

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HUMANITIES AND SOCIAL SCIENCES
INFORMATION STUDIES UNIT
BA IN LIBRARY AND INFORMATION STUDIES
FINAL EXAMINATION – 2024/25
LEVEL 6 (SEMESTER I)
HSU6302 – KNOWLEDGE MANAGEMENT IN LIBRARY OPERATIONS



DURATION: THREE (03) HOURS ONLY

Date: 31.08.2024

Time: 9.30am-12.30pm

Answer only five (05) questions.

Each question carries equal marks.

1. i. What are the four (04) main steps involved in the process of knowledge management, name them. (6 marks)
ii. Select one step of the knowledge management process and explain with examples why it is more suitable the library to carry out that step?. (14 marks)
2. i. Write down four (04) challenges that a librarian faced as a knowledge manager. (8 marks)
ii. Briefly discuss the four (4) roles of the librarian as a knowledge manager, providing suitable examples. (12 marks)
3. i. What does “knowledge capture” mean? Discuss. (4 marks)
ii. Identifying experts and developing relationships with the experts is the first step of the tacit knowledge capturing process. Explain criteria and characteristics considered in identifying experts for capturing tacit knowledge. (16 marks)
4. i. What are the four (04) types of knowledge management systems? name them (4 marks)
ii. Briefly describe these four (04) knowledge management systems and name two (2) technologies supporting each knowledge management systems. (16 marks)

5. Assume you have to develop a knowledge management system for your library to manage knowledge effectively. Explain the stages that you would follow in developing this system using the Knowledge Management System Development Life Cycle. (20 marks)
6. i. What is the key difference between knowledge management techniques and knowledge management technologies. (4 marks)
- ii. Name four (4) knowledge management techniques that can be used in libraries. (4 marks)
- iii. Choose one (1) knowledge management technique and discuss how you would use it in a library to capture, share and effectively use knowledge. (12 marks)
7. i. Write down four (04) skills needed in the knowledge management profession. (4 marks)
- ii. Why the librarian is more suitable to be the knowledge manager of its parent organization. Explain your answer by describing the skills already possessed by librarians that make them suitable for this role. (16 marks)
8. i. What is meant by the term "indigenous knowledge". (3 marks)
- ii. Name three (03) sectors in Sri Lanka where indigenous knowledge is used. (3 marks)
- iii. Briefly explain how libraries in Sri Lanka can involve in capturing, preserving and sharing indigenous knowledge of the country. (14 marks)
9. Write short notes on any (04) four of the following. (4x5=20 marks)
- i. Tacit Knowledge
 - ii. DIKW Pyramid
 - iii. Internal knowledge sources of a library
 - iv. Externalization and Internalization
 - v. Challenges for librarians as knowledge managers
 - vi. Three (3) types of institutional knowledge
 - vii. Characteristics of Indigenous Knowledge