



KNOWLEDGE SHARING PRACTICES AMONG LIBRARIANS AT THE KENYA NATIONAL LIBRARY SERVICE.

A CASE OF SELECTED BRANCHES



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INTRODUCTION

- **Changing knowledge sharing practices and, the transforming librarian profession.** evolving ways in which individuals and organizations exchange, disseminate, and leverage knowledge. From tradition face to face and formal training to a access of tools and platforms that facilitate instantaneous communication, collaboration, and information exchange. Social media, online forums, digital repositories, and collaborative platforms enable librarians to connect with colleagues, share resources, seek advice, and collaborate on projects regardless of geographical boundaries
- **Knowledge sharing practices christened as librarians power house in the 21st century.** librarianship, traditionally was associated with book collections and information organization, has now evolved into a dynamic force driving intellectual advancement and societal progress- In an age of information overload and misinformation, librarians play a critical role in promoting information literacy skills. They educate users on how to evaluate sources critically, distinguish between credible and unreliable information, and use information ethically and responsibly
- **Knowledge sharing making a comeback with vengeance.** knowledge sharing is not just returning but doing so with a newfound vigor and determination to make a significant impact. Here's how this concept can be unpacked: the landscape is changing, organizations are increasingly realizing the importance of becoming learning organizations, where knowledge sharing is embedded in the fabric of everyday operations. Learning initiatives, mentorship programs, and knowledge transfer mechanisms are being prioritized to ensure that valuable insights are not lost but instead shared and leveraged for collective growth.

PURPOSE

- To analyse the factors that influence knowledge sharing activities among Librarians at the KNLS.
- **External**-Technological environment (Availability of Digital Tools, Access to Information Resources, Connectivity and Infrastructure)
- **Individual**-personal attributes-motivation and incentives (recognition and rewards, personal interest and passion, learning orientation)
- Internal-Organizational culture, (leadership support, communication channels, values and norms)
- **Organizational factors.** Library management-Training and development (Knowledge Management Policies, collaborative platforms, performance evaluation systems).
- Propose strategies to enhance knowledge sharing among librarians at the KNLS.

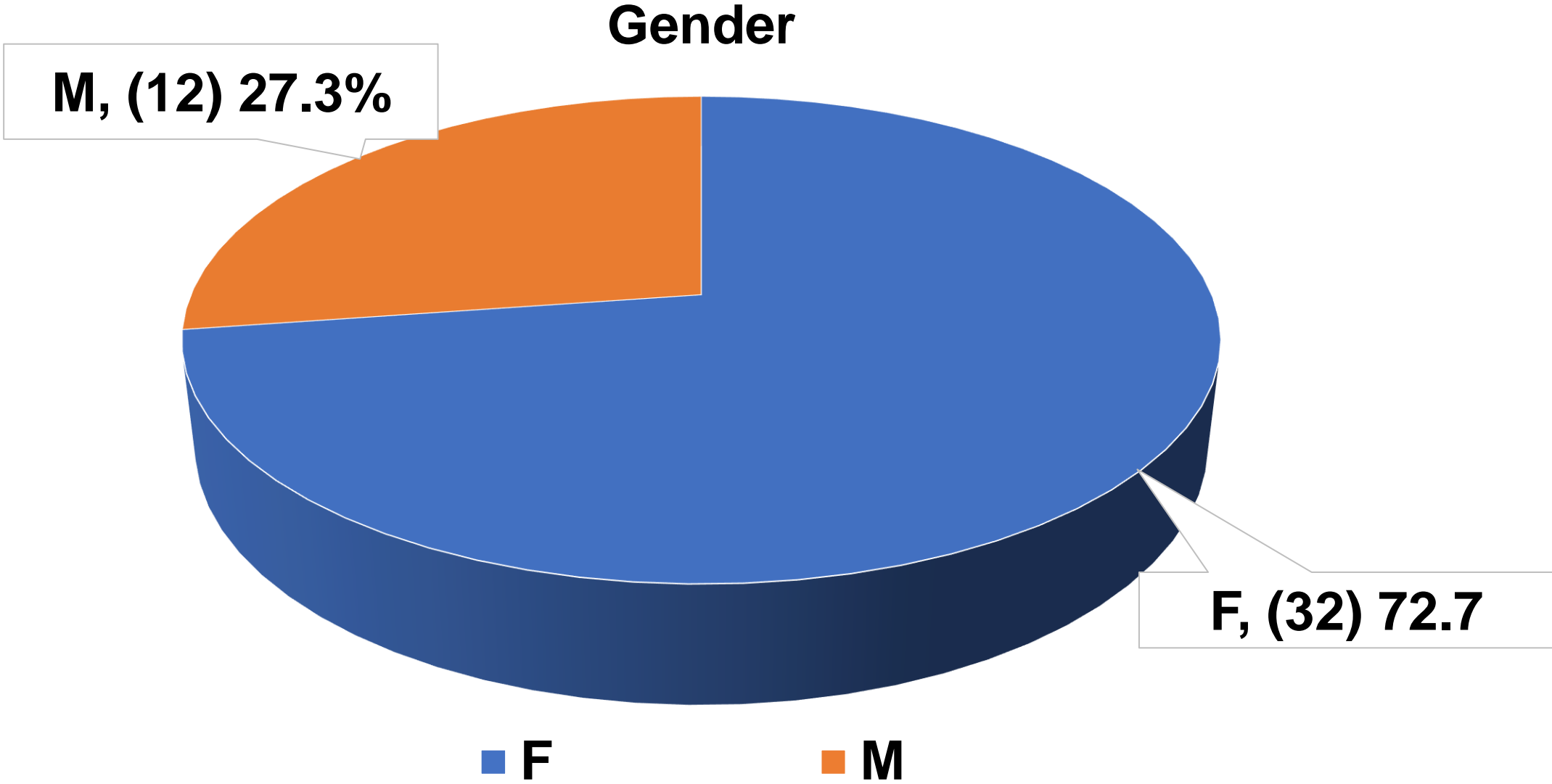
ASSUMPTIONS

- Various challenges in knowledge sharing activities have contributed to poor knowledge sharing among librarians at KNLS.
- It is possible to propose suitable strategies to improve knowledge sharing among librarians at KNLS.

METHODOLOGY

- The study employed a descriptive research design utilizing the case study method. Involves examining a particular phenomenon in detail. Aims to provide a thorough understanding of the subject by gathering rich data.
- Purposive sampling to identify KNLS selected branches :KNLS Upper hill, Nakuru, Nyeri, Kisii.
 - Why these branches?
 - Diversity-diff demographic, geographic area: comparative analysis-services offered, resources available: comprehensive insights-gain understanding of the overall functioning of the KNLS system, including strengths, weakness, and areas od development
- Sample size 44 Librarians : Upper hill (18), Nakuru (11), Kisii (11), Nyeri (4).
- The questionnaire included introduction, biographic details, and the main questions.

RESPONDENTS PROFILE



RESPONDENTS KNLS EXPERIENCE ACROSS THE BRANCHES

Branch	KNLS Experience				Total
	Less than two years	Two years - Five years	Six years - Ten years	Above ten years	
Nairobi	0	1	2	15	18
Nakuru	3	0	3	5	11
Nyeri	0	0	0	4	4
Kisii	3	0	4	4	11
Total	6	1	9	28	44

KEY FINDINGS

Factors that influence knowledge sharing activities among Librarians at the KNLS.

- 30 (68.2%) - Reward staffing
- 30 (68.2%) - Use of ICT
- 29 (65.9%) - Establishing staff motivation program
- 28 (63.7%) - Documentation of knowledge sharing
- 27 (61.3%) - Establishment of knowledge sharing culture
- 25 (56.8%) - Daily knowledge sharing activities
- 19 (43.2%) – Identify knowledge sharing objectives

MANAGERIAL IMPLICATIONS

- **Growth of more experts-** A system that allows knowledge sharing by letting learners with questions find the experts with answers within themselves takes some load off the “experts” With a well-established knowledge sharing culture, through the various section heads, KNLS librarians will be encouraged to ask for clarification without the fear of exposing their ignorance; the subject matter experts will freely engage without hoarding their knowledge, thus grow more experts in an inclusive environment.
- **Gamify the social experience** According to Hamari, (2014), gamification is the process of enhancing services with motivational affordances in order to invoke game-like experiences and further behavioral outcomes. , certification of employees who complete a course, on the spot recognition and social media (Facebook, LinkedIn, Instagram and tiktok) tags., online mini-courses that have scoring systems, quizzes and characters can be used.
- **Provide a platform for discussion**
- **Celebrate user generated content**
- **Involve key stake holders**
- **Mentoring**

VALUE

- Identifies valuable insights for KNLS library management to develop:
 - ❑ Targeted interventions (job rotation, trainings and workshops, knowledge sharing systems),
 - ❑ Policies (knowledge management policy, incentive programs)
 - ❑ Strategies (create knowledge sharing platforms, facilitate communities of practice, promote mentorship) that promote a culture of collaboration, innovation, and continuous learning.

“Knowledge is an endless resource that no one can deplete or exhaust: it grows and evolves with you” - Unknown