

THE OPEN UNIVERSITY OF SRI LANKA
INFORMATION STUDIES UNIT
FACULTY OF HUMANITIES AND SOCIAL SCIENCES
BA DEGREE IN LIBRARY AND INFORMATION STUDIES
LEVEL 6 (SEMESTER I)
HSU6302 – KNOWLEDGE MANAGEMENT IN LIBRARY OPERATIONS
FINAL EXAMINATION – 2019/2020



DURATION: THREE (03) HOURS ONLY

Date: 07th March 2020

Time: 9.30 a.m. – 12.30 p.m.

Instructions:

- Answer only five (05) questions
 - All questions carry equal marks
1. (a) Explain the difference between explicit knowledge and tacit knowledge. (10 marks)
(b) Briefly describe the characteristics of tacit knowledge. (10 marks)
 2. (a) Discuss the benefits of Knowledge Management to an organization. (10 marks)
(b) Explain how you could train your library staff members to handle new technologies used in Knowledge Management effectively. (10 marks)
 3. (a) Identify skills and competencies needed for Knowledge Management professionals. (10 marks)
(b) List Knowledge Management skills possessed by Library and Information Science (LIS) professionals. (10 marks)
 4. (a) Retaining institutional knowledge is important for an organization to run its functions smoothly. What are the instances where institutional knowledge drains off from the organization? Describe with examples. (10 marks)
(b) Explain the role of librarians in managing Institutional Knowledge (IK). (10 Marks)

5. (a) List four types of Knowledge Management systems. (5 marks)
(b) Describe two of such systems with examples. (15 marks)
6. (a) What are the attributes expected to be possessed by knowledge experts within an organization. (10 marks)
(b) List three methods of knowledge capturing. (10 Marks)
7. (a) What is institutional memory? (10 marks)
(b) What is meant by 'externalization'? (10 marks)
8. (a) What are the differences between Knowledge Management techniques and Knowledge Management technologies? (10 marks)
(b) Identify four Knowledge Management techniques. (10 marks)
9. Write short notes on four (04) of the followings. (20 marks)
- (a) Brainstorming
 - (b) Indigenous knowledge
 - (c) Mentoring
 - (d) Post-project reviews
 - (e) Storytelling