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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
