

# Knowledge Management and Innovation of Public Library Services

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Patterns, Experiences, and Ideas, Shiraz, Fars, Iran, May 17, 2022, 1:05 – 1:35 am EDT





Boston

Shiraz

# Boston, Massachusetts





# Boston





**Simmons University, Boston**



# Simmons University, Boston











Photo: Naresh Agarwal













**Sikkim**

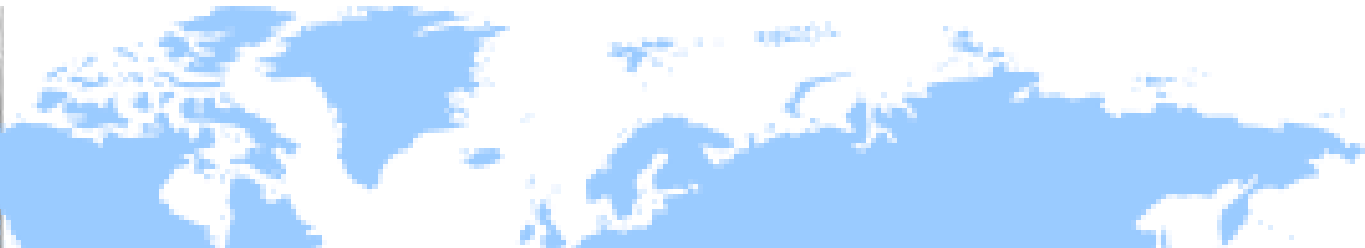


Persian	Hindi
قانون	क़ानून
دوست	दोस्त
اخبار	ख़बर
دشمن	दुश्मन
دسامبر	दिसम्बर
نوامبر	नवम्बर
شطرنج	शतरंज
گردن	गर्दन
طوفان	तूफ़ान
جهنم	जहन्नम
خرگوش	खरगोश
دستخط	दसतख़त

chaddar  
 zameen  
 dil  
 chera  
 zaroori  
 dewana  
 khoob  
 rang  
 safed  
 hamesha  
 shayad  
 kharab  
 khali  
 behtareen

## Common words in Hindi and Farsi

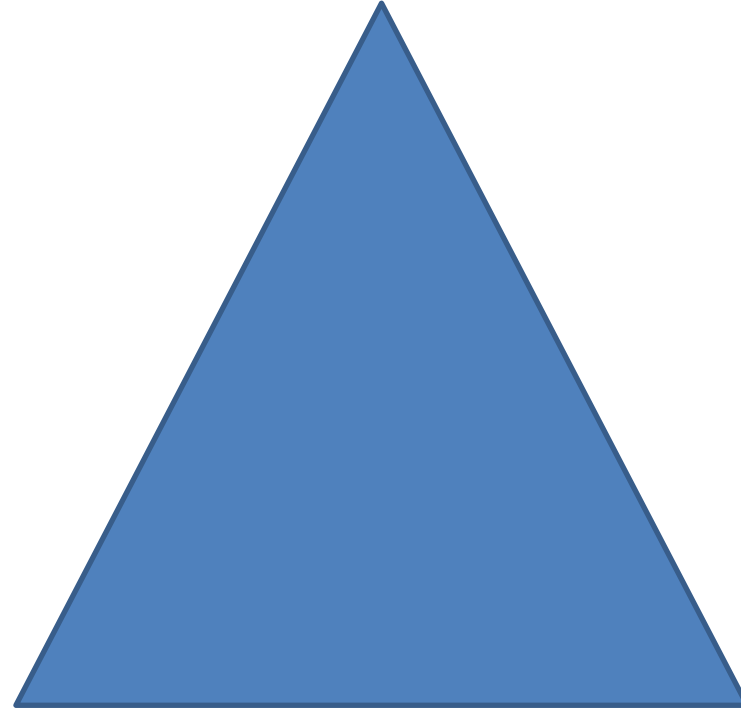




Singapore<sub>12</sub>



HUMAN



INFORMATION

TECHNOLOGY

**INFORMATION SCIENCE**



# information behavior / knowledge management







MORGAN & CLAYPOOL PUBLISHERS

# Exploring Context in Information Behavior

Seeker,  
situation,  
surroundings,  
and shared  
identities

Naresh Kumar Agarwal

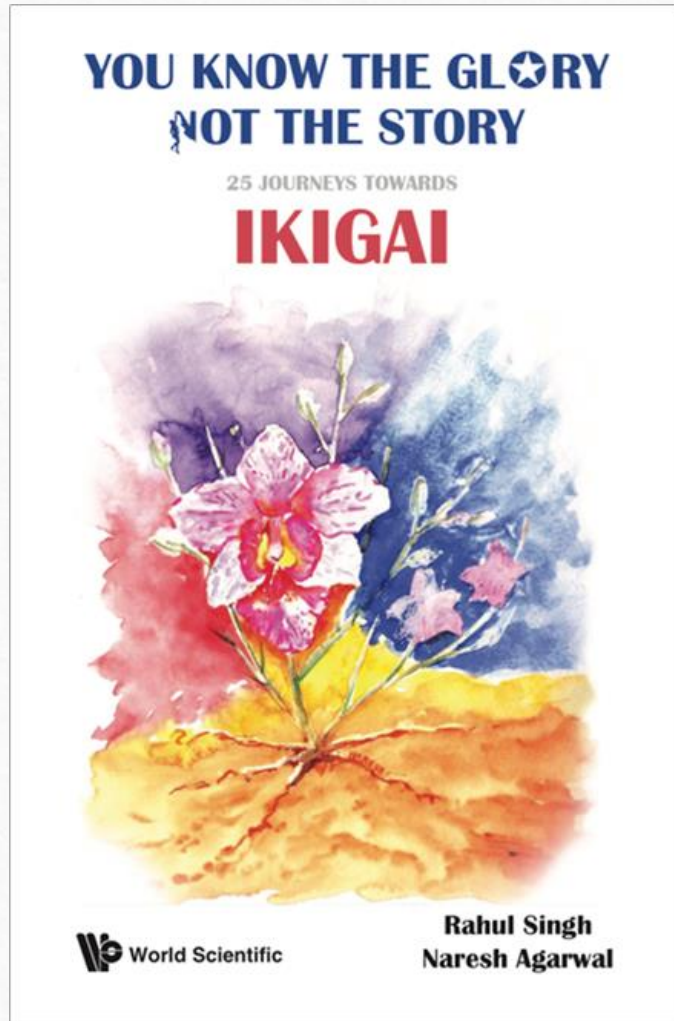
*SYNTHESIS LECTURES ON INFORMATION  
CONCEPTS, RETRIEVAL, AND SERVICES*

Gary Marchionini, *Series Editor*

[www.morganclaypoolpublishers.com/context](http://www.morganclaypoolpublishers.com/context)

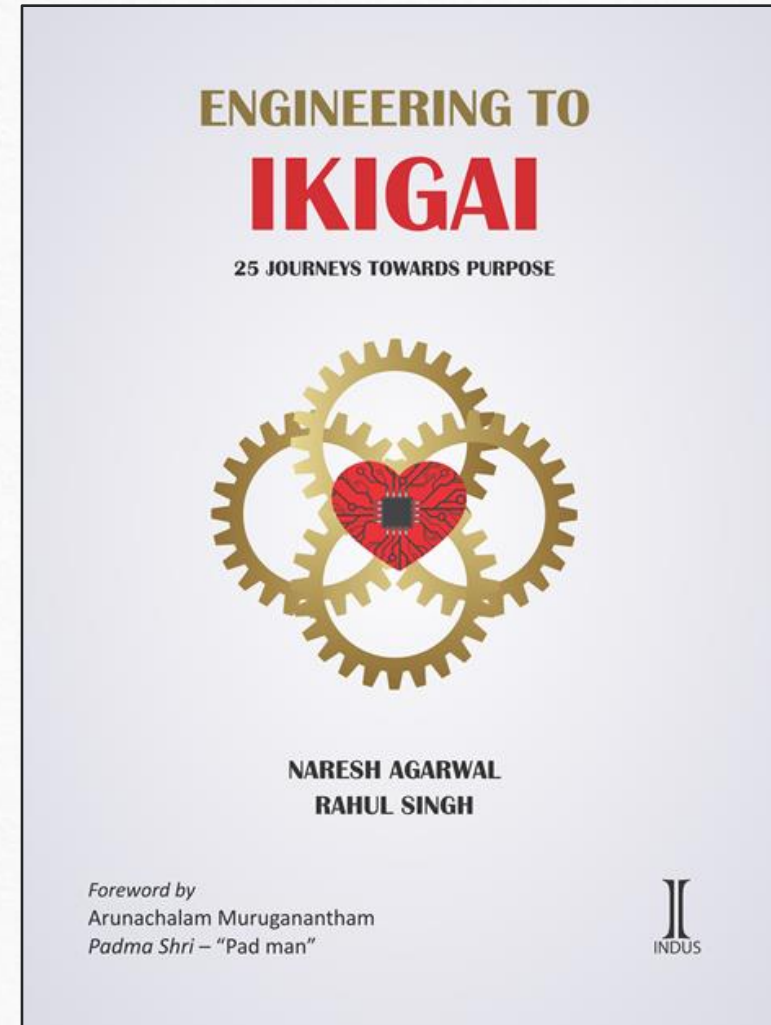
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<https://amazon.in/dp/9390508347>



# Knowledge Management and Innovation of **Public Library** Services





# Boston Public Library





# Boston Public Library

<https://media.timeout.com/images/101593625/750/422/image.jpg>



FREE - TO - ALL

**Boston Public Library**





# New York Public Library





# New York Public Library





# Seattle Public Library





# Seattle Public Library



<https://www.designbuild-network.com/projects/seattle-library/>

## **Features of the Seattle Public Library**



# Knowledge Management and Innovation of **Services** in Public Libraries



**What is the role of the public library?**



<https://www.ala.org/pla/about/mission/strategicplan>

## **Public Library Association Goals**



[www.asist.org](http://www.asist.org)

<https://www.asist.org/about/about-asist/asist-strategic-plan-2020-2025>

**Association for Information Science & Technology**



**Knowledge Management and  
Innovation of Services in Public  
Libraries**





# Innovation



What problems do you face with your public library services?

What works well?

What would you like to see changed?

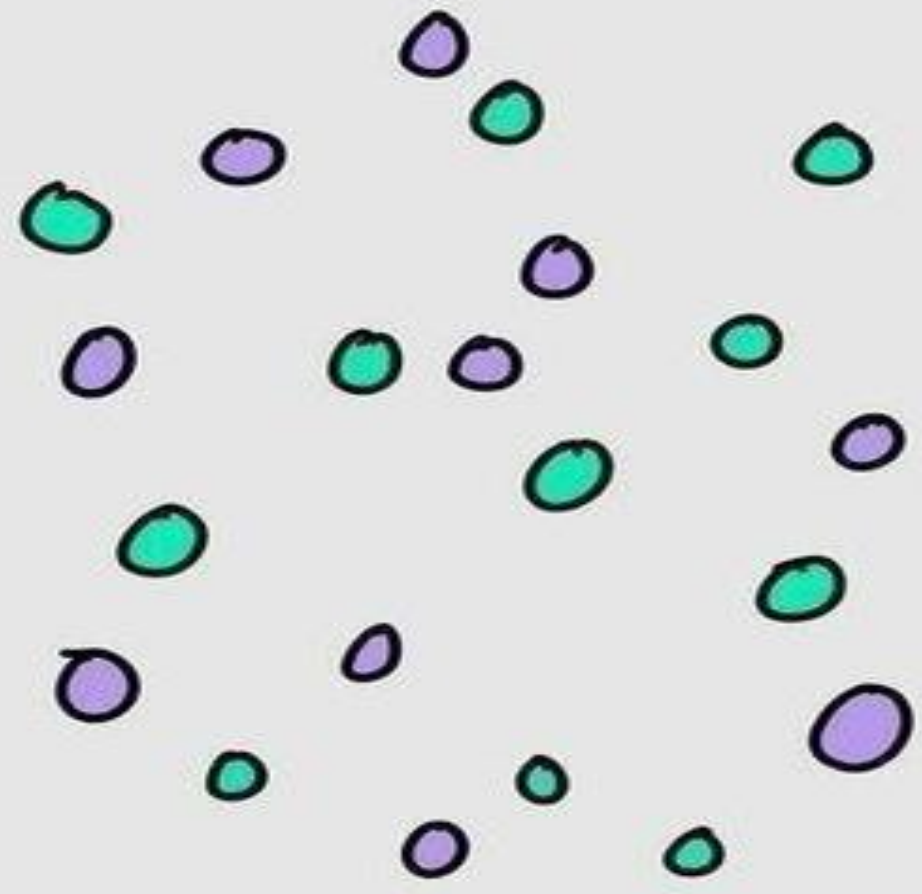
**Why is innovation required in library services?**



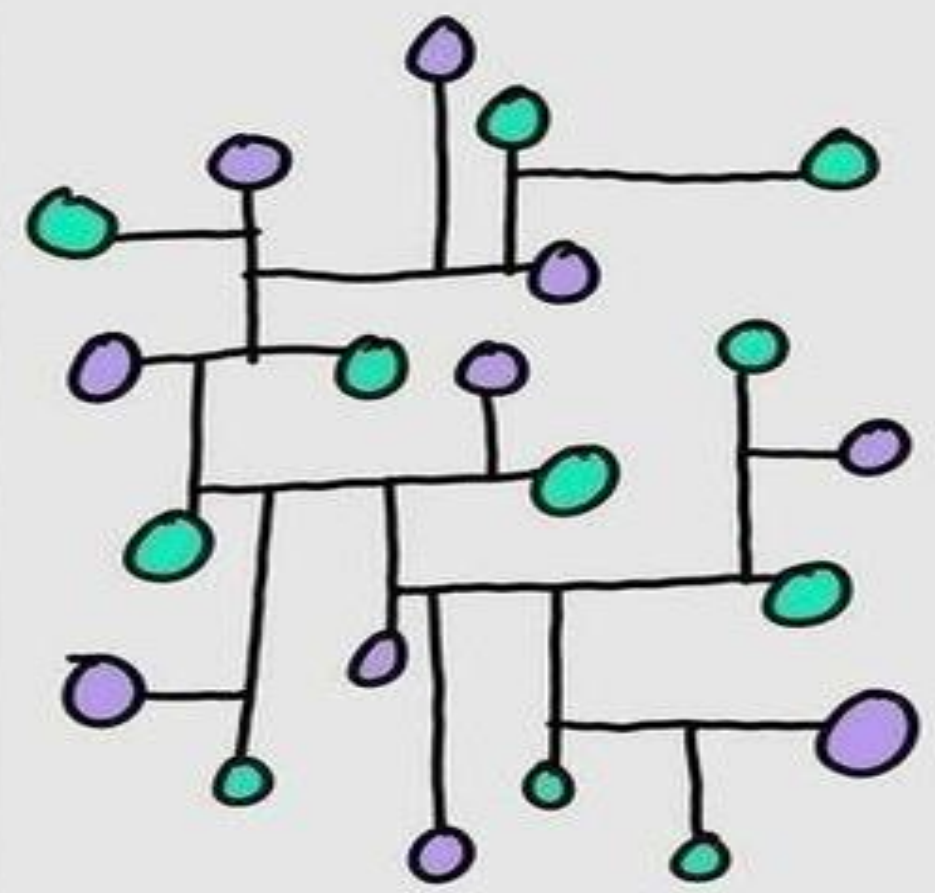
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Libraries**



information:



knowledge:

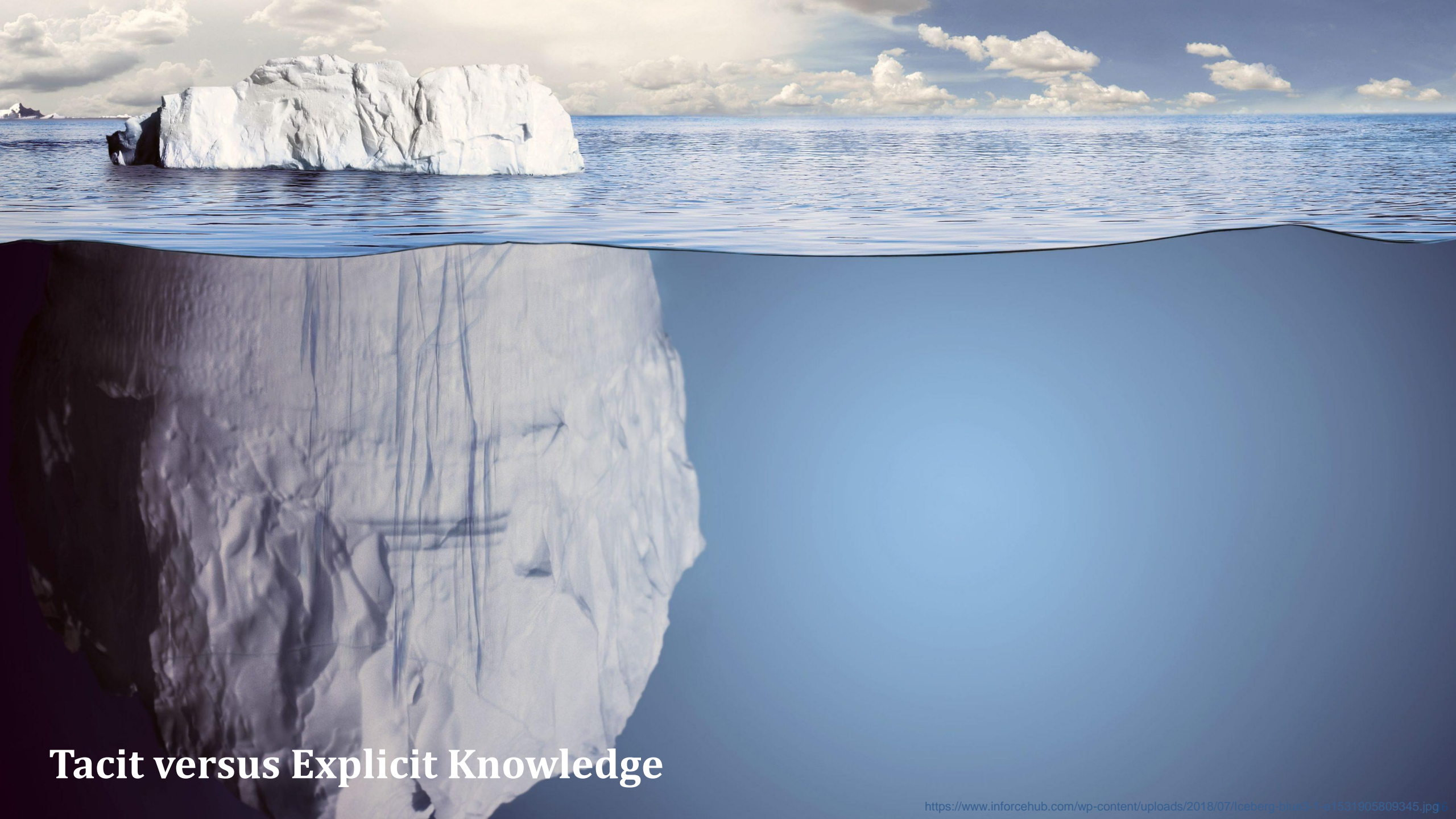






# What is Knowledge Management?





# Tacit versus Explicit Knowledge





**Tacit Knowledge 80-85%**









**Explicit Knowledge 15-20%**



Knowledge Capture (for tacit knowledge)

Knowledge Creation

Knowledge Codification (For explicit knowledge; Organizing knowledge in a knowledge taxonomy)

Knowledge Sharing

Knowledge Access

Knowledge Application

Knowledge Re-Use

**KM Cycle Processes**



Knowledge creation

Knowledge acquisition or sourcing

Knowledge compilation or capture

Knowledge organization, refinement, transformation and storage

Knowledge dissemination, transfer and access

Knowledge learning and application

Knowledge evaluation and value realization

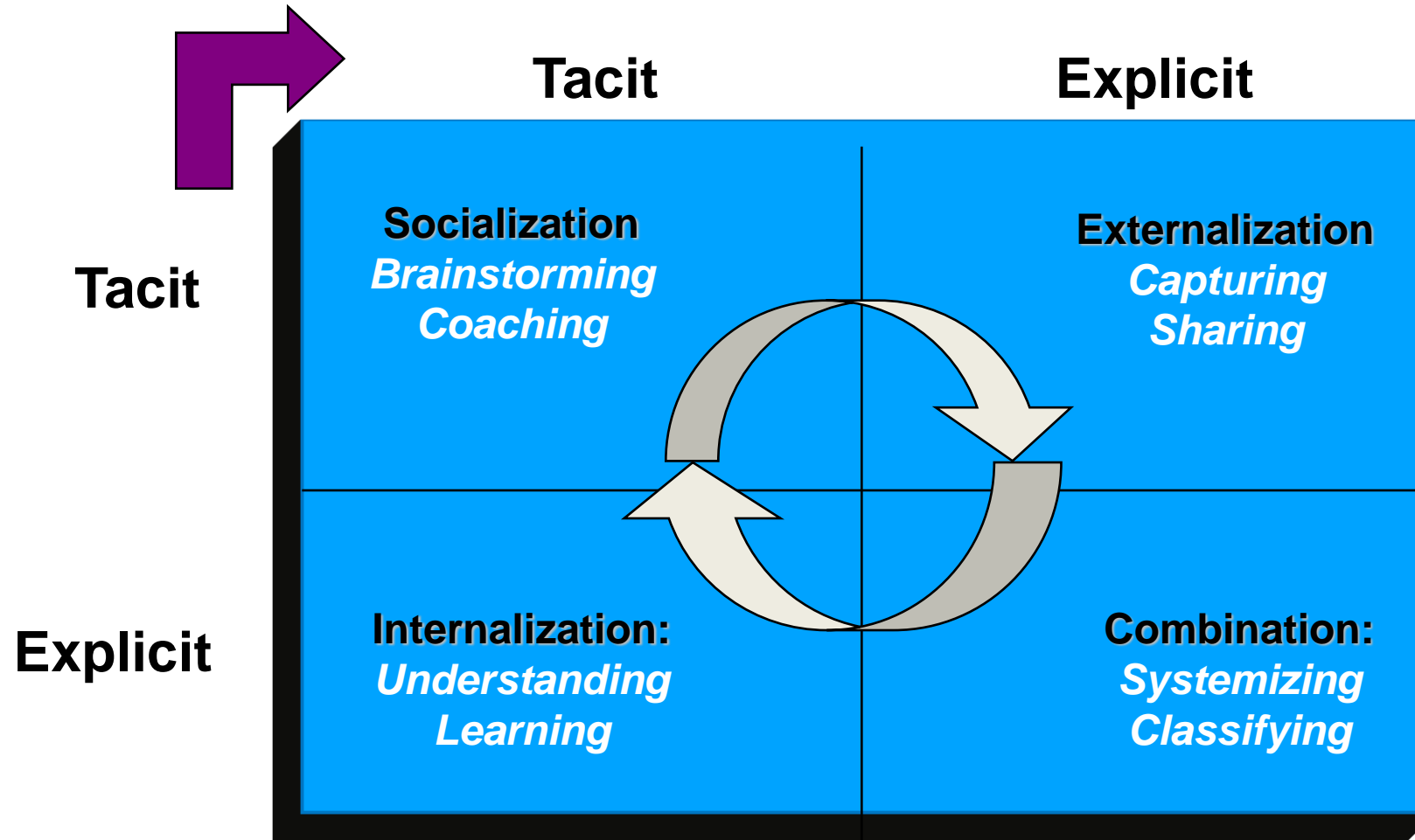
Knowledge reuse or divesting



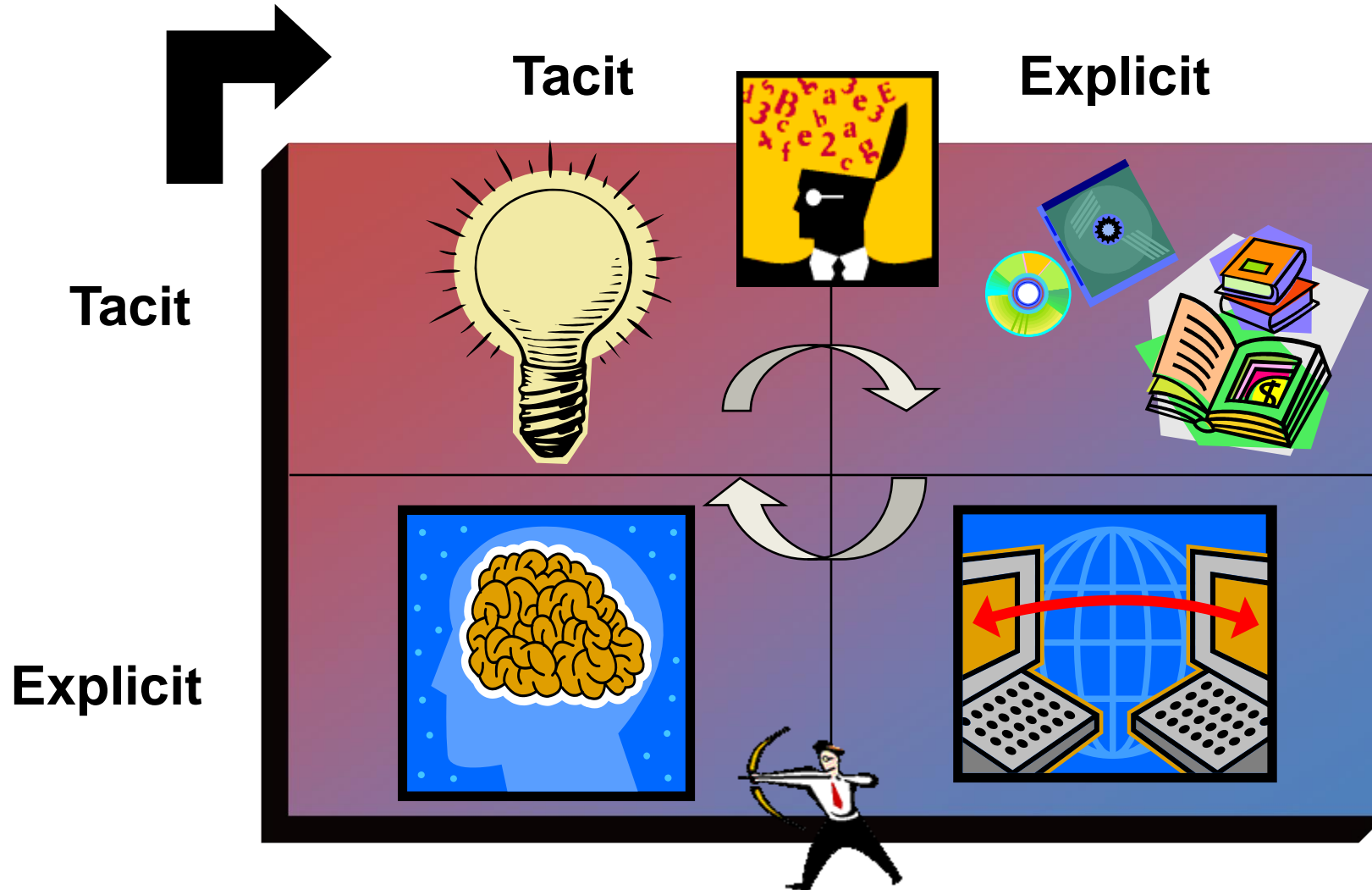
Knowledge capture and/or creation  
Knowledge sharing and dissemination  
Knowledge application and use



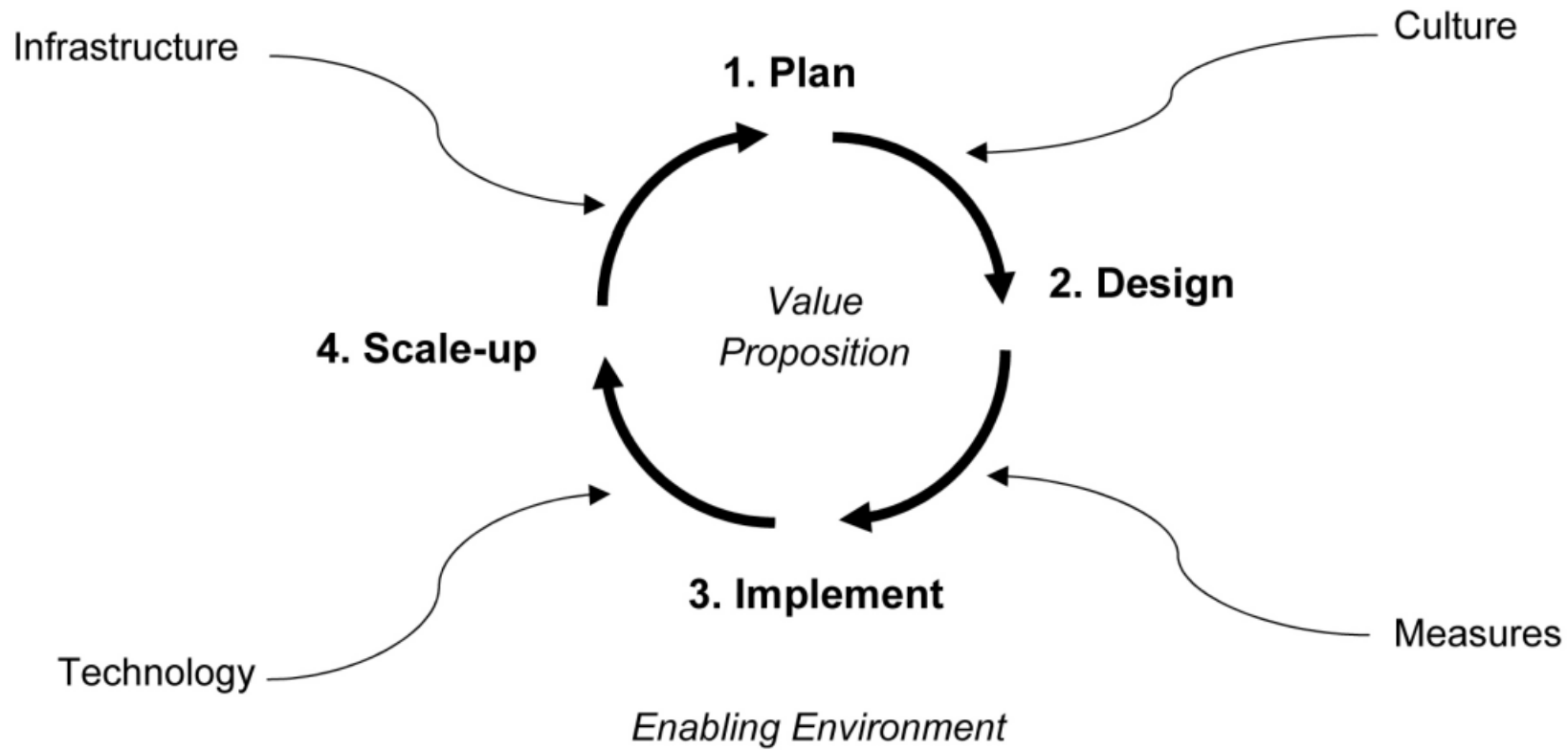
# Nonaka & Takeuchi – the Knowledge Spiral Model











**O'Dell & Grayson (1998, 2012)**



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# Thank You

Thashakor



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