

KNOWLEDGE MANAGEMENT IN ACADEMIC LIBRARIES AND INFORMATION CENTERS: A CASE OF UNIVERSITY LIBRARIES

Prof Priti Jain

Associate Professor, Department of Library & Information Studies

University of Botswana

Tel. + (267) 355-5086

Fax: + (267) 318-5098

Gaborone, Botswana

E-mail: jainp@mopipi.ub.bw

Abstract: In today's knowledge based economies, appropriate Knowledge Management (KM) has proved a strategic management tool to survive and thrive in the ever-changing global market. Therefore, increasingly, all types of organizations including tertiary institutions are increasingly adopting KM. This paper focuses on university libraries and presents the partial findings of a study carried out to investigate and explore KM practices in Southern African Development Community (SADC) university libraries. A structured questionnaire was used to carry out the study. The study revealed the main reasons for practicing KM to improve library services as: to improve library services and productivity, produce more with less, avoid duplication of efforts and leverage existing knowledge. The major challenges were identified as: constant budget decline, lack of incentives, inadequate staff training and expertise, a lack KM strategy, insufficient information and communication technology (ICT) infrastructure and a lack of knowledge sharing culture. Finally, the paper puts forward some recommendations and a framework for KM implementation in university/academic libraries.