


Chapter 16


Knowledge Sharing in Academic Libraries: A Study on Online Resource Management Practices

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ABSTRACT

This study analyzes how online resource management affects academic library knowledge exchange and user happiness. It shows how information technology improves service quality and meets varied user needs. The research presents a strategy framework for information services to identify key aspects that affect academic and student knowledge sharing. The study evaluates current practices and offers resource management improvements using structured interviews and surveys. The findings show that while some academicians give information, few learn from students. The study emphasizes the use of newspapers and educational websites to supplement academic sources. The project seeks to help academic libraries improve teaching by fostering collaborative and efficient knowledge-sharing.

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1. INTRODUCTION

The study will help to understand how online resource management practices, knowledge-sharing openness, and service quality affect user satisfaction, and it will provide academic libraries with practical suggestions for reacting to users' special requirements. This paper addresses the following steps. First, it presents a strategic framework for academic library information services management in the age of information technology. Second, it highlights the basic rules of library resource management. Third, it identifies a knowledge-sharing effectiveness model and suggests practical approaches for academic library service reforms. Finally, it closes its analysis with a set of concluding remarks.

The information technology revolution in higher education has brought about significant and transformative changes in resource management, specifically focusing on the comprehensive management of knowledge (Zhang & Chen, 2023) (Nicolás-Agustín et al., 2022) (Okunlaya et al., 2022). In the modern era, the destiny and prosperity of any esteemed academic institution are intricately intertwined with the quality, extent, and accessibility of information resources available. Consequently, knowledge sharing and service quality have emerged as pivotal factors of paramount importance for academic libraries' smooth functioning and success. The progressive rise and prevalence of online resources within higher education have resulted in a pressing and urgent demand for the application of highly effective and efficient services provided by academic libraries (Almazova et al., 2020) (Bond et al., 2021). These services must cater to students' diverse needs and expectations, encapsulating both their academic requirements and personal aspirations. Thus, the development and provision of exceptional services that meet and exceed user satisfaction have become a critical priority. As a result, considerable efforts have been made to view and evaluate knowledge-sharing practices in academic libraries from users' perspectives. By examining the peripherals and intricacies of these practices, researchers and practitioners strive to gain a deeper understanding of the multifaceted interplay between knowledge sharing, user satisfaction, and service quality (Obrenovic et al., 2020) (Tønnessen et al., 2021) (Kelly & Cordeiro, 2020) (Lam et al., 2021). Through this diligent examination, institutions aim to unveil the crucial elements and mechanisms that contribute to the enhancement of knowledge-sharing practices within academic libraries. Despite the diligent endeavors made thus far, it is important to acknowledge that a truly comprehensive model based on online resource management practices is yet to be firmly established by any institution (Strohmeier 2020) (Zahra, 2021) (Lv & Li, 2021). This model, once effectively implemented, has the potential to revolutionize the landscape of knowledge sharing, foster openness, and elevate service quality within academic libraries. By embracing this innovative model, institutions can pave the way for an exceptional and unparalleled knowledge-sharing

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