

IFLA -KM Section

Knowledge Management from the perspective of LIS

Irene Wormell

Professor in Information Management
Bibliotekshögskolan, Borås

Topics

- KM - new vine in the old bottle?
- New roles and functions on the information market
- KM from the perspectives of LIS
- Two main issues: knowledge sharing and teamwork

The opportunity for the librarian in
Knowledge Management is immense, but ...

*”....they need to change some things about
how they do their work.”*

Thomas Davenport and Larry Prusak:

*Working Knowledge. How organisations
manage what they know. 1989*

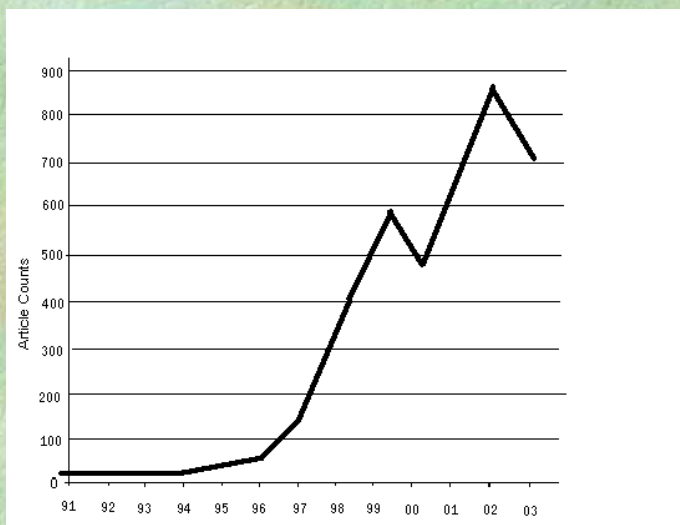
IFLA publications 108 (Ed. H-Ch. Hobohm)

*Knowledge Management. Libraries and
librarians taking up the challenge. 2003*

*Skills and Competencies Required to Work with Knowledge
Management. pp.107-114 - by Irene Wormell*

”KM is here to stay”

Koenig, M. IFLA, Conference, 2005, Oslo, presentation:



Knowledge Management 1991-2003 - bibliometric analysis

Difference between IM and KM?

- **Information management:**
 - The storage, organisation and access to internal/external information, vital to the organisation
- **Knowledge management is**
 - Extending the concept of 'knowledge' beyond existing concepts like 'memory', 'storage' and 'information' - and is including also tacit knowledge

Knowledge Management (KM)

$$\text{KM} = (\text{I} + \text{P})^{\text{S}}$$

Legend:

I = Information

+ = Information Technology

P = People

s = shared use

The New Information Professional

Roles, tasks and nichemanship

Functions of the modern information professionals

- **facilitate** information use
- **navigate** knowledge systems and info. sources
- **consult** and advice on information problems
- **audit** the optimal management of info. resources
- **integrate** technical and cultural systems
- **translate** between languages and technologies

Functions of the modern information professionals

- **transform** data and info. flows between systems
- **connect** social and cultural contexts
- **educate** users
- **provide** resources for information literacy
- **offer** support to info. policy and strategic goals
- **“human browser”**

Call for **Strategic pragmatism** in the modern LIS profession

...for entering a wide
range of new and
challenging work tasks
in today's
information society

Competitive evolution

in the
information landscape

Profession,
like ecological niches,
are dynamics.

Professional nichemanship

a work space ...

... in which a system of competences,
experiences and learning capabilities
are integrated and transferred
in order to perform a set of
closely interrelated activities

The professional role

- a system of working behaviors
- a person is entitled to show
- on the basis of acquired
- ***competences and skills***

...competences and skills

- *The professional life cycle, adds / loses power*
 - depending on competitiveness
 - soc. and org. pertinence
 - capacity to taking up new work interfaces

Roles vs. Tasks

*The traditional
“task orientation”
in the LIS profession
has to be changed
to a “role” perspective
in professional strategies*

Facing new technologies

focus on WHY
before discussing HOW

Combine the “classical”
skills of the profession
in an innovative approach
to the use of
new technologies

European Guide to Good Practice in Knowledge Management

The Guide comprises five main booklets:

- **KM Framework**
- **Culture and KM**
- **Implementing KM in Small and
Medium Size Enterprises (SMEs)**
- **Measuring KM**
- **A KM Terminology**

**European Guide to Good Practice in Knowledge
Management has been prepared under a CEN
Workshop and was published in Spring, 2004**

**Access to The Guide
is facilitated through
the European Commission's KM Portal:**

<http://www.knowledgeboard.com/>