Masterspeciale IKT & Læring - MIL
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Videndeling
på
Gladsaxe Bibliotekerne

Videndeling i teori og praksis

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Execute summary

Knowledge Sharing is a key initiator of many considerations in a lot of organisations – and also in my personal employment at Gladsaxe Bibliotekerne, which is a fairly large public library situated in Gladsaxe – a municipality with around 62.000 inhabitants in the suburbs of Copenhagen.

The sharing of knowledge has also gained of reputation of being a difficult discipline to cope with and I was personally triggered by the challenge to make a research study into the field of how to prepare for an implementation of knowledge sharing at Gladsaxe Bibliotekerne. The results of my research are documented in the following chapters including a recommendation on how to implement knowledge sharing in especially our organisation.

The concept of *Knowledge* is in itself a widely discussed and disputed subject with quite a few different views attached to it. Some of the views discussed briefly in the following are the view that 'knowledge is justified true belief', 'knowledge is judgement plus information' and others. Taking the personal view that a *Concept of Knowledge Sharing* must be seen in connection with the people applying the knowledge in their work, a concept of knowledge sharing fitting the organisation of Gladsaxe Bibliotekerne was defined by means of analyses of the organisation, its communities of practices and the tasks performed. This concept of knowledge sharing subsequently was used as a foundation for analysing the *Knowledge Sharing Requirements,* which outlines some examples of knowledge needed to be shared and the structure to support the *identification, collection, storage, dissemination and usage* of the knowledge.

Based upon the requirement analysis an assessment of the *Current State of Knowledge Sharing* was conducted, resulting in a comparison of the current state and the requirements identified.

Bearing in mind that most of the above material is based upon my personal analyses, I found it most appropriate to conduct a verification of my conclusions with a selected group of very experienced employees at the library. The outcome of the verification was a confirmation of the proposed concept of knowledge sharing, some recommendations on clarifications about the current usage of communities of practices and useful details about the external partners of the library. The recommendations were added to the analyses, where ever possible and the remaining recommendations are to be considered during the implementation phase.

Knowledge sharing can not take place without a proper mechanism of communication and storage of the knowledge. However, as it has been an unavoidable requirement that the sharing of knowledge also technically must be based upon the current IT-infrastructure a *Communication Model of Knowledge Sharing* has been developed and proposed – a model, which may be implemented by means of the current IT-facilities.

It has also been imperative to me that the recommendations for Knowledge Sharing can be used as a basis for an implementation at the library. Consequently a proposal for an implementation plan has been outlined, which takes into consideration that part of the implementation activities are to be connected with *learning activities* as the *comprehension of knowledge sharing* by its own requires *knowledge creation* to take place by its participants.

In the final chapters of the report the concluding remarks are found, preceded by an evaluation and criticism of the methods applied in the research.

I have also included my assessment of my personal learning process as I have experienced it during the preparation of this work.
I finally would like to express my gratefulness towards Jørgen Lerche Nielsen, who has been very supportive and inspiring for me during the process.

Svend Aage Filtenborg,
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