Abstract
In order to manage knowledge, we need to understand the nature of knowledge in organisations. It is helpful to distinguish between three categories of organisational knowledge: tacit knowledge, explicit knowledge, and cultural knowledge. Tacit knowledge is personal knowledge, explicit knowledge is codified knowledge, and cultural knowledge is based on shared beliefs. We use this framework to discuss the role of the information professional with respect to each category of knowledge. Knowledge management initiatives led by information professionals in three organisations are then examined. An analysis of these experiences suggests many opportunities for information professionals to make important contributions in managing an organisation's knowledge for growth and innovation.

Keywords
Information-based systems | Knowledge | Information centres | Librarians | Information services

Citation

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