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   Nota di contenuto Front matter -- Contents -- Foreword -- Preface -- Part I. A
                      Knowledge Services Profession -- Chapter One. Introduction --
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                      Certification -- Chapter Five. Information, Knowledge Services, and the
                      Organization -- Chapter Six. KD/KS: Knowledge
                      Development/Knowledge Sharing: -- Chapter Seven. KD/KS:
                      Qualification Management for the New Profession -- Part II. Learning in
                      the Organization -- Chapter Eight. KD/KS: Conducting the Learning
                      Audit -- Chapter Nine. KD/KS: Determining Goals and Expectations --
                      Chapter Ten. KD/KS: Defining the Approach -- Chapter Eleven. KD/KS:
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   Sommario/riassunto This book gives a unique view of the current hot topic of continuing
                      professional development / lifelong learning in the information services
                      environment. It aims to provide the reader with guidelines for

conceptualizing, designing and measuring successful programmes for professional learning, staff development and professional growth in the organization.