Chapter 16
The Library and Information Science Perspective on Knowledge Management

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ABSTRACT

Knowledge management (KM) creates value and competitive advantage via innovation. Library and information science (LIS) developed KM using social epistemology and varied scientific methods. LIS continued to study KM to guarantee its understanding and usage in the organization. KM attitudes and actions must also be agreed upon. This chapter discusses the LIS viewpoint on KM and delivers the fundamental point, which implies that LIS may advance knowledge management. Thus, readers should ask questions about LIS and all of the preceding advances, especially KM. The perception of data, information, and knowledge especially has changed significantly. LIS perspective should be dynamic, and librarianship has individuality and dignity with knowledge managing tradition. LIS and Librarianship roles, especially KM, may help drive these new advancements. Instead of only watching or ignoring improvements, active engagement and additional research are expected to raise LIS roles on KM.

INTRODUCTION

In the information age, knowledge stands out in the annals of human civilization. Knowledge as capital has a significant impact on the development of an organization or agency. If knowledge is not immediately and perpetually updated through the learning process, it can become obsolete in today's environment of

accelerated change. In this globalization era, science and technology advancement is rapid. The agency's or organization's proficiency in these two areas is one of the organization's most crucial factors. According to Milton and Lambe (2019), knowledge management (KM) is a system that enables organizations to assimilate their employees' knowledge, experience, and creativity for organizational growth. KM systematically administers an organization's intellectual and knowledge assets for competitive advantage.

The first special conference on KM was convened in Boston, United States, in the summer of 1993, the year considered to be the commencement of KM. According to Koenig and Neveroski (2018), KM was coined in the 1980s as a descriptor for Library and Information Science (LIS) at the School of Information Studies at Syracuse University, New York, United States. As we know it today, KM originated in the consulting industry and was popularized by consulting firms. Consulting firms perceive the potential of the Internet's intranets to link geographically dispersed knowledge-based organizations. Consulting firms quickly realized that the expertise acquired through knowledge leverage could be packaged and sold to other businesses. The product requires a name, and KM has been selected. KM is, therefore, extensively taught in the School of Management, Economics, Business Administration, and Library and Information Science.

The topic of KM has been a subject of discussion within the International Federation of Library Associations and Institutions (IFLA) since 2001, as observed from the standpoint of professional library organizations (IFLA, 2023). The KM Section in IFLA was formally established in December 2003 as a constituent unit within Division III, specifically within the Library Services framework. The increasing interest in implementing Knowledge Management (KM) within the library and information services sector necessitates librarians to enhance their comprehension of the several aspects of KM relevant to their responsibilities.

KM is an interdisciplinary academic discipline with roots in many academic disciplines, such as Economics, Management, Business Administration, and LIS (Dalkir, 2017). In simple terms, KM consists of explicit knowledge, which means open and recorded knowledge, and tacit knowledge, namely hidden knowledge or knowledge that is in the minds of each individual, along with processes involving the creation, organization, transfer, and application of knowledge. Consequently, KM can be implemented in numerous domains and organizations. KM is gaining popularity due to the significance of collaboration in a world where competition for excellence intensifies. Only the mastery of knowledge determines an organization's superiority, as demonstrated by the intense competition. KM is unquestionably contingent on how an organization uses and applies knowledge.

BACKGROUND

Knowledge management (KM) entails leveraging the collective knowledge possessed by all personnel to attain the specific objectives of a firm or organization effectively. The aim of KM is not to oversee the entirety of knowledge but rather to focus on the knowledge that is fundamental and significant for the company (Milton & Lambe, 2019). The primary objective is to ensure employees get the requisite knowledge at the appropriate time and location. The adage frequently posited is that possessing the proper knowledge, situated in the appropriate location, and occurring at the appropriate moment is paramount.

KM is a series of systematic approaches to managing, evaluating, and utilizing diverse knowledge assets. These assets may include tacit knowledge carried by each and explicit knowledge in databases, archives, records, documents, rules, etc. In conclusion, KM is a technique and strategy for managing

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