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   Autore Woledge, Brian

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libraries; Introduction; What is a special library?; What is a 'special librarian'?; Mission of special libraries; History of special libraries; Special libraries versus other kinds of libraries; Special Libraries Association; Characteristics of special libraries; Services of special libraries; From traditional library services to knowledge management; Clientele, clients, users; Collections
Competencies and skills of special librarians Marketing; Funding; Relations with the parent organisation; Relations between library manager and library staff; Library performance; Knowledge management; Cooperation with peer libraries; Conclusion; Bibliography; 2 Knowledge management; Introduction; The concept of knowledge management; Knowledge versus information and data; Characteristics of knowledge management; Components of knowledge management; Personal knowledge management; Benefits of a knowledge management system; Steps to implement a knowledge management project; Conclusion
Bibliography 3 Components of a knowledge management system at a special library; Introduction; The roots; The significance of knowledge management systems for parent organisations; Why special libraries are the right places for knowledge management centres; Types of knowledge management projects; Components of a knowledge management system; Sharing internal knowledge; Conclusion; Bibliography; 4 Implementation of a knowledge management centre at a special library; Introduction; Challenges for special librarians; Competencies needed by special librarians for the knowledge management project
Getting support from the management of the parent organisation Change management; Changing attitudes at organisational level; Knowledge management strategy; The knowledge management team; Getting started: steps to follow for the implementation of a knowledge management centre at a special library; Pilot project phase; Technology embedded; Security of the system; Success factors of the knowledge management centre; Internal cooperation; Communities of practice; User education and training; Conclusion; Bibliography; 5 Lessons learned, evaluation, marketing, and the way forward: case studies Lessons learned Benefits for the organisation; Benefits for the special library; Evaluation of the project; Promotion and marketing of the knowledge management centre; Things to consider; Things to avoid; Maintenance; The way forward; Case studies; Bibliography; Epilogue; Further reading; Webpages/tools; Index

Sommario/riassunto	This book focuses on the role of special libraries as knowledge management centres in their organisations. It describes the work of a special library and the special library draws on the characteristics that make the nucleus of collecting and organising knowledge which is used for the benefit of the institution. By acquiring and sharing knowledge, staff will enhance the intellectual capital of the institution. Traditionally libraries are the information centres that organise and classify information. Further on they are the proper places to create human networks and to organise the knowledge h