



LIBRARY

Can the Durban University of Technology Library's Intranet be used as a knowledge management tool?

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Focus of the study

- establish what KM practices hold in academic libraries;
- establish if and how academic libraries employ the Intranet as a tool for KM;
- identify the characteristics of a KM tool;
- assess the DUT Library's Intranet (SharePoint) against the characteristics of a KM tool;
- ascertain the extent to which the DUT Library's Intranet (SharePoint) is being used for KM;
- develop an understanding of the factors that contribute or could contribute to the adoption of the DUT Library's Intranet (SharePoint) for KM.

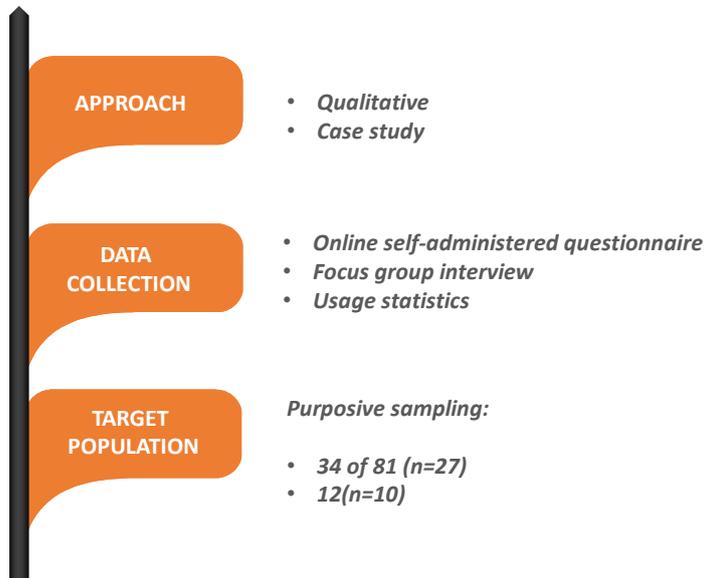
Figure 2.2: Primary intranet use modes for facilitating knowledge creation



Nonaka and Konno's (1998) model of knowledge creation

- Recording: capturing computer based organisation memory.
- Searching: being able to search for content;
- Transacting: using the technology to transact with various functions and with other systems;
- Interacting: technology allows for interacting, discussing, collaborating with individuals or groups;
- Publishing: publishing information like that of catalogues, newsletters, technical documents;

Research Design



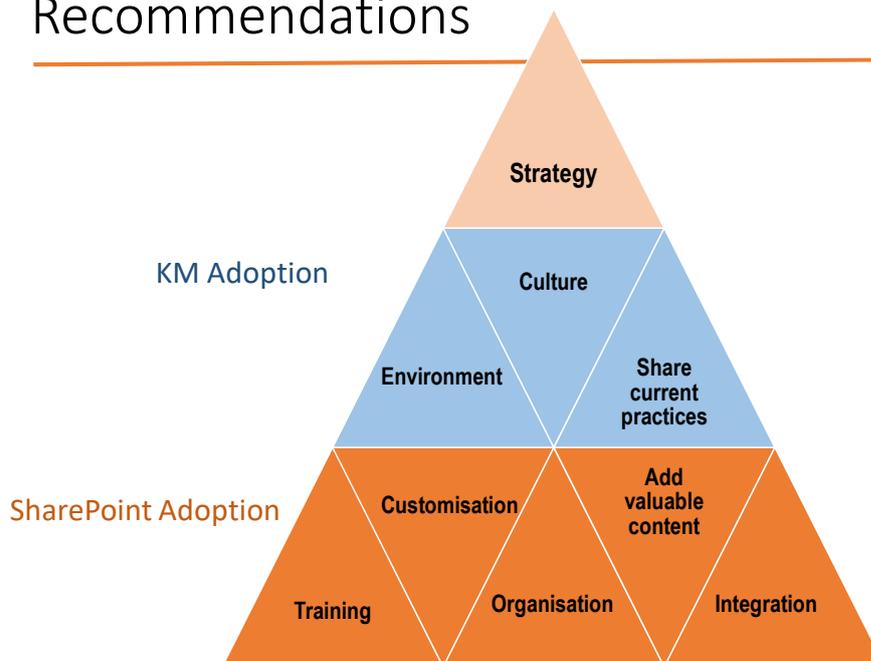
Summary of Findings

<p>Awareness of KM Policy</p> <ul style="list-style-type: none"> - Yes (2) - No (15) - Don't know (10) 	<p>Are KM practices in place</p> <ul style="list-style-type: none"> - Don't practice KM (1) - Do practice KM but not formally (10) - Mixture of formal and informal (13) - Not sure (3) - Yes but not in their functional area (1) 	<p>SharePoint for knowledge storage and sharing</p> <ul style="list-style-type: none"> - Excellent (5) - Good (13) - Average (7) - Poor (1) - Inadequate (1)
<p>Participation Online Discussions in SharePoint</p> <ul style="list-style-type: none"> - Yes (9) - No (18) 	<p>SharePoint Discussion tool rating</p> <ul style="list-style-type: none"> - Easy to navigate and contribute (8) - Neutral on the issue (6) - Difficult to navigate or contribute (3) 	<p>Is there a Search Engine in SharePoint</p> <ul style="list-style-type: none"> - Yes (12) - No (3) - Don't know (12)

Factors that affect adoption

- Interface
- Organisation of the content
- Relevant and up-to-date content
- Site navigation
- Uploading and contributing to documents
- Discussion tool
- Integration with other applications

Recommendations



Progress noted

