International Journal of Digital Library Systems

January-June 2015, Vol. 5, No. 1

Table of Contents

Special Issue on Knowledge Management in Libraries Today

GUEST EDITORIAL PREFACE

iv Karen Medin, Department of Resource Strategies and Assessment, Florida International University, Miami, FL, USA

Research Articles

- 1 Knowledge Management as the Creation of Intelligent Resource Sharing Cultures Karen Medin, Department of Resource Strategies and Assessment, Florida International University, Miami, FL, USA
- 9 Community of Practice Application in Knowledge Management Gail Dickinson, Old Dominion University, Norfolk, VA, USA James A. Marken, Virginia Beach City Public School, Virginia Beach, VA, USA
- 16 **Personal Knowledge Management in Outreach and Instruction** Mary Axford, Georgia Institute of Technology, Atlanta, GA, USA Crystal Renfro, Kennesaw State University, Kennesaw, GA, USA
- 31 How to Smile When They Can't See Your Face: Rhetorical Listening Strategies for IM and SMS Reference Maria Kingsbury, Southwest Minnesota State University, Marshall, MN, USA
- 45 Improving Interaction in Online Liaison Services through Skype Peace Ossom Williamson, University of Texas at Arlington, Arlington, TX, USA

Copyright

The **International Journal of Digital Library Systems (IJDLS)** (ISSN 1947-9077; eISSN 1947-9085), Copyright © 2015 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Digital Library Systems* is indexed or listed in the following: ACM Digital Library; Bacon's Media Directory; Cabell's Directories; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; The Standard Periodical Directory; Ulrich's Periodicals Directory