THE OPEN UNIVERSITY OF SRI LANKA
INFORMATION STUDIES UNIT
BA DEGREE IN LIS – LEVEL 6 (SEMESTER I)
HSU6302 – KONWLEDGE MANAGEMENT IN LIBRARY OPERATIONSS
FINAL EXAMINATION – 2021/2022

DURATION: THREE (03) HOURS ONLY

Date: 23.04.2022   **Time: 1.30pm – 4.30pm**

Instructions:

➤ Answer only <u>five (05)</u> questions.
➤ All questions carry equal marks.

1. i. Write an authorized definition for Knowledge Management concept. (5 marks)

    ii. Name the steps in Knowledge Management process and describe each step briefly
    with examples from the library environment for persons, spaces, products related
    to the above steps. (15 marks)

2. i. Name four types of Knowledge Management systems. (4 marks)

    ii. Briefly describe the function, subprocesses, mechanisms and technologies of two
    of such systems. (16 marks)

3. "Through the use of Knowledge Management any organization could get multiple
    opportunities for its development and sustainability" critically evaluate this statement
    (20 marks)

4. i. Briefly explain the challenges faced by LIS professionals in Knowledge Management
    activities. (10 marks)

    ii. Describe the additional skills LIS professionals should develop to perform as
    'Knowledge Managers'. (10 marks)

5. IFLA recommends libraries and archives to; "Implement programms to collect, preserve,
    and disseminate indigenous and local traditional knowledge resources".
    Discuss activities performed by the National library of Sri Lanka <u>or</u> public libraries in the
    country to achieve the above objective with suitable examples. (20 marks)

6. i. What are the attributes expected to be possessed by knowledge experts. (10 marks)

   ii. Describe as a librarian who works in a public library, how you could organize
       story telling session to capture tacit knowledge from an eminent persons in your area.

                                                                                    (10 marks)

7. i. What is institutional knowledge? (5 marks)

   ii. What are the instances where institutional knowledge drains off from the library? (5 marks)

   iii. Briefly explain strategies you can apply to capture and retain knowledge that drains

        off from the library. (10 marks)

8. Write short notes on (04) four of the following (5 marks each)

             I.   Knowledge map
             II.   Knowledge Management tools
             III. Explicit Knowledge
             IV.   Mentoring
             V.   DIKW triangle
             VI.   Communities of practice