




ECIL Conference 2017



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Information Literacy and Knowledge Management in a UAE University Library

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Agenda

- Background
- Objective and Motivation
- Knowledge management (KM)
- Methodology
- Findings
- Research implications
- Final thoughts/ suggestions

Background

- Explore the manifestation of IL and relationship to KM practice in a UAE university.
- Context - distinguish between satire, truth, and genuinely fake news and disinformation.
- Why? - Triple Helix Model of academic–industry–government relations

Objective and Motivation

- Triple Helix Model of academic–industry–government relations
- Knowledge Management vision – Knowledge Management strategic plan– curriculum wide
- IL skills instruction – application of learning theories

Knowledge management

- IL is one of the basic outcomes of the Zayed University teaching goals (ZULO: Zayed University Learning Outcomes).
- Its about knowledge creation.
- Applying KM tools and principles to inculcate the same in students to prepare them for joining the business world.



Zayed University @ Abu Dhabi



Each ZULO is accompanied by a complete matrix (rubric) which provides descriptions of where the students should be during major milestones of their baccalaureate degree. The ZULOs are:



Critical Thinking and Quantitative Reasoning: ZU graduates will be able to demonstrate competence in understanding, evaluating, and using both qualitative and quantitative information to explore issues, solve problems, and develop informed opinions.



Global Awareness: ZU graduates will be able to understand and value their own and other cultures, perceiving and reacting to differences from an informed and socially responsible point of view.



Information Literacy: ZU graduates will be able to find, evaluate and use appropriate information from multiple sources to respond to a variety of needs.



Language: ZU graduates will be able to communicate effectively in English and Modern Standard Arabic, using the academic and professional conventions of these languages appropriately.



Leadership: ZU graduates will be able to undertake leadership roles and responsibilities, interacting effectively with others to accomplish shared goals.



Technological Literacy: ZU graduates will be able to effectively understand, use, and evaluate technology both ethically and securely in an evolving global society.

Source:

http://www.zu.ac.ae/main/en/_assessment_resource/learning_outcomes.aspx



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Methodology

- Web-based questionnaire
- Target: university employees with teaching responsibilities
- 500 employees belonging to one (out of three) federal university
- Information sources: from a convenience sample, data from public documents and factsheets
- Institutional document reviews
- Literature review



Findings

- Low response rate
- Challenges with cooperation of other UAE institutions of higher learning
- Even with the low responses, it is evident that participants are aware of KM principles but rely on institutional leadership for direction



Research Implications

- Limitation: small sample-results cannot be generalized
- Strength: Confirmed a need for a broader study
- A longitudinal study can yield more objective results
- Collaboration with colleagues from other UAE universities to repeat this research has good potential for results generalization
- Even when IL is one of the Zayed University's learning outcomes, research on workplace IL for KM has not been performed, i.e. how much the IL lessons learned are transferred to the workplace, and directly linked to creativity



Final thoughts/ suggestions

- A university Knowledge Management strategic plan is practical for a definite direction
- Research on workplace IL for Knowledge Management would be very educative
- In this instance, the results were all positive BUT the question is “have we become so good at giving the expected responses that a survey reflects expected results?”.
- Mixed methods longitudinal study may be more revealing

Shukran!

Thank you for Listening!



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