
APPLICATION OF KNOWLEDGE MANAGEMENT IN THE IMPLEMENTATION OF INFORMATION SERVICES IN LIBRARIES

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Receive : 29 Dec 2024

Accepted : 21 Feb 2026

Published: 16 May 2026

DOI : 10.30829/jipi.v10i2.22917

Abstract

Information services are an interactive process designed to help users find, understand, and use information according to their needs. In the context of libraries, information services should not only provide access, but also ensure that the information is appropriate and relevant to the development of knowledge and changes in user needs. The development of information technology and the increasing use of social media have accelerated the circulation of information, while at the same time posing new challenges for libraries to continue to provide up-to-date, focused, and accountable services. This situation has forced libraries to implement knowledge management as a way to manage institutional knowledge, librarian experience, and various information sources so that they can be used optimally in their services. This study aims to determine how knowledge management is applied in library information services as a strategy to deal with changes caused by the development of information technology. The method used in this study is the Systematic Literature Review (SLR) method. The SLR method is used to find, analyze, assess, and understand all existing research related to interesting phenomena, with specific research questions related to knowledge management and library information services. The results of the study indicate that knowledge management is carried out through information sharing activities between librarians, recording work experiences, using social media to disseminate information, and processing data on user information needs. This application helps librarians better understand what users need, encourages service innovation, and strengthens the relevance of available collections and information content. The results of this study indicate that knowledge management can be used as a strategic approach to improve library information services in the digital age. From a theoretical perspective, this study adds insight into the integration of the concepts of knowledge management and information services. From a practical perspective, the results of this study provide a basis for developing library service programs that focus on knowledge sharing and information technology, so that the services provided become more flexible, responsive, and suited to changing user needs.

Keywords: Knowledge Management, Library Information Service, Technology Development, Library, Knowledge Sharing.

INTRODUCTION

Libraries have an important function as information centers to meet the information needs of their users. Yusuf and Suhendar emphasize that libraries serve as places for collecting, processing, and distributing various types of information (Ramadhan, 2023). This function of distributing information will meet the information needs of library visitors. In order for libraries to fulfill their role in disseminating information, it is important to have information services, as these services help users access and understand the information provided (Risnawati & Salahuddin, 2022). Afiah et al. (2021) emphasize that information services are essentially equivalent to orientation services, providing information that is relevant to the interests related to specific tasks or activities.

However, advances in information technology have accelerated the dissemination of information. Advances in information technology have resulted in the rapid dissemination of information through social media. This makes user information requirements very complex and requires quick fulfillment. Anita and Salim (2023) show that this is a problem for librarians because of the need to immediately address complex information demands. Research conducted by Gustiawan and Eka Wardhana (2024) at the Samarinda Ulu 004 Public Elementary School Library revealed complaints about the insufficient diversity of reading materials. According to the results of data analysis by Erlianti (2024), the mobile library of the Sungai Penuh City Library and Archives Office has a poor level of collection relevance. The findings of Rini et al. (2023) show that library resources at Sam Ratulangi University in Manado fail to meet users' information needs due to outdated collections. This shows that certain libraries continue to struggle in delivering relevant information, presenting challenges for institutions. Technological advances present both challenges and opportunities for librarians to meet users' information needs (Anita & Salim, 2023). The role of librarians is very important in overcoming these difficulties by facilitating innovation in information services. To bring about innovation, librarians need imagination in developing new and effective information services to meet users' information demands. From previous research, it can be concluded that there are libraries that still experience problems in presenting relevant collections to library visitors. Outdated library collections make the information contained in the library collection irrelevant to the information needs of library visitors. As time goes by, information continues to evolve, as do information needs (Nurcahyani, 2023). Therefore, providing a variety of up-to-date collections is an obligation of libraries in order to be able to meet the information needs of library visitors. In this case, the application of knowledge management can be a solution to overcome this problem. Previous studies have not examined the knowledge management approach. This is where the gap between previous research and this study lies. This study attempts to use a knowledge management approach in library information services to overcome the problem of collection relevance.

To provide information services, the basic requirement is that the information must be provided. It is very important for libraries to investigate relevant information and then deliver it to users. Knowledge management is the activity of investigating and monitoring knowledge. Knowledge management requires the creation, capture, storage, utilization, and dissemination of knowledge to facilitate the achievement of organizational goals (Anggelia & Salim, 2023). The knowledge management theory proposed by Nonaka and Takeuchi is formulated in the SECI model, which consists of two components: tacit knowledge and explicit knowledge. The transformation of these two components can produce new knowledge (Saepudin et al., 2022). Applying knowledge management can help librarians determine relevant materials and enhance

their creativity in providing and improving information services. Pelamonia (2020) asserts that enhancing creativity in knowledge management is crucial because it facilitates the synthesis of information with the aim of encouraging innovation. The use of social media plays a role for libraries in finding relevant information through the application of knowledge management. Research conducted by Chua and Yang, as cited in Nisa1 et al. (2023), shows that social media is the most effective platform for knowledge collection and dissemination.

The application of knowledge management is very important for the development and provision of information services, as it facilitates the exploration and dissemination of information, both of which are fundamental components of Information Services. However, in the contemporary context marked by advances in information technology and the rise of social media, the rapid dissemination of information poses problems for libraries in applying knowledge management in Information Services. In view of this, this study focuses on researching and offering a knowledge management approach to address the issue of collection relevance in libraries through a literature review methodology.

RESEARCH METHOD

For the purpose of finding and analyzing various studies related to the research problem, the approach used in this study is a literature review. Istiqomah (2023) states that a literature review is a procedure that involves collecting and evaluating literature relevant to the research problem. This strategy allows researchers to critically assess and review the collected literature to address the research problem formulation (Yam, 2024).

Conduct a literature search using Google Scholar. The keywords used for the search included Knowledge Management, Library Information Services, Information Technology Development, implementation, and problems, utilizing the Boolean logic operator "AND" to ensure that publications related to the specified keywords were displayed on Google Scholar. By utilizing the specified keywords, the researcher successfully collected data consisting of two papers from Google Scholar.

Two related papers on the implementation of Knowledge Management in Library Information Services will be examined, divided into two sub-chapters. Descriptive discussions require explanations of the articles, detailing their findings to facilitate understanding of the content offered. Literature reviews allow scholars to gain insight and improve their understanding of their research topics (Istiqomah, 2023).

RESULT AND DISCUSSION

Application of Knowledge Management in Library Information Services

The implementation of knowledge management in Library Information Services is very instrumental to be able to provide information relevant to the needs of users. This is because knowledge management is a process or activity that allows knowledge or information to be shared. According to Anggelia & Salim (2023) knowledge management is the process of creating, capturing, storing, using, and sharing information with the aim of developing and achieving the targets of the organization. According to Vera in Maritza et al. (2023) knowledge management is a packaging for distributing knowledge that will be learned together. Galagan dalam (Wulandari & Nurisani, 2020) revealed that knowledge management is a management process that includes collecting, accessing, storing, using and transferring knowledge to organizations.

Firdaus (2024) also stated that the concept of knowledge management has the main function of capturing, documenting, and reusing knowledge.

One part of knowledge management to share knowledge or information is knowledge sharing. Knowledge sharing is done by exchanging information between one and another.

Table 1
 Data Literature Review

No	Title	Author	Methods	Research Results
1.	Developing Librarian Professionalism in the Face of Era 5.0 Through Knowledge Sharing (A Systematic Review)	Rhoni Rodin, Abdul Karim Amrullah	Literature Review	<ul style="list-style-type: none"> ● The importance of implementing knowledge sharing in libraries as institutions with personnel who support library performance. ● Utilization of knowledge for innovation. ● Development of librarians' professionalism in providing information services.

Research conducted by Rodin & Amrullah (2024) concluded that the implementation of knowledge sharing is very important in libraries because libraries are institutions that employ personnel who support library performance. In this case, the personnel are librarians. According to Rodin & Amrullah (2024), librarians who exchange information, experiences, and knowledge can improve collective understanding and overall organizational performance. This is because exchanging information allows information, knowledge, and experiences to be distributed evenly. It is this sharing of information, knowledge, and experience that will lead to innovation in the provision of information services, which is the responsibility of a librarian.

This is in line with the knowledge management theory proposed by Nonaka and Takeuchi in Ebisi, Arua (2019), which seeks to explain the mechanism of knowledge or information sharing. Nonaka and Takeuchi categorize knowledge into two types: tacit knowledge and explicit knowledge. This concept is articulated in the SECI model framework. The SECI model suggests that the transformation of tacit knowledge and explicit knowledge results in the creation of new knowledge or information (Saepudin et al., 2022). During discussions, librarians will share information that will transform tacit knowledge into explicit knowledge, thereby generating new ideas.

To provide library information services that are in line with user needs, knowledge exchange is a necessary effort to keep pace with advances in information. Rapid advances in information will affect information needs. These information needs are the driving factor behind the implementation of knowledge sharing (Rodin & Amrullah, 2024). In addition, in information services, knowledge management makes it easier for libraries to better understand what users need. The process of creating and storing knowledge transforms the librarian's previously personal experience into a useful source of knowledge for the organization. This knowledge is used to create more targeted information services, such as appropriate collection recommendations, guidance on finding information, or the use of social media to disseminate information. Knowledge sharing activities through seminars, workshops, and professional communities accelerate the dissemination of information in libraries, thereby improving the

quality of services collectively. The application of knowledge management also motivates librarians to be more active in using information technology to manage user data and collections. Information about user search patterns can be reanalyzed as a strategic basis for planning future information service development.

In its development, knowledge management will continue to play a central role as a dynamic link between information sources, librarians, and users to create a flexible service ecosystem. The continuity of this role is then realized through the implementation of systematic knowledge management, which is directly related to concrete efforts to improve the relevance of collections and the quality of services offered by libraries to keep pace with user needs.

The process of transforming hidden knowledge into explicit knowledge through recording work experiences helps libraries identify the types of information most needed by users. This information is then used as a basis for compiling collections and determining service priorities. Knowledge management encourages a culture of sharing in the workplace so that librarians do not work alone but complement each other through information exchange. This situation accelerates the decision-making process in information services, from content design to information dissemination through various digital platforms. The impact can be seen in the increased accuracy of information received by users and efficiency in the service process. In this way, knowledge management contributes to the formation of information services that focus on user needs and are based on managed experience data.

Library Information Service Challenges in Development Technology

Information services are interactions that aim to help users access, receive, and understand information to meet their information needs. According to Afiah et al. (2021), information services are services that aim to help users understand and receive information for their benefit. Librarians play an important role in providing information services because they are professionals who are competent in the field of information processing (Purnama, 2024). Due to this competence, librarians are responsible for providing good information services to users. Information services in libraries can take various forms depending on the innovation and creativity of librarians as information service providers. One form of information service available in libraries is the collection provided by the library.

However, the development of information technology has changed the public's perception of accessing the information they need. Information that was originally accessed and obtained by conventional means is now accessed digitally due to the development of information technology. This requires libraries to adapt to developments in information technology.

Table 2
Data Literature Review

No	Title	Author	Methods	Research Results
1.	Transformasi Perpustakaan di Era Big Data	Ishak & Rabita., E (2019)	-	<ul style="list-style-type: none">● Digital libraries no longer rely on the size of their collections but on the number of user accesses to the database.● Library collections come from both print and digital sources.

Ishak's research findings show that libraries are changing as a result of advances in information technology (Ishak, Eva Rabita., 2019). Libraries no longer rely on extensive print collections; instead, they access multiple databases, resulting in collections derived from both print and digital sources. Ongoing advances in information technology have led to the emergence of the term big data. However, advances in information technology have not only changed individuals' views on the availability of information but also significantly accelerated the dissemination of knowledge. The rapid dissemination of information has become a problem for libraries due to the need to provide fast and relevant information services. Libraries face challenges in addressing user information-seeking behavior, which requires librarians to improve information services in the era of big data (Ishak, Eva Rabita., 2019).

Current developments in information technology have created a situation where the amount of information is growing rapidly, but users' ability to sort through information does not always keep pace. Libraries face the challenge of remaining a reliable source amid a multitude of digital information sources that may not be accurate. Users now more often find information through search engines and social media (Afrianti et al., 2024), so their expectations of library services have shifted to speed and ease of access. This situation forces libraries to adapt by strengthening their digital infrastructure and improving the skills of librarians, as well as developing network-based services. There is also the challenge of differences in technological capabilities among librarians, which affects the quality of digital information services provided. Changes in the way users search for information encourage libraries to update the way they communicate and present information. These challenges show that success in providing information services in the technological era depends heavily on the extent to which organizations are prepared to adapt to change.

One tangible form of change that demands deep preparedness is the emergence of big data, which requires libraries to be able to manage large amounts of highly complex data. By mastering this data management capability, libraries can not only survive amid the flow of information, but also ensure that every service and piece of information provided remains accurate and relevant to the needs of its users. Data on collection usage, search history, and user interactions actually contain important information that can be processed to improve services, but its utilization is still often limited. Limitations in infrastructure, policy, and organizational culture are barriers to effective data management (Ropik & Rosadi, 2025). Another challenge arises from social recognition of the role of libraries amid the existence of various popular digital platforms that provide quick access to information. Libraries need to demonstrate added value by providing validated, curated information that is relevant to academic needs. The shift towards more personalized and proactive information services also requires a change in mindset from a traditional service model to one based on data and user needs. By strategically addressing these challenges, libraries can solidify their position as institutions that not only provide information but also manage knowledge in a sustainable manner.

CONCLUSION

Based on this discussion, it can be concluded that the application of knowledge management plays a very important role in Library Information Services. With knowledge management, libraries can explore relevant information and provide information according to user needs. In the application of knowledge sharing, which is part of knowledge management,

seminars, workshops, and training sessions are held to enable librarians to acquire new knowledge and information relevant to their needs. This is in line with the SECI model formulated by Nonaka and Takeuchi in knowledge management theory, where knowledge is divided into two types, namely tacit knowledge and explicit knowledge (Saepudin et al., 2022). The change between these two forms of knowledge encourages the creation of new knowledge and information.

In an era of rapid information technology development, which has given rise to social media that makes the circulation of information faster, it has become a challenge for libraries to provide information services that are relevant to the information needs of users. This is evident in the existence of libraries that are unable to provide up-to-date collections. However, the development of information technology has not only accelerated the circulation of information, but it has also changed the public's perception of accessing information (Lazarus, 2024).

To face these challenges, the application of knowledge management in Library Information Services is a must. By improving the application of knowledge management, librarians can adapt to developments in information technology so that they can use social media to collect, process, and provide information quickly. This transformation through knowledge management not only makes it easier for librarians to respond to users' information needs, but also becomes the main foundation in encouraging service innovation to remain relevant and resilient in the face of changing times.

The urgency of this implementation is in line with the findings of previous research, which explained that knowledge management contributes significantly to the development of library information by positioning it as a strategic approach. The results of this study confirm that knowledge sharing, documentation of librarians' work experiences, and the use of information technology have a direct impact on improving the quality of service to users. These findings also clarify the relationship between knowledge management and efforts to maintain the relevance of the collections and information provided by libraries amid changes in people's behavior in seeking information. Librarians not only play a role in managing collections but also as managers of knowledge in their work environment.

Scientifically, this research also helps enrich studies on knowledge management in libraries and its application, especially in the field of library information science. Practically, the results of this study can be used as a basis for libraries to develop information service programs that are more suited to user needs. This research also opens up opportunities for further research through field studies so that the application of knowledge management can be examined more deeply in various types of libraries. In this way, this research contributes to the development of the discipline towards library services that are more relevant to current technological developments and user needs.

SUGGESTION

From the research findings, the researchers suggest improving the application of knowledge management in Library Information Services. Libraries also need to take strategic steps such as providing training to librarians on the use of Information Technology. In addition, libraries should be more active in using social media as a platform to share knowledge and communication with users. Further research is also recommended to explore new innovations in the implementation of knowledge management, especially in specific contexts such as school or college libraries, to ensure information services remain relevant.

THANK YOU-NOTE

The authors express gratitude to Universitas Airlangga for its facilities assistance, particularly to Mrs. Zulfatun for her supervision throughout the research process. Gratitude is also expressed to all of the author's friends for their support and profound appreciation, which facilitated the successful completion of this research.

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