

THE OPEN UNIVERSITY OF SRI LANKA  
INFORMATION STUDIES UNIT  
FACULTY OF HUMANITIES AND SOCIAL SCIENCES  
BA IN LIBRARY AND INFORMATION STUDIES  
FINAL EXAMINATION - 2023  
LEVEL 6 (SEMESTER I)  
HSU6302-KONWLEDGE MANAGEMENT IN LIBRARY OPERATIONS



DURATION: 3 hours

Date: 05.08.2023

Time: 9.30 am-12.30pm

**Instructions**

Index No:/Reg.No:

Answer only five (05) questions

All questions carry equal marks

1.
  - i. Define "knowledge " with a suitable example from the library environment (5 marks)
  - ii. What is " knowledge management" ? Explain (5 marks)
  - iii. Briefly explain how the concept of knowledge management evolved and developed since the late1980's. (10 marks)
  
2.
  - i. What are the major steps in the knowledge management process? (4 marks)
  - ii. Briefly describe the general activities performed in each step. ( 8 marks)
  - iii. Explain how knowledge organization is done within a library (8 marks)
  
3. Knowledge can be lost at the individual, group or functional level due to various reasons.
  - i. List out the negative effects of knowledge loss to any organization (8 marks)
  - ii. Explain the reasons that lead to knowledge loss in a library with examples (limit your answer to five reasons) (12marks)
  
4. Can librarians, with their existing skills and competencies, play a significant role in the knowledge management activities of their parent organization? Discuss this statement, providing suitable five examples. (20 marks)

5. Knowledge management poses challenges for librarians when working as knowledge managers. Discuss the challenges faced, providing suitable five examples. (20 marks)
6. Any form of knowledge can be valuable for the well-being and sustainability of an organization. Therefore, knowledge should be captured and retained for the betterment of the organization.
- What is meant by "knowledge capture"? discuss (5 marks)
  - List five methods for capturing knowledge. (5 marks)
  - Explain the procedure for capturing the knowledge of a retiring staff member in your library. (10 marks)
7. Knowledge management tools are utilized to enhance and enable the knowledge management process.
- List out eight IT-based tools (KM technologies) that can be used in the knowledge management process in a library (8 marks).
  - Explain in details how technology has affected knowledge management activities in a library (12 marks).
8. During the recent past, there had been much dialogue on the use of indigenous knowledge as a solution to complex issues in our society is confronted
- Explain what is indigenous knowledge (4 marks)
  - List out six activities and processes that libraries could do in preserving and facilitating access to indigenous knowledge (6 marks)
  - Briefly explain the importance of indigenous knowledge to a country (10 marks)

9. Write short notes on any four of the following topics

i. PFOAR concept in institutional Knowledge management

ii. Externalization and internalization of knowledge

iii. KM blue print in the KM life cycle

iv. Storytelling as a KM tool

v. Communities of practice

vi. Skills needed for KM

vii. Procedure manuals

(5x4=20 marks)