



- Gap in KM studies focusing on SA academic libraries and utilisation of ILS to support KM processes,
- Less research on IT and knowledge Generation and Transfer (KG &T) in libraries,
- Focus on private sector organisations.

MAIN OBJECTIVES

- Determine **Millennium's possibility** of **enabling** KM processes among Unisa library staff members:
 - Knowledge Generation (KG)
 - knowledge Transfer (KT)
- Determine the extent to which Millennium enable KG & T,
- Recommendations for enhancing Millennium to enable KG & T.

MORE ABOUT THE STUDY

- From March 2012 December 2014
- Main campus library of Unisa Pretoria
 - Highest number of directorates, sections and staff

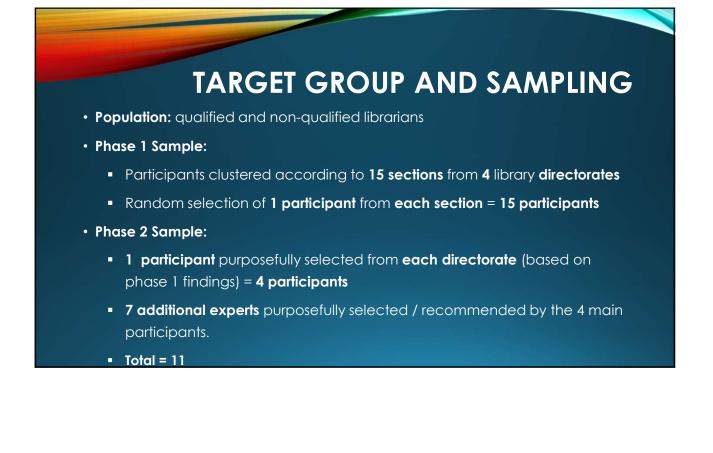
RESEARCH DESIGN AND METHODOLOGY

- Mixed method methodology:
 - Online Questionnaires, Structured Interviews and Observation
- Two-phased study:
 - Phase 1 Quantitative & Qualitative data collection via online Questionnaires

Aim: To identify employees with vast experience in KM and Millennium usage

Phase 2 - Qualitative data collection via Structured Interviews and Observations

Aim: To obtain more in-depth perceptions and views from KM and Millennium experts concerning KG & T



Selection criteria for Phase 2

- KM & KM processes understanding and knowledge,
- Utilisation of KM related technologies,
- Involvement in KM activities or programmes,
- Millennium knowledge and experience,
- Millennium Modules usage,
- Millennium usage frequency,
- Millennium training.

Study Findings – Phase 2

KM:

- Difficulties in differentiating between KM and IM
 - No full understanding of KM concepts and its processes

Millennium ILS:

- A good information management tool provides easy access and sharing of information,
- Does not fully enable KG & T activities Require enhancements,
- Capable of generating, storing, transferring, and preserving marginal knowledge – via specific records fields: notes, remarks, and messages,

STUDY FINDINGS...

- Enables essential functions that complements and encourage KM,
- Provides processes workflow and interconnection between modules which enable spontaneous flow of marginal knowledge,
- Independent tools, systems and technologies available to enhance Millennium KG & T capabilities,

RECOMMENDATIONS

- Staff Training in information and KM concepts & processes,
- Advanced staff training by Millennium modules and functionalities experts in the library – can lead to possible KG & T activities,
- Revising access restrictions to allow all staff members to explore unknown system capabilities,
- Exploring Millennium modules and functionalities thoroughly to ensure that they are utilised to their full potential,
- Improving **notes and messages fields** contents to be **more meaningful** to reduce confusion & to enhance KG & T,

RECOMMENDATIONS...

- **Request** and **implement** an additional **Online Collaboration modules** and **functionalities**,
- Request and implement an Automated Problem Management module to enable staff to instantly report encountered problems, and for others to generate, capture and share information, expertise, and knowledge concerning solutions to encompassed problems,
- Encouraging staff members on the creation and sharing of' tacit knowledge, in addition to the basic information captured when cataloguing records,
- Implementing other systems or tools to encourage and support tacit knowledge generation, storage and transfer,

RECOMMENDATIONS...

- Integrating Millennium with other systems/tools: Institutional repositories, Social Networking Tools, QuestionPoint, Intranet, Student Relations Management System and Communities of Practices - to enhance its KG & T capabilities,
- Investigating and implementing either of the following systems: Database Management Systems, Data Mining Systems, Enterprise Content Management (ECM), and a Research Data Management (RDM) System.

PROBLEMS ENCOUNTERED

- Evolving library technologies
 - New system release possible Millennium future replacement,
 - Unisa Library investigations for the new system nearing acquisition & implementation stage during field studies
 Solutions might already be implemented in the new system.

POST STUDIES (IMPLEMENTATION)

• Implementation of suggested systems:

- Research Data Management (RDM) system authentication testing & finalisation stage
- IT extended the Unisa Enterprise Content Management (ECM) to include a library module – 2017
- Integration of with other identified tools/systems discussions commenced with Unisa IT for provision of dedicated programmers to assist the library with developing additional apps and functionalities for the current ILS.

SUGGESTIONS FOR FURTHER RESEARCH

- Investigating the possibility of utilising Millennium for other KM processes,
- Investigating other types of libraries utilising Millennium ILS,
- Investigating KM capabilities of the separate tools and technologies identified by the study,
- Investigating KM capabilities of all ILS.

