

Knowledge Management in Academic Libraries with Special Reference to Maheshtala College Library

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Abstract—The aim of this study is to analyze the basis of knowledge management system in an academic library. Here we take Maheshtala College as a case study. This paper mainly deals with the library system, knowledge management system of Maheshtala College. This paper also wants to highlight the new technology applied, new methods of knowledge dissemination started in the library. Maheshtala College is a college affiliating to the university of Calcutta. This paper highlights the insights of Library management, information storage and retrieval and dissemination and user service provided by Maheshtala College.

Index Terms—Knowledge Management, Academic library, College Library, User service, Maheshtala College library.

I. INTRODUCTION

Knowledge management is the process of creating, sharing, using and managing the knowledge and information of an organisation. It refers to a multidisciplinary approach to achieve organisational objective by making the best use of knowledge.

Knowledge management efforts typically focus on organisational objective such as improved performance, competitive advantage, innovation, the sharing of knowledge etc. Knowledge management is important because it boosts the efficiency of an organisation's decision-making ability. Three main areas of Knowledge management:

Accumulating knowledge.

Storing knowledge.

Sharing knowledge.

Successful knowledge management will improve an organisation in several ways. It will ensure that specialised knowledge of employee will also benefit others. It allows for better situational awareness, learning and it will help overall organisational

improvement. Knowledge management boosts the total activity of an organisation.

Academic Library: An academic library is a library attached with education institute and serves complementary purposes to support the curriculum and to support the research activities of colleges and universities faculty members and students. Modern academic libraries provide electronic resources. The function of academic library provide quiet, safe and social spaces for studying as well as provide support services and circulate materials. Academic libraries are of different types, mainly school libraries, college libraries and university libraries. Academic library satisfy the user need of its own. There are standard physical resources, human resources, informational resources and excellent services shown in an academic library.

Knowledge management in academic libraries : over the past few years academic libraries have generated increasing amount of information about their operation. College, universities and their libraries are social organisation. Knowledge management in libraries should be focussed on effective search and development of knowledge, creation of knowledge base, exchange and sharing of knowledges among staff and users of library. The implementation of Knowledge Management in academic libraries is mainly driven by its mission rather than by the competition from internet based reference services or electronic books.

II. OBJECTIVE OF THE STUDY

- 1) To gather an idea about the Knowledge management system of Maheshtala College.
- 2) To know about the Maheshtala College's knowledge management centre that is its library.

3) To scrutinize the systems of disseminating knowledge through knowledge management centre that is library of Maheshtala College.

4) To observe different facilities and other issues of knowledge management, that is to know more details about Maheshtala college library.

Maheshtala College

The college established in 1971, it is affiliated to University of Calcutta. Since its inception the mission of the college has been to spread collegiate education among the economically challenged and minority community students of the area. This was to be made possible through introduction of modern subjects, job oriented courses commensurate with needs of the day along with conventional subjects of study. The college is also committed to making students aware of modern subjects and arranging vocational training to make the students self-sufficient in life. This can only be achieved by arranging proper and adequate academic and physical infrastructure for learning. The college tries to disseminate knowledge and promote all-round personality development of the students, by increasing their knowledge base as well as by creating awareness about their social and cultural milieu. The college continues to sustain and develop an order of individuals who will be global in outlook, national in ethos and be equally respectful to local duties and commitments, thereby achieving the true education that visionaries such as Rabindranath and Swami Vivekananda had once dreamt of.

Mission Statement of the college.

Spreading of collegiate education among the economically challenged and minority community students of the area.

Introduction of modern subjects, job oriented subjects/ courses commensurate with needs of the day along with conventional subjects of study.

Making students aware of modern subjects, arranging vocational training to make the students self – sufficient in life.

Arranging proper and adequate academic and physical infrastructure for learning.

Arranging financial assistance to economically challenged students.

All-round personality development of the students, developing their knowledge base and to creating social awareness among the students.

Promotion of cultural activities among the students and organising regular programmes to make the students aware about the diverse cultural heritage of our country.

Promotion of sports and games activities among students.

Arranging welfare measures for the students and staff.

Setting up of an Art Gallery with two sections, one to be earmarked for establishes artists and the second for the students, staff and teachers of the college.

The objectives of the institution are:

Holistic education for all students for helping them evolve as better citizens of the future.

Enabling students of the locality affordable, relevant and professional education to equip them for their forthcoming lives Bringing the first-generation learners within the folds of higher education Offering inclusive education to all irrespective of caste, creed and community

Spreading collegiate education among the economically challenged and minority community students of the area, particularly girl-students, within the canvas of higher education to empower them

Introduction of modern job-oriented and vocational subjects, commensurate with the needs of the day along with conventional subjects of study

Ensuring physical & mental wellness by organizing health camps for all-round development of students

Arranging financial assistance to economically-challenged students

The objectives of the college are indicative of the mission of setting up the college and the vision that propelled establishment of such an institution. The objectives are communicated to all the stake-holders of the college via the website, the prospectus, the dedicated faculty, the regular parent-teachers' meets, and different programmed organized by the college such Freshers' Welcome, the Principal's and the teachers' addresses during the Teachers' Day celebrations organized by the students, the Annual Social function and through interactions. Most of the programmed reflect the college's preoccupation

towards dissemination of its stated objectives, and ensure the commitment of the college to its noble mission..

III. LITERATURE REVIEW

Beijerse (1999), cited in Burcu and Ceyda, (2013) states that knowledge management is achieving organizational goals through the strategy-driven motivation and facilitation of knowledge-workers to develop, enhance and use their capability to interpret data and information (by using available sources of information, experience, skills, culture, character, personality, feelings, etc.) through a process of giving meaning to these data and information.

Knowledge management is also a management function that allows knowledge sharing and provides easy access to knowledge.

Maheshtala College Library:

- a. A well- equipped Central Library with Open Access System is available for use to all students of the college. Beside more than 16,000 books, students can also access academic journals, periodicals and important dailies. The students can avail Reading and Lending facilities by paying library fees and library deposit (refundable) at the time of admission that entitles them to a Reading and Lending Card respectively. Online resources through INFLIBNET & NLIST are also available to all students and staff-members. The Library remains open on weekdays from 10am to 5pm.
- b. Beside Central Library, all students of the college are also entitled to use of Departmental Library and Remedial Library, pertaining to all departments of the college. Students should maintain proper discipline and silence in library.
- c. Library also offers online resources, links of which are available in website, Library section.
- d. The Benutosh Guha Corner for Competitive Examinations & Self Reliance has been set up in fond memory of our Founder-Principal Prof Benutosh Guha and assists students to prepare for career-oriented courses and competitive exams
- e. The College has institutional membership with British Council Library and American Centre Library, where students can borrow books, periodicals, CDs and access online resources.

Library is a collection of various sources of information which is accessible to a defined community- students and teachers, for reading, reference or borrowing. An ideal library contains books, periodicals, newspapers, e-books and others. The first library consisted of archives of the earliest form of writing- the clay tablets.

IV. MAHESHTALA COLLEGE LIBRARY SERVES IN THREE MAJOR WAYS OF LEARNING AND TEACHING

1. It serves a practical role in sharing e-resources, physical resources such as books, journals, periodicals and newspapers etc. These contents of libraries help teaching and learning and is of immense benefit to teachers and students.

2.The second role of the library is in preserving and organizing documents and ideas so that they are accessible for future learners.

3.Thirdly, the library plays a vital role in the social and intellectual sphere by bringing together people and ideas, orienting them to newer paradigms and enabling the present students to update themselves for the future.

This practical role of sharing resources in between teachers and learners in the classroom motivates them to come forward in knowledge-sharing and transforming their nebulous ideas to reality and makes the library one of the most important organs of the college.

With a tradition of a remarkable combined effort of Principal, all the staff members of the college, the library staff and the Librarian, the Maheshtala College Library is progressing ahead to meet the pressing demands of the users by rendering various services both through manual and IT-based systems. We are progressing steadily towards fuller automation using both the Non-Digital and Digital information sources but definitely with a human touch.

Maheshtala College Library is well equipped with textbooks, reference books, journals, periodicals, newspapers, online resources and competitive examination materials. It provides an ideal environment for intellectual enquiry with its multiple study space and resources. The user-centric facilities and services provide seamless access to resources and

to evaluate scholarly information to learn and create new knowledge.

The library is spacious, airy and comfortably located in a separate building adjacent to the main block of the college. Students and teachers can spend their time in an aesthetically soothing ambiance while reading books or engaging in academic pursuits.

The Central Library is well- equipped with Open Access System and is available for use to all students

of the college. Besides more than 16000 books and journals, students can also access academic journals, periodicals and important dailies. The students can avail Reading and Lending facilities by paying library fees and library deposit (refundable) at the time of admission that entitles them to a Reading and Lending Card respectively

MISSION OF MAHESHTALA COLLEGE LIBRARY

- To select, acquire, organise and utilize reading materials for the purpose of information dissemination, relevant to the aims and objectives of the Institution.
- To provide services to users for effective utilization of library resources with personal touch as the students of this college mostly are first generation learners.
- To encourage reading habits particularly of the students' community and to make them aware of the importance of library in career building and in further research work.



Different other notable collection in Maheshtala College

DEPARTMENTAL LIBRARY

From 2002, all departments of the college had a Departmental Library where books and reference books specific to the particular department can be accessed. The Departmental libraries also cater to the Advanced and remedial learners by offering personalized guidance of the teachers while accessing and reading.

BOOK BANK

Most departments have Book Banks where teachers and students donate books that are then accessible to all students. It is a practice among outgoing students

to donate books for the present students as a token of love and to forge an everlasting bond of friendship through books.

BENUTOSH GUHA CORNER FOR COMPETITIVE EXAMS & SELF RELIANCE

The latest addition to the Central Library is Benutosh Guha Corner for Competitive Exams and Self Reliance, where one can find books, study materials, guide books such as Manorama Year Book, magazines such as Protiyogita Darpan, Competition Success Review and newspapers like Employment News, Karmakshetra for various competitive examinations like SSC, PSC, NET/SLET, WBCS,

NDA, UPSC and a lot of other examinations. This facility is for present students and alumni.

LATE SUKAMAL LAHIRI COLLECTION

Prof Madhabi Chatterjee, former Professor of Economics in the college, in memory of her father, Late Sri Sukamal Lahiri, donated an almirah and an amount for textbooks of Economics and all other subjects to the Central Library. Students are extremely benefitted from this collection as they get most of their textbooks from this collection.

Facilities offered by library in a nutshell

- 1) Library orientation program each year.
- 2) Easy registration process.
- 3) Student's friendly approach.
- 4) Know your library booklet mailed to students.
- 5) Minimum waiting time.
- 6) Library map for guidance.
- 7) 16thousands plus books.
- 8) Plethora of reference books.
- 9) Online resources.
- 10) Books and study materials for competitive exams.
- 11) Book bank.
- 12) Departmental Library.
- 13) Annual book worm Award.
- 14) Helpful and supportive staff.
- 15) Large and airy study room.
- 16) Drinking water and restroom.
- 17) Reprography service.
- 18) Assistance throughout the college hours, beyond college hours online service provided by Librarian using whatsapp and other social networking site.

Library services then and now : a preview

From learning through enquiry and learning through acquisition models of social learning, collaborative learning by online conferencing, chat rooms, forum, wikis, blog etc.

Now learners are using digital videos, search engines, subject portals etc.

Libraries need to keep pace with the socio technical advancement which can be equated with the survival, sustenance.

Nowadays not only public library bear this duty , but also academic libraries also bear the same responsibility. Academic libraries must connect community in its own way. Now we come to our discussion, we shall analyses the impact of community service offered by the Maheshtala college.

Maheshtala College is located beside Budge budge Trunk Road, amidst green surrounding. The college was established on 9 th November 1971. The objective was to impart quality collegiate education to local students, earlier who had to travel a long way for higher education. The college is affiliated under the university of Calcutta and accredited by NAAC in 2004, and re-accredited by NAAC in 2016 with B grade.

Maheshtala college library is situated on the second floor of its main building. The collection of the library is more than 16000 books with 11 journals and 6000 plus e-books and 15000 plus e-journals.

Maheshtala college library provides regular user service, providing printed documents and e-documents. Helps teachers to pursue their study and research. Beside these basic services Maheshtala college library provides further extended services to its user community. They are follows

- 1. For 1 st year students : Library orientation cum Induction programme.
- 2. For 2 nd year students : Library awareness programme with guided library tour.
- 3. Digital Literacy programme : Making of e-mail address for a new students who has lost the previous one and instructing them to communicate through e-mail.
- 4. Career Guidance Corner : there is a corner named Benutosh Guha Memorial Corner for self reliance and Competitive Examination, mainly for third year students and pass out ex students.
- Benutosh Guha was the founder principal of Maheshtala College. For memorising him and to pay homage to this pioneer this corner is made. Any students and any ex-student of the college can use this facility at its full extent totally free of cost.
- 5. Other services for alumni like helping them to fill up different types of form, guiding them in career option etc.
- 6. For project making, and any other document delivery service, Librarian give extended service beyond library hour to the students through whatsapp and social media like facebook.
- 7. Organising Librarian's Day on 12 th August every year, where students get chance of interaction with eminent Librarian, who came to our Library as resource person from different universities .

8. Those students who participate in different extra curricular activities like debate competition, quiz competition, mock parliament with in the college or outside college, library provides assistance to them at a deeper level.

□ 9. From 2017 onwards two best user award for quality library use (one is for current students, another one is for ex-students) were introduced to motivate students to enhance their library use in a better possible way. At college Annual Function Day along with other prizes, awards and scholarships this award is also distributed.

10. Book bank facility for needy students.

Outcomes of such extended services

□ 1. There is an increase in students demands for books, for other reference materials.

□ 2. Student footfall increases rapidly.

□ 3. Ex-students are coming regularly for their study purpose and take service from career guidance corner.

□ 4. Students feel free to make their projects in the library premises.

5. Students (mainly first generation learners and others) feel free to interact with librarian for any other query).

Obstacles.

□ 1. The library has serious space problem, and this problem should be addressed very soon.

□ 2. To provide such services fund is also needed very much, but library budget is very low.

□ 3. the Library is running only with a Librarian and a Group D staff. Staff problem is a very big issue for providing such services.

Planning for future.

We have future plans for renovating the library to give a more attractive and innovative shape and arrangement for more e-zone for the students as it is the high demand of the present information age.

1. Providing more space to the students.

2. Providing a separate e-zone for the students.

3. Aware them to fullest extent about the sustainable development of their own.

4. Provide a private space in the library.

Provide a free and open space so that students can interact with each other and study with group discussion

V. CONCLUSION

Though the library is a small library with shortage of fund, shortage of staff, in spite of all this the library staff and the Librarian keeps always in mind that "Library and books are for all" and each and every reader must access library in a easier way. Service can be rendered at any way to uplift the standard of life of the user community.

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