

# **Knowledge Management in Libraries and Organizations**

---

**Edited by Leda Bultrini, Sally McCallum,  
Wilda Newman and Julien Sempéré**

**DE GRUYTER  
SAUR**

# Contents

About IFLA — IX

Enrico Colaiacovo  
Preface — 1

Leda Bultrini  
Introduction — 5

## Premises

Michael Koenig  
1 Knowledge Management: Where is it Going? — 17

Olivier Serrat  
2 Toward a Library Renaissance — 28

## Part 1: Knowledge Management for Library Users

Klaus Ceynowa  
3 Information in the Digital Knowledge Ecosystem – Challenges for the Library of the Future — 47

Andreas Degkwitz  
4 “Yes, We Can”, If We Take over Future Tasks! — 55

Ellen Tise and Reggie Raju  
5 Open Access  
A New Dawn for Knowledge Management — 65

Alex Byrne  
6 Endless Invention, Endless Experiment, Knowledge — 78

Siang Hock Kia, Yi Chin Liau and Ian Ong  
7 Inter-connected Network of Knowledge  
The NLB journey — 87

Rebecca Hope Renard

**8 Youth202**

An Experiment in Teen-driven Knowledge Management — **103**

Eva Semertzaki

**9 Why Special Libraries are the Right Places to Host a Knowledge Management Centre — 118**

Linda Stoddart

**10 Information Outreach and Knowledge Sharing in the United Nations New Approaches — 133**

Giuseppe Vitiello

**11 Restructuring the Library for an Enlarged Mission — 144**

Elizabeth Turner and Spencer Acadia

**12 Selection, Implementation, and Behavioural Considerations for Knowledge-management-tool Adoption. — 156**

Donna Scheeder

**13 Knowledge Management: Toward Understanding in a Multicultural World — 170**

**Part 2: Knowledge Management as a Tool for Changing Library Culture**

Claudia Lux

**14 Knowledge Management in Public Libraries — 181**

Anja Flicker and Thomas M. Paul

**15 Theory in Action**

Knowledge Management and Intellectual Capital Management at Würzburg Public Library — **190**

Sandra Shropshire, Jenny Semenza and Regina Koury

**16 Managing Change in Turbulent Times and Building the Way for Future Success — 201**

Hannele Näveri-Ranta

- 17 Applying a Dialogical Approach to Development Discussions  
Management of Learning as a Catalyst for Change — 214**

Liz Walkley Hall

- 18 Using Knowledge Management in Building a Culture of Research — 223**

Mary Ellen K. Davis and Danuta A. Nitecki

- 19 Managing Research Data as a Transformational Role for Librarians — 237**

Héloïse Lecomte

- 20 Knowledge Management Tools and Processes Helping the Birth of a  
New Library? — 253**

Mary Lee Kennedy

- 21 Knowledge Collaboration in Higher Education — 263**

**Contributors — 269**