

THE OPEN UNIVERSITY OF SRI LANKA
 INFORMATION STUDIES UNIT
 FACULTY OF HUMANITIES AND SOCIAL SCIENCES
 BA HONOURS IN LIBRARY AND INFORMATION STUDIES
 FINAL EXAMINATION – 2025/26
 LEVEL 6 (SEMESTER I)
 HSU6302 – KNOWLEDGE MANAGEMENT IN
 LIBRARY OPERATIONS



DURATION: THREE (03) HOURS ONLY

Date: 04.10.2025

Time: 9.30am. -12.30pm.

Instructions

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- Answer only **five (05)** questions.
- All questions carry equal marks (20 marks).

1. 'Any discussion on knowledge has to be focused on relation to the three terms known as 'data', 'information' and 'knowledge'.
 - i. Explain what data is providing relevant examples 2 marks
 - ii. Provide an explanation of information and illustrate your answer with examples. 2 marks
 - iii. Define 'knowledge' giving authorized definition and examples. 4 marks
 - iv. Explain in detail how librarian handle 'data', 'information' and 'knowledge' when serving users with examples. 12 marks
2.
 - i. What is institutional knowledge? Explain in detail indicating 3 steps. 3 marks
 - ii. List five internal knowledge sources and five external knowledge sources available in an organization. 5 marks
 - iii. Explain in detail three (3) internal knowledge sources and three (3) external knowledge sources listed in question ii giving examples. 12 marks
3.
 - i. Give the authorized definition of 'knowledge management'. 2 marks
 - ii. Give the steps in the knowledge management process and describe four (04) benefits of knowledge management process. 8 marks
 - iii. Explain importance of knowledge creation for an organization with five (05) reasons 10 marks
4.
 - i. 'Any organization cannot achieve expected goals and benefit without organizing and applying knowledge' explain this statement with examples. 10 marks
 - ii. Explain the role of the librarian in organizing and applying knowledge in achieving expected goals and benefit for the organization. 10 marks

5. i. Explain what Knowledge Management (KM) techniques are in brief. 2 marks
ii. 'KM techniques help to capture both explicit and tacit knowledge' prove this statement with the support of examples (indicate at least four (04) techniques in the answer). 8 marks
iii. Explain five (05) methods a librarian can use to capture Tacit knowledge from the retiring staff who have many years of experience in the organization. 10 marks
6. i. Name five (05) tools that can be used to manage knowledge available in an organization 5 marks
ii. Explain five (05) technology-based tools that can be used for Knowledge Management in an organization. 15 marks
7. i. Describe how librarians can actively contribute to knowledge capturing process. Explain in detail using examples. 10 marks
ii. Describe the relationship between knowledge management and the role of the libraries. 10 marks
8. i. Explain the importance of knowledge creation for an organization providing five (05) reasons. 10 marks
ii. Explain how librarians can engage in knowledge creation activity in the library. 10 marks
9. Write short notes on any of the following topics.
i. Exit interviews
ii. Characteristics of Tacit knowledge
iii. Knowledge Management Systems
iv. Indigenous knowledge
v. Librarian as a knowledge manager
vi. Individual knowledge

4x5=20 marks