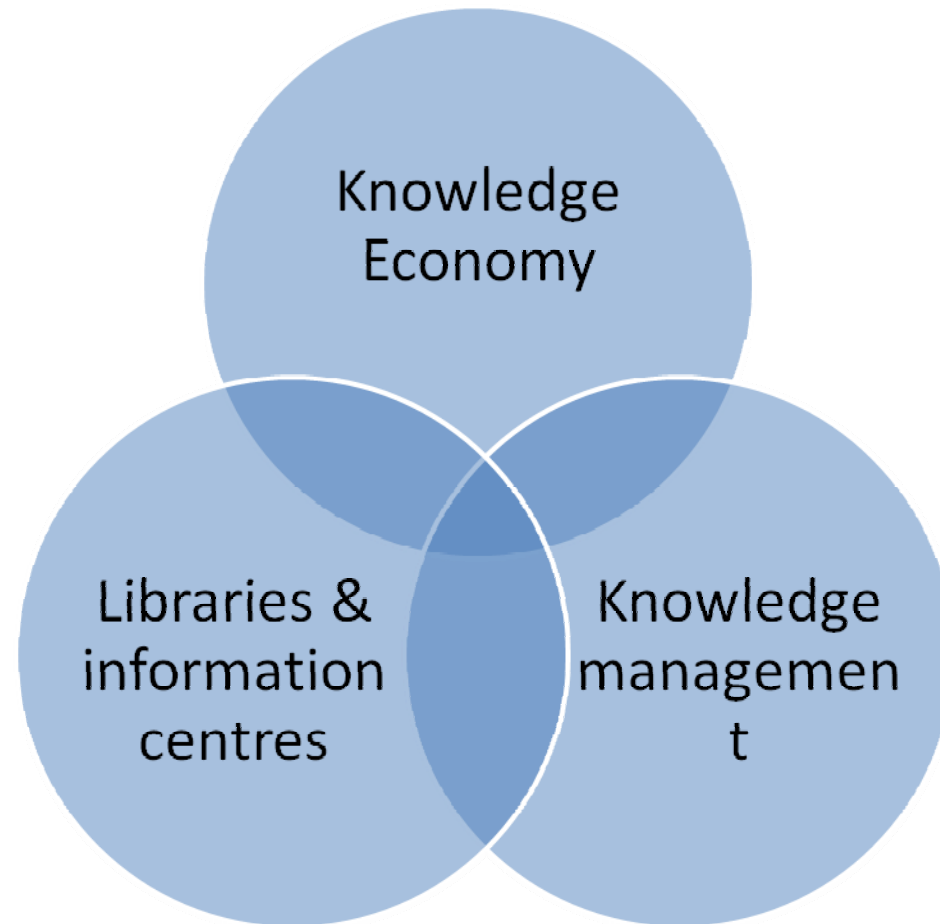


The Role of libraries in knowledge management & knowledge economy

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Knowledge
Economy

Libraries &
information
centres

Knowledge
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Outline of presentations

- Define the key terms – knowledge management, knowledge economy and librarianship.
- Discuss the knowledge management framework,
- knowledge economy framework
- librarianship framework
- Role of libraries in knowledge management and knowledge economy in Africa

Define the key terms

Knowledge management – has numerous definitions but two will suffice:

“knowledge management is the explicit and systematic management of vital knowledge and its processes of creating, gathering, organising, diffusion, use and exploitation. It requires turning personal knowledge into corporate knowledge that can be widely shared throughout an organisation and appropriately applied” (Skyrme 1997)

Davenport and Prusak (2000) defines knowledge as

Define the key terms

“Knowledge is a fluid mix of framed experiences, values contextual information , and expert insight that provides a framework for evaluating and incorporating new experiences and information. ... in organisations ,it often becomes embedded not only in documents or repositories but also in organisational routines, processes, practices and norms”

Knowledge Economy also has many definitions but in from the experiences of Malaysia the k-economy

Define the key terms

Is defined as i) the optimal and ever increasing use and application of knowledge in all sectors of the economy
ii) the development of viable, profitable and high value-added, knowledge intensive industries (Gomez 2002).

Librarianship on the other hand is concerned with selecting, acquiring, organising, disseminating and providing access to **recorded information** to meet the needs of specific groups of people.

Define the key terms

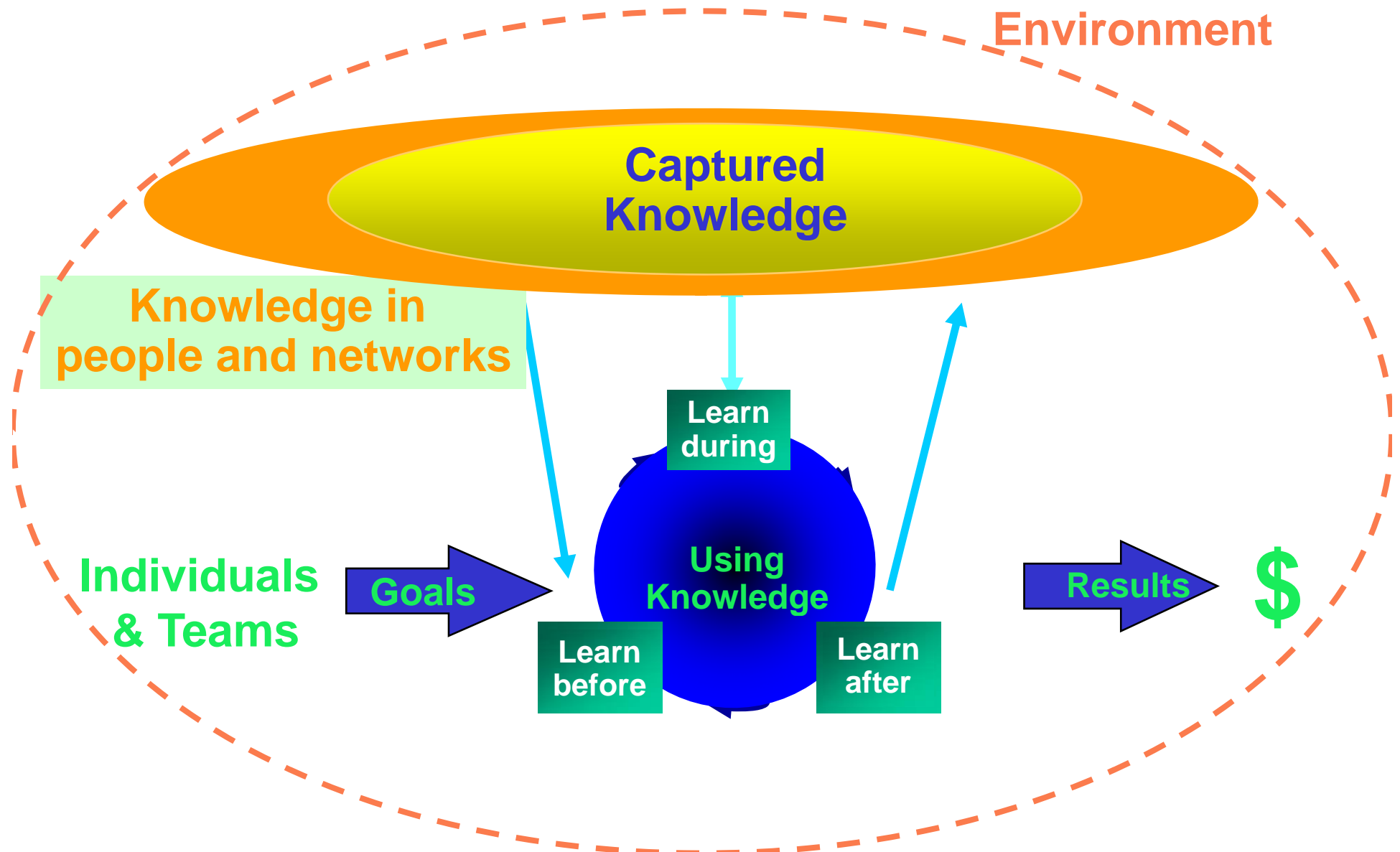
Librarianship has been defined as “the discipline and profession that is concerned with helping individuals obtain reliable information to increase their knowledge in all the spheres of their lives from the recorded information storehouse of mankind” (Choy Fatty Cheong 2008)

The question therefore is what role can libraries play in knowledge management and the knowledge economy?

We must look further into the frameworks of both KM and KE to see where/how libraries can fit or not fit!

BP's knowledge management framework (source: Geoff Parcell)

Leadership & Environment



Individuals & Teams

Goals

Learn before

Learn during

Learn after

Using Knowledge

Results

\$

KM Framework

Here is BP's KM framework. It comprises 5 elements:

- A KM strategy which is part of the organisations strategy
- The right Leadership & Environment
- Networks of people well connected
- A discipline of learning before, learning during and learning after
- Capturing knowledge for reuse (Source Geoff Parcell 2009)

Librarianship vis KM?

KM practices

Internal knowledge

Tacit knowledge

Knowledge creation

Org strategy driven

Linked to org culture

Collective knowledge

Tools to share knowledge /

Tools to access tacit knowledge/

Librarianship practices

External knowledge

Explicit knowledge

knowledge retailing

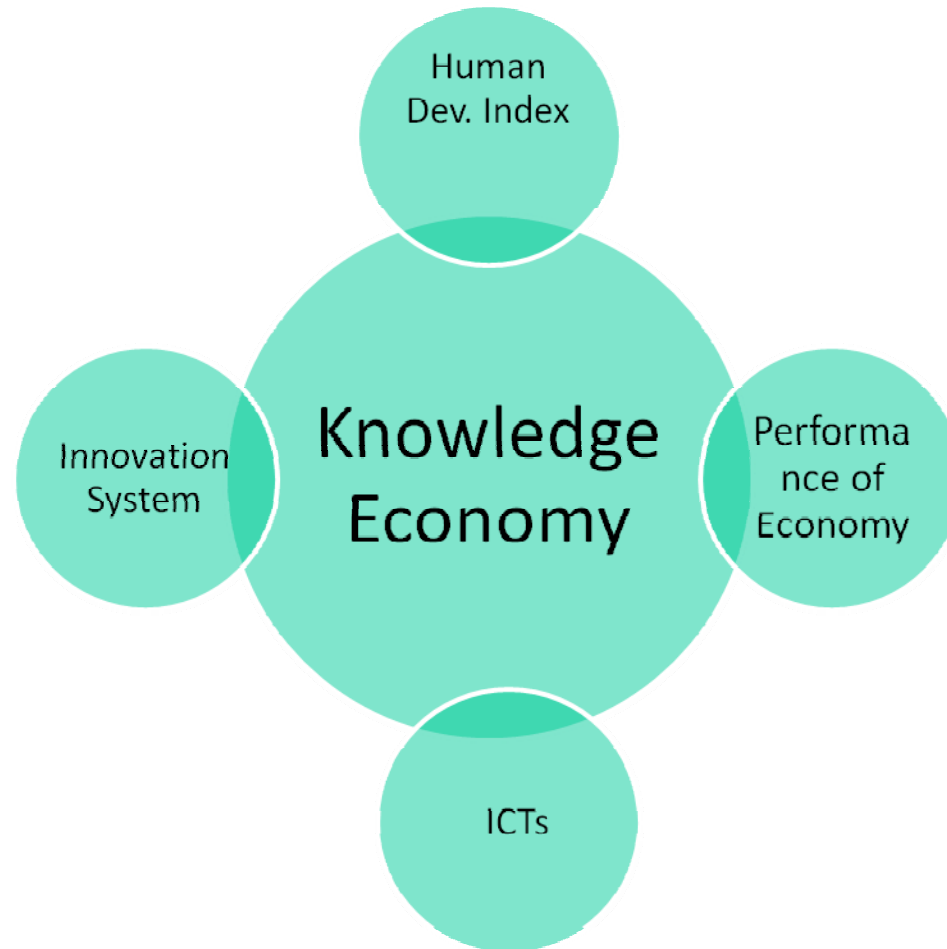
User needs driven?

Not linked to context

Individual recorded knowledge

Tools to retrieve informat..

KBE Framework



Knowledge Economy Framework

This framework is drawn out of the key variables which have often been used to create a basic scorecard which claims to portray a country's preparedness for the Knowledge Economy (World Bank Institute)

1) Overall performance of the economy – based on the average annual GDP growth – and standard of living i.e. purchasing power per capita

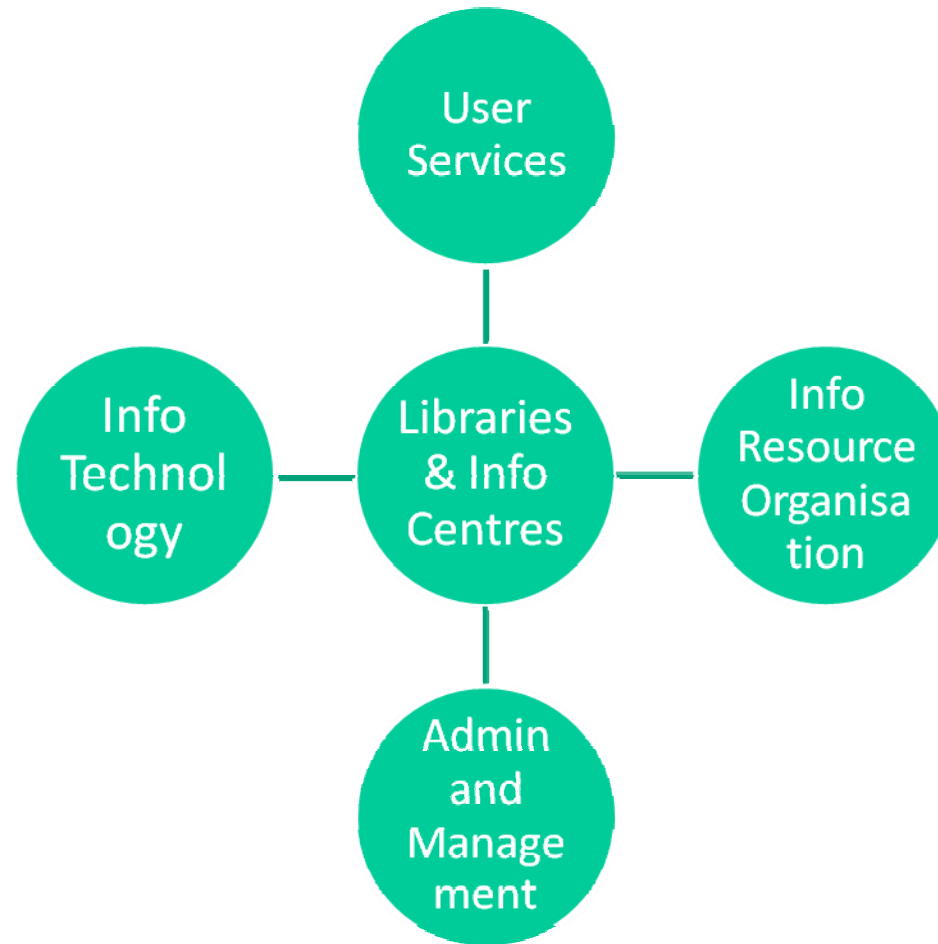
2) Economic incentive and institutional regime - tariff and non-tariff barriers, regulatory framework, and rule of law

3) Education and Human Resources – include the human development index (life expectancy, knowledge) - adult literacy, % above 15 yrs who are literate, secondary school and tertiary enrolment

4) Innovation System –included here is research in R&D, patent applications, scientific and technical journal articles

5) ICTs – referring to telephone use per 1,000 people, computers per 1000 people, and Internet users per 1,000.

Librarianship Framework



Librarianship Framework

- 1) User Services – meeting user needs by providing access to recorded information, circulation, reference and info literacy programmes
- 2) Information resources organisation – includes classification and cataloguing, indexing, collection management, bibliographic control etc.
- 3) Information Technology – application of ICT to the delivery of services eg. OPACs, databases, online searches, web based info services etc.
- 4) Administration and management – planning, budgeting, human resources and administration

Libraries and KM and KBE

The relationship of KM and libraries can be viewed in two ways – i) how can libraries contribute to KM and KBE ii) how KM can contribute to libraries and info centres.

Libraries contribution: i) information content management to strengthen the explicit knowledge component ii) providing access to targeted subject information which adds value to economic development activities e.g. education, business and SMEs, agriculture, education etc. iii) knowledge centres concept focusing on indigenous /cultural knowledge

Libraries and KM and KBE

KM contribution to libraries: Libraries as organisations can benefit tremendously by adapting relevant KM applications: i) capturing or harvesting organisation knowledge ii) adopting knowledge sharing tools to maximise reuse iii) tools to network and achieve interaction eg. fostering learning groups (CoP), best practice sessions, learning organisations iv) role of top managers in creating knowledge sharing environment

Libraries and KM and KBE

vi) Adopting non hierarchical organisation culture and structures in order to facilitate communication and sharing of knowledge from top down, bottom up, and horizontally

Concluding: African Libraries role in KM and KBE while not yet widespread, can involve content management, web based access to print based information, and use of skills in indexing , thesaurus construction etc to facilitate KM & KBE.

Libraries and KM and KBE

- However to be fully involved in KM, libraries may need to introduce KM practices in their own organisations and use that bridge to spearhead the introduction and consolidation of KM in other sectors of society.

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