

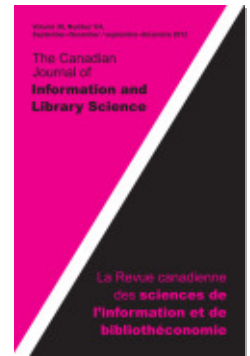


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*Knowledge Management: Historical and Cross-Disciplinary
Themes (review)*

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service or event. I have not seen this kind of thinking expressed in this way before. Librarians who reflect on this approach will find it helpful and inspiring.

Given the approachable and gentle style of this book, it seemed to end abruptly. A concluding chapter noting some avenues of further personal research or next-step topics, or some other way to wrap up the issues explored in this book, would be more satisfying.

Although student librarians and new librarians are the target audience, I found that there is also much here for student groups and library associations to consider when looking for networking topics that will attract new members.

Janet Hempstead, reference librarian (social sciences), Carleton University, Ottawa, Ontario

Danny P. Wallace, ed. *Knowledge Management: Historical and Cross-Disciplinary Themes*. Westport, Conn.: Libraries Unlimited, 2007. ISBN 978-1-59158-502-2. US\$60.00.

For scholars seriously interested in the study of knowledge management, this book is a must-read. *Knowledge Management: Historical and Cross-Disciplinary Themes* is an extremely thorough, well-researched guide to the entire field of knowledge management, going beyond the popular concept of a management fad from the 1990s to a variety of disciplines from much earlier days. Wallace cites philosophers, psychologists, educators, and economists as well as management gurus and information scientists to show that the field of knowledge management has deep roots, situating the field in its historical context and proving that it's not just a recent craze.

A glance at the table of contents may at first lead one to believe that this book is a collection of essays by various thinkers in the field, ranging from Charles Dewey to Peter Drucker and beyond. However, Wallace does not reproduce these earlier works but instead analyses these 'key papers' as a way to trace the evolution of the concept of knowledge management through time and academe. Wallace acknowledges both the struggle to define knowledge management over the years and the criticisms of the movement, but he manages to bring together the various threads of the topic and tie them together into a cohesive whole.

Each chapter is based on one of nine major themes Wallace has drawn out of the knowledge management literature. In each chapter he highlights key concepts and texts by seminal thinkers to help situate, define, and follow the route that knowledge management has taken through history and various disciplines. Wallace explains his methodology for selecting these key papers, and each chapter is thoroughly researched and footnoted. Wallace introduces, defines, and explores each theme before drawing out and interpreting the ideas from his chosen key papers.

This book would be useful for a student in the field of knowledge management; it is scholarly, dense, and thorough. While there is no particularly Canadian content, there is nothing particularly American about it either, except perhaps the authors chosen. Knowledge management is a fairly universal topic, and anyone studying the topic would do well to read this book. Containing both a table of contents and a detailed index, the book could be sampled sparingly but is probably best read at least a complete chapter at a time. Wallace himself has had a long and varied career in the field of library and information studies, is well-published, and has obviously done his homework on this topic. A unique contribution to the field, this book is recommended for any school of library and information studies and for any serious scholar on the subject.

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Preston Driggers and Eileen Dumas. *Managing Library Volunteers*, 2nd ed. Chicago: American Library Association, 2011. ISBN 978-0-83891-064-1. US\$55.00.

Managing Library Volunteers is a complete step-by-step guide for those who are either starting a volunteer program at their library or moving into the position of managing their library's existing volunteer program. It is organized as large topics broken into shorter sections, which allows the reader to focus on a specific area of interest. A detailed table of contents, a list of sample documents, and an index all aid the reader in finding the appropriate topic; also included is an extensive bibliography of further reading, including non-library volunteer resources. It has been updated from the first edition (published in 2002) to include the myriad changes in technology since that time, including the advent of 'virtual volunteers.'

Driggers is a professor of human resources at Regis University in Colorado and has worked as a human resources manager for a public library district; Dumas was volunteer coordinator for the Aurora Public Library in Colorado for 18 years. Between them, they have a wealth of experience and knowledge from which to draw. Included is information on the rights of volunteers, ways to manage other staff's attitudes about volunteers, legal issues, position descriptions, HR matters, interviewing tips, recruitment techniques, and much, much more. While all examples used are from US public libraries, other types of libraries that use volunteers could also benefit from this book. Canadian libraries may not want to rely on the legal advice and US-specific associations mentioned, but most of the book is still applicable.

As someone who has not worked with library volunteers before, I found this book to be very enlightening regarding the importance of volunteers, not only in the library's operations but also because of how they link the library to the community and affect the community's perception of the library. Another surprise was the book's descriptions of the challenges the volunteer coordinator faces getting other library staff to accept volunteers in their library. The ideas for what