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## Knowledge management for competitive advantage during economic crisis

*Edited by Patricia Ordoñez de Pablos, Lluís Jovell Turró, Robert D. Tennyson and Jingyuan Zhao*

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Due to the practical importance of knowledge in different contexts, whether natural or legal, it is generally accepted that knowledge management can be truly considered as one of the most essential requirements during economic crisis, which, in turn, plays a pivotal role in achieving a sustainable competitive advantage. Accordingly, the present book aims to draw attention to intellectual capital as well as knowledge assets within organisations, and share new theories, research findings and case studies to enhance understanding and collaboration in issues of knowledge management and human resource management. It includes 17 chapters contributed by more than 30 authors. In addition to providing readers with a variety of definitions, terms, concepts, notions, related literature and theoretical foundations concerning knowledge management, knowledge assets, organisational learning, creativity and so forth, this collection reports on some cases utilising and implementing knowledge management principles and practices into the culture of organisations, or to be precise, day-to-day working processes. For example, the role of intellectual capital in improving the performance of small and medium enterprises (SMEs) operating in the electrical and electronics manufacturing sector, the importance of trust and organisational culture in knowledge management system building, the impact of knowledge assets management on the energy industry, the link between human capital and external knowledge acquisition, the challenges negatively affecting knowledge sharing and transfer, the major intellectual capital measurement and reporting models, the role of tacit knowledge in realising sustainable competitive advantage, capitalising knowledge within online communities, the linking between knowledge management and the development of a smart tourist destination, the contribution of human resources factors to innovation in service firms, the role of succession planning in coping with knowledge loss and securing the SMEs' survivability and improving inter-organisational knowledge transfer in the public sector by formation of organisational silos are among the main studies examined. Regardless of the well-designed structure of the book, by taking a social–psychological–cultural–technological–managerial–economic approach, it reminds

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us that to get good governance and to create individual, organisational and social well-being, knowledge as a *sine qua non* must be managed. With its literary warrant, research methods, models, lessons and particularly, the balance between practical and theoretical aspects of knowledge management, the wisdom embodied in the collection emphasises that we must stop viewing knowledge management as a theoretical debate. By addressing and trying to alleviate real-world challenges, this impressive collection will be a useful resource for a wide variety of audiences, including policymakers, economists, managers, technology managers, librarians, students, professors and researchers.

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### **Online Searching: A Guide to Finding Quality Information Efficiently and Effectively**

*Edited by Karen Markey*

Rowman and Littlefield

Lanham, MD

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Due to the importance of information at different levels, whether general or special (scholarly), for people at different levels, whether everyday (public) or expert, referring to the internet as digital revolution's biggest enabler and meta-information source to find, search and access needed information is inevitable. In such a situation, librarians are especially expected to play influential roles according to their personal, educational and professional goals. Hence, this 14-chapter book aims to teach librarians how to become expert intermediary searchers who find quality information online efficiently and effectively so that they can help library users satisfy their information needs. After a retrospective view of the world of searching from its birth to now, Chapters 1 and 2 discuss the role of libraries' databases in accessing scholarly, professional and educational information. Chapters 3 and 4 demonstrate how understanding users' information needs via a reference interview can lead to choosing relevant databases. Chapters 5 to 8 cover some advanced tips for developing search strategies based on various methods from Boolean operators, controlled vocabularies and free text searching to known-item searching. In line with bibliometric concepts such as Lotka's law (prolific authors) and Bradford's law (core journals), Chapter 9 teaches readers how useful information concerning authors and journals can be accessed, analysed and mapped through the Web of