

# *Optimization and Innovation of Knowledge Management System Based on Library Management*

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**Abstract:** The management objects of library include human resources, materials, technology, information and knowledge resources, etc. Nowadays, the innovation of information technology has brought new opportunities and challenges to library management. Among them, the most representative management mode is the library knowledge management, which takes modern management methods as the theoretical basis and has realized the innovation of personnel, administration and business management, achieved the optimal allocation of resources, greatly improved the work efficiency, and can better meet the personalized needs of readers. This paper expounds the connotation and characteristics of library knowledge management, analyzes its profound influence on the management of modern libraries, and points out the basic strategies of optimizing and innovating library knowledge management system.

## **1. Introduction**

In the era of knowledge economy, the traditional library management mode has been greatly impacted. On the one hand, there are problems such as high management cost, low work efficiency, single information resources, frequent errors and inadequate service levels. On the other hand, with the continuous expansion of information capacity and diversification of communication methods, the traditional paper books resources have been unable to meet the extensive needs of readers. As a result, the number of visitors to the library is getting smaller and smaller. Nowadays, knowledge service is not only the link between library and readers, but also is the final demand of customers. The knowledge management has born since 1990s, as a new management mode, it has made full use of the Internet technology, established a knowledge resource information system and embodied the value of knowledge and services. It can optimize and effectively implement the librarians' decision-making and also innovated management methods, management concepts and library culture. It is a modern library management method that integrates informatization, humanization, innovation and high efficiency, and it has laid a solid foundation for the realization of library digital management.

## **2. The connotation and characteristics of library knowledge management**

The knowledge management of library is a rational resource allocation of various cultural resources of the library by means of informational and modern management concepts. Based on the

actual needs of users, it can finally realize personalized service for users through knowledge management by means of the collection, collation and innovation of explicit knowledge and the full excavation of implicit knowledge. Specifically, based on the management characteristics of the library itself, it has efficiently collected, stored and processed the information resources, cultural resources, human resources and material resources.

The characteristics of library knowledge management are as follows: Firstly, taking knowledge information as the processing object. The main management object of the library is the knowledge resource, including both the resources stored in the library and the collected user information. The knowledge management of library arranges and classifies the subject entries and other data information and organizes them into scientific and orderly knowledge information. At the same time, it actively develops and utilizes the effective value of the information resources, and provides a convenient way for knowledge innovation and meeting the individual needs of users. Secondly, taking information technology as the means, library knowledge management uses the modern information technology as a tool, which is characterized by convenience, rapidity, openness and high capacity. With the modern information technology as the medium, the library knowledge management method completely breaks the limitation of time and space, and it can vividly and intuitively reflect the information resources and users' needs in the library, which enables the management of the library to realize the intellectualization and digitalization, and form new knowledge products through innovative combination. Thirdly, taking the users' needs as guide, library needs to provide personalized services for readers, the library knowledge management can not only enhance the user's knowledge resource utilization effect through powerful database, searching and the setting of application component, but also can fully understand users' actual needs, thus improving the service level of the libraries. Fourthly, taking knowledge innovation as the basic goal, library knowledge management system no longer emphasizes the collection, arrangement and utilization of knowledge resources, but emphasizes the innovation and transmission of knowledge information, that is, creating valuable knowledge products through the detailed analysis, filtering, processing and collation of data resources, and then providing them to users. It contains the process of knowledge re-creating and also has realized the efficient use of knowledge.

### **3. Profound impact of knowledge management on modern library management**

#### **3.1 Realization of the development of explicit knowledge and the excavation of implicit knowledge**

The library knowledge management collects the basic information of users' feedback through establishing relationship with users, and then analyses, compares, summarizes, classifies and summarizes the information, and finally extracts the scientific decision of managers, this is the development process of explicit knowledge. Except the information displayed in the database, modern library management work also need to fully excavate users' implicit information, such as the readers' feedback to the library, reader's browsing history, consulting problems or the culture of the library, etc., with the aims to make full use of these information for integration and creation, and then provide better servicing products.

#### **3.2 Realization of the service innovation**

Knowledge service is a new type of service content in the present era. It is no longer limited to specific forms, but is more represented in a variety of intangible services. For example, knowledge information navigation, knowledge evaluation, knowledge services and knowledge tracking, etc.,

are the knowledge resources that libraries should provide to the public in modern society. Library knowledge management can better promote knowledge service, which is conducive to help readers create an effective and good environment for mutual communication and knowledge re-creation, conducive to improve readers' ability to acquire knowledge and promote the intelligent transformation of libraries.

### **3.3 Realization of the innovation of human resource management**

The routine work of traditional library management personnel is only inputting information and data, sorting out the books and handling the procedures of borrowing books, etc. However, the knowledge management of the library fully follows the basic principles of human resource management. It adheres to the people-oriented and pays attention to the exploit potential skills and knowledge of managers, so as to achieve the development and utilization of effective resources. And through the scientific training work, it can improve the librarian's self-quality, sensitivity to knowledge information, service level, with the aims to achieve the optimal allocation of library management talents.

### **3.4 Realization of the innovation of knowledge value and management concept**

In the era of knowledge economy, the main marketing products of libraries are the knowledge resources. Libraries have gradually changed from the public welfare nature of providing free services to paid services. Under the knowledge management mode of the library, modern libraries pay more attention to the investigation of the readers' reading habits, knowledge structure and knowledge needs, aiming at providing users with satisfactory knowledge products, and then competing with other media means for customer resources.

Nowadays, all kinds of multimedia resources are showing explosive growth, and the information that users want to obtain is also expanding in breadth and depth, so the reprocessing of information resources has created a new industry demand. In the management of library, the problems of single service content, low service level, unreasonable department setting and rigid management system are all gone, and it starts to take the knowledge as the link to carry on the management pattern innovation. The management objects of the library are no longer tangible things such as buildings, equipment, personnel and book information, but changed into spiritual aspects such as knowledge, service and library culture, etc. It begins to take readers as center and improves the service of knowledge and information according to the different reading needs of different readers.

## **4. Basic strategies for optimizing and innovating library knowledge management system**

### **4.1 Adhere to the establishment of a service concept centered on "readers"**

Library management under the knowledge management system should insist on providing services centering on the needs of "readers", it should use the computer system to carry out data induction and summary of the resources in the library, grasp the book market in time, establish convenient feedback channel for readers, and fully understand the reader's knowledge structure, reading psychology, real needs, and provide readers with personalized services and knowledge products. At the same time, the library can also improve the librarian's service awareness and service ability, establish a reader consultation platform, and answer readers' questions, such as the ways and channels of searching relevant materials, the methods of scientific reading, the confusion in their reading, and the knowledge integration and extraction, etc. so as to satisfy various readers at multiple levels.

## **4.2 Enhance the awareness of "knowledge service"**

Modern libraries should fully pay attention to the knowledge and information resources, for example, they should continuously excavate and create new knowledge products, strengthen the integration of information, deepen the knowledge level, and use modern network technology to expand the breadth and depth of knowledge services, and provide readers with timely, reliable and value-added knowledge services, and improve readers' modes of thinking, reading habits and information processing methods. In short, we should make full use of all knowledge resources to enhance the core competitiveness of the library and create a satisfactory information resource acquisition platform for the public.

## **4.3 Optimize the library's management team**

The library management team includes service team, information resource development team, technology research and development team, etc. To this end, we should strengthen the study and training of the librarians, promote the experience exchange between each other, with the aims to enhance their service abilities and professional skills, such as book borrowing services, readers' consulting services, reader training services, etc. so that they can make constructive suggestions for the long-term planning of the library, routine affairs handling, and improvement of deficiencies. We also should pay attention to coordinate the relationship with other libraries and optimizes the management team. At the same time, we should constantly update the basic equipment of the library, introduce excellent software development designers, and pay attention to the management and maintenance of system applications, so as to improve the overall service quality of the library.

## **4.4 Focus on improving the cultural construction and publicity of the library**

Library culture is one of the important contents in the library knowledge management. Almost all the readers who come to the library have cultural complex and high cultural qualities. What they really desire is to dispel the benefiting bad morals in the modern money society. For them, the library is a piece of pure land of culture and an important habitat for the soul. Moreover, most of libraries have their own historical culture and regional characteristics. Therefore, modern libraries should actively make good use of their cultural connotation, create brand effect, highlight the unique services in the library, attract readers' attention from the cultural concept, enhance their own historical, cultural advantages and prestige, and create a healthy and harmonious book market atmosphere, so as to optimize the reading environment and enhance readers' reading experience.

## **5. Conclusion**

Library knowledge management adheres to the innovative library management mode of "people-oriented". It takes knowledge innovation as its main purpose and achieves development by relying on modern Internet technology. It can provide users with personalized knowledge and information resources and it is the profound transformation of modern library management mechanism. Contemporary librarians should actively learn from this management method, optimize and innovate the method, they should make good use of information technology, explore more levels of customer needs, improve the library's organizations and management mechanism and technical level, give full play to the cultural value of the library, and actively participate in the knowledge market competition. Only in this way can they improve the degree of digitization and better serve the readers and users.

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