grow beyond the limits of time and place. World Wide Web makes it possible to disseminate information to millions simultaneously, growth rate of information or information adding to www is becoming double in ten years. As medium of information, changes activities and access mode of information in academic environment also changed. Managing available information and knowledge in university is becoming challenging job because explicit knowledge is coded knowledge that is saved in various formats, such as books, journals and information in online databases. It helps to serves the needs of academic user community. In the same time tactic knowledge extraction and management is also challenging task in university environment, because all teaching community are not ready to share their intellectual knowledge for many reasons. Out of these reasons here is an attempt to

extract the tactic knowledge and management of explicit knowledge. To incorporate the concept of knowledge management into libraries will change services and library management. In terms of processing, it will increase the division of explicit knowledge and break packets of explicit knowledge into smaller pieces.

## II. ABOUT CENTRAL LIBRARY JNU

The University Library is a Knowledge Centre which has rich resources mainly in Social Sciences, Humanities and Sciences. It is a nine-story tower building and has a carpet area of about one lakh sq.ft. It is situated in the midst of the academic complex of the University and is the hub of all the academic activities of the University. Established in 1969, it incorporates the library of the prestigious Indian School of International Studies which was later merged with Jawaharlal Nehru University. The JNU Library is a depository of all Govt. publications and publications of some important International Organizations like WHO, European Union, United Nations and its allied agencies etc. The Library has recently established a Cyber Library at the Ground Floor with 200 Computers for the students and research scholars to access the available online resources. As a part of knowledge preservation central library JNU took insensitive for digitizing 20,000 theses available in the central library this work is completed and started

uploading of these scanned theses to Dspace institutional repository.

Jawaharlal Nehru University is one of the biggest and popular central universities in India. It is popular for masters and doctoral degree in social science, humanities and science discipline. It has its own contribution to nation in the field of Economic and politics. It is maintaining uniqueness in producing knowledge in above mentioned fields and still managing, organizing and preserving of these knowledge is not happening in proper channel due to this reason knowledge management is required for JNU. Below we can see what knowledge management is and how we can make use of the knowledge management techniques and principles for managing, organizing, and preserving explicit and tacit knowledge of the university.

### III. WHAT IS KNOWLEDGE MANAGEMENT?

Knowledge management is the process of identifying, acquiring, evaluating, managing, organizing, filtering, and retrieving, capturing, and effectively sharing all of an existing information asset useful to end users in institute. These assets may include databases, documents, policies, procedures, and previously un-captured expertise and experience in individual workers. In other words knowledge management is the managing of existing explicit knowledge in institute / organization in proper manner and planning to extract, process, organize, and preserve the tacit knowledge of existing employs of organization here we are considering university. In university the tacit knowledge is gathered by faculty and teaching professionals gathering of their intellectual knowledge for future generation as well as all the academic institutions all time is called knowledge management.

The important point to remember about Knowledge Management is that it is not just an initiative or a one work, it's the integration of many initiatives working together to ensure that knowledge is created and shared throughout organizations. The major thing is that how exactly this is done is unique to each organization.

*Definitions of Knowledge Management:  
According to Horwitch and Armacost:*

Knowledge Management is the creation, extraction, transformation and storage of the correct knowledge and Information in order to design better policy, modify action and deliver result.

"Knowledge management is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously un-captured expertise and experience in individual workers." (Duhon, 1998).

'Knowledge Management (KM) is the set of professional practices which improves the capabilities of the organization's human resources and enhances their ability to share what they know.'

### IV. NEED OF KNOWLEDGE MANAGEMENT IN JAWAHARLAL NEHRU UNIVERSITY:

Jawaharlal Nehru University is one the India's biggest and popular central university which is providing the best education in Humanities, social science and various national and international Language studies in country. Recent years it is spreading its wings in science discipline. Students from all over the country are coming through entrance for study in this university all the students are selective students. The university has the best of the best faculty & teachers in its family, and the knowledge through by them is very precious to the student community. The faculties are involving in various decision making, administration and development works in the country. They are involving in generating various kinds of reports in the country while preparing reports they are making so many studies, discussions and plans and they have so many thoughts and ideas in their mind.

- To implement those ideas in present society to solve the existing problems and to make available of their thoughts and teaching to rest of the university student community.
- Preserving the tacit knowledge of university for future generation.
- It helps to review the academic activity of university & helps to know where the development is required.
- It helps for students to learn 24\*7\*365.
- It helps to implement the cloud based learning system in university in future.
- We can do knowledge audit in university from which we came to know that how much we are investing in university for academic work and what is the output. Weather it is worth or any improvement is required.

- Interdisciplinary knowledge can be accessed by other discipline users through knowledge repository.
- For creating knowledge repository for university because knowledge is an asset for university as well as students.
- It helps to build the internal & external skill for upcoming faculty to maintain the standard in teaching.
- It helps to promote the research in university by providing required knowledge to users in short time.
- It changes the view about Library / Librarian if the knowledge management system is implemented by Library / Librarian.

## V. FUNCTIONS OF KNOWLEDGE MANAGEMENT:

The basic function of Knowledge management is providing the right information to right user at the right time. The basic functions of KM as follows

**Externalization:** Use technologies to capture knowledge and store it inline e.g. imaging system and database. Actually it is a process of capturing knowledge in depository and organizing it according to classification framework.

**Internalization:** is a process of extracting knowledge from external repositories and filtering it to identify what is relevant to knowledge seeker.

**Cognition:** is application of knowledge that has been exchanged through the preceding three functions and ultimate goal of knowledge management.

**Intermediation:** It matches knowledge seeker with the best source of knowledge available by tracking the experience and interests of individuals. The intermediation can link people who need knowledge with the people who appraised to have knowledge in that area.

## VI. PROPOSAL PROCESS FOR IMPLEMENTING KNOWLEDGE MANAGEMENT IN JNU CENTRAL LIBRARY.

Central Library Jawaharlal Nehru University has identified the importance of knowledge management and it is planning to implement Knowledge Management system in university. To implement KM system in university following process and things are required. We can see what are the internal and external sources, resources & technology tools required in process of Knowledge Management.

- Knowledge Discovery & Detection.
- Knowledge Organization & Assessment.
- Knowledge Reuse.
- Knowledge Acquisition.
- Proper planning to implement KM system.
- Skilled staff required to extract and generate the explicit & tacit knowledge.
- High end storage server for storing the data.
- High speed network connection to retrieve and share the stored knowledge in the form of videos, documents, audio file and other files.
- Knowledge Management software's like customer Service Knowledge Management, Free plane & others.
- Searching and accessing of knowledge from external sources.
- Providing the assessed & gathered knowledge in various formats, this required to purchase various converting and managing software's.
- Embedding the extracted knowledge in process, formation, product and service to university users.
- Sharing the gathered knowledge among participated institutions/ organizations in KM process or among academic institutions in the country.
- Timely reviewing, measuring & evaluating of gathered knowledge and its impact on user community through KM audit techniques.
- Advanced security software & hardware components are required to protect the data while putting it over internet.

## VII. BENEFITS OF KNOWLEDGE MANAGEMENT IN UNIVERSITY

- If the knowledge management is implemented in Jawaharlal Nehru University, we can see the following benefits in University.
- It helps to reduce the loss of intellectual capital from leaving the organization.

- Reduces cost by decreasing & achieving economics of scale in obtaining information from external sources.
- It improves the communication between source & users
- Promotes research activity.
- Leads to reduction to training of employs.
- Helps in a removal cognitive biases from decision making enables and organization to achieve competitive edge.
- It helps to provide 24\*7 KM services to user community.
- User can access the tacit knowledge from anywhere any time.

### VIII. CONCLUSION

Based on the above discussions we came to know that university like JNU the knowledge management is essence and users of the university as well as other universities are getting more benefits and the knowledge extracted by university is becoming asset for university and nation.

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