

BIBLIOGRAPHY

AADNE, J.H., VON KROGH, G. & ROOS, J. 1996. Representationism: the traditional approach to cooperative strategies. In *Managing knowledge: perspectives on cooperation and competition*. Edited by Georg von Krogh and Johan Roos. London: Sage, p. 9-31.

ALLEE, V. 2000. Knowledge networks and Communities of Practice. *OD Practitioner*, vol.32, no.4 [Online], Available at: <http://www.odnetwork.org/odponline/vol32n4/knowledgenets.html> (Consulted 7 Nov. 2003).'

ARGYRIS, C. 1990. *Overcoming organizational defenses*. New York: Prentice-Hall.

ARGYRIS, C. & SCHÖN, D.A. 1978. *Organizational learning: a theory of action perspective*. Reading, Mass: Addison-Wesley.

BABBIE, E. et al. 2001. *The practice of social research*. Oxford, UK: Oxford University Press.

BATESON, G. 1972. *Steps to an ecology of mind*. London: Intertext Books.

BAUER, R. 1999. Customer inspired innovation. In *Communities of Practice*. Sl.: Community Intelligence Labs, 1999 [Online], Available at: <http://www.co-l-l.com/coil/knowledge-garden/cop/definitions.shtml> (Consulted 14 March 2001).

BECHER, T. 1989. *Academic tribes and territories: intellectual enquiry and the cultures of disciplines*. Milton Keynes, UK: The Society for Research into Higher Education and Open University Press.

BELL, D. 1973. *The coming of Post-Industrial society: a venture in social forecasting*. New York: Basic Books.

BELL, M. 2001. Online role-play: anonymity, engagement and risk. *Education Media International*, December, vol.38, issue 4, p.251-260.

The benefits of knowledge management: KiKM: what are the benefits? [Online], Available at: http://www.kikm.org/KM_Benefits.htm (Consulted 9 October 2004).

BERGERON, P. 1996. Information Resources Management. *Annual Review of Information Science and Technology*, vol. 31, p.263-300.

BLACK, A. 1984. *Guilds and civil society in European political thought from the Twelfth Century to the present*. London: Methuen & Co.

BLAU, P.M. 1964. *Exchange and power in social life*. New York: Wiley.

BOHM, D. 1994. *Thought as a system*. London: Routledge.

BOLAND, R.J. & TENKASI, R.V. 1995. Perspective making and perspective taking in communities of knowing. *Organization Science*, vol.6, no.4, p.350-372.

BOTHMA, C.H. 2000. *E-commerce for South African managers*. Irene: Interactive Reality.

BOYNTON, A.C. & ZMUD, R.W. 1984. An assessment of critical success factors. *Sloan Management Review*, Summer, vol. 25, issue 4, p.17-27.

BROADBENT, M. 1998. The phenomenon of knowledge management: what does it mean for the information profession? *Information Outlook*, May, p.23-36.

BROWN, J.S. & DUGUID, P. 1991. Organizational learning and Communities of Practice: toward a unified view of working, learning, and innovation. *Organization Science*, February, vol.2, no.1, p.40-57.

BROWN, J.S. & DUGUID, P. 2000. *The social life of information*. Cambridge, MA: Harvard Business School.

BROWN, J.S. & GRAY, E.S. 1995. The people are the company: how to build your company around your people. *Fastcompany Magazine*, November, issue 1, p.78-82.

BUHLER, P.M. 2002. Managing in the new millennium: building the learning organization for the 21st century: a necessary challenge. *Supervision*, Dec, vol.63, issue 12, p.20-22.

BURGOYNE, J. 1995. Feeding minds to grow the business. *People Management*, 21 September, vol. 1, issue 19. Retrieved from Business Source Premier, p.1-7.

BURK, M. 2000. Communities of Practice. *Public Roads*, May-June, vol. 63, issue 6, p.18-21.

BURNS, T. & STALKER, G.M. 1962. *The management of innovation*. London: Tavistock Publications

BURRELL, G. & MORGAN, G. 1979. *Sociological paradigms and organisational analysis: elements of the sociology of corporate life*. London: Heineman.

CADAS, C. 2003. Frontline knowledge: trainees get expert insight through "knowledge acquisition" at Rolls-Royce. *KM Review*, March-April, vol.6, issue 1, p.3.

CHARAN, R. 1991. How networks reshape organizations for results. *Harvard Business Review*, September-October, vol. 69, p.105-115.

CHOO, C.W. 2000. Working with knowledge: how information professionals help organisations manage what they know. *Library Management*, vol.21, no.8, p.395-403.

COHEN, D. & PRUSAK, L. 2001. *In good company: how social capital makes organizations work*. Boston, MA: Harvard Business School Press.

COLLISON, C. & PARCELL, G. 2001. *Learning to fly: practical lessons from one of the worlds leading knowledge companies*. Milford, CT: Capstone.

CONFESSORE, S.J. 1997. Building a learning organisation: Communities of Practice, self-directed learning, and continuing medical education. *Journal of Continuing Education in the Health Professions*, vol.17, p.5-11.

CONSTANT, D., KIESLER, S. & SPROULL, L. 1994. What's mine is ours, or is it: a study of attitudes about information sharing. *Information Systems Research*, vol.5, no.4, p.400-422.

Co Vis Project (Learning through collaborative visualization): Communities of Practice [Online], Available at: <http://www.covis.nwu.edu/info/philosophy/communities-of-practice.html> (Consulted 18 April 2001).

DAFT, R.L. & MARCIC, D. 1998. *Understanding management*. Fort Worth, TX: The Dryden Press.

DAFT, R.L. & WEICK, K.E. 1984. Toward a model of organizations as interpretation systems. *Academy of Management Review*, vol.9, p.284-295.

DARR, E.D., ARGOTE, L. AND EPPLE, D. 1995. The acquisition, transfer, and depreciation of knowledge in service organizations: productivity in franchises. *Management Science*, November, vol. 41, no. 11, p.1750-1762.

DAVENPORT, T.H., JARVENPAA, S.J. & BEERS, M.C. 1996. Improving knowledge work processes. *Sloan Management Review*, Summer, vol.37, issue 4, p.53-65.

DAVENPORT, T.H. & PRUSAK, L. 1998. *Working knowledge*. Boston: Harvard Business School Press.

DE GEUS, A.P. 1988. Planning as learning. *Harvard Business Review*, March-April, vol.66, no.2, p.70-74.

DENNING, S. 2001. *The springboard: how storytelling ignites action in knowledge-era organizations*. Boston, MA: Butterworth-Heinemann.

DENNING, S. *Launching and nurturing communities through storytelling*. [Online], Available at: http://www.stevedenning.com/storytelling_communities.html (Consulted 7 October 2004).

DODGSON, M. 1993. Organizational learning: a review of some literatures. *Organization Studies*, vol.14, no.3, p.375-394.

DRUCKER, P.F. 1988. *Management: tasks, responsibilities, practices*. Oxford: Butterworth-Heinemann.

DUFF, P.W. 1938. *Personality in Roman private law*. London: Cambridge University Press.

EBERHAGEN, N. 2000. *Emerging knowledge distribution means and their characterization*. [Online] Available at: <http://si.vse.cz/archiv/clanky/2000/eberhage.pdf> (Consulted 21 Dec. 2004).

Education in the 80s: speech communication. Edited by G.W. Friedrich. Washington, D.C.: National Educational Association, 1981.

FAHEY, L. et al. 2001. Linking e-business and operating processes: the role of knowledge management. *IBM Systems Journal*, vol.40, no.4, p.889-907.

FELDMAN, M. 1989. *Order without design: information production and policy making*. Stanford, CA: Stanford University Press.

FOWLER, R.K. 1998. The university library as learning organization for innovation: an exploratory study. *College and Research Libraries*, May, vol. 59, no.3, p.220-231.

GALBRAITH, J. 1973. *Designing complex organizations*. Reading, MA: Addison-Wesley.

GARVIN, D.A. 1993. Building a learning organization. *Harvard Business Review*, July-August, vol. 71, p.78-91.

GICK, M.L. & HOLYOAK, K.J. 1987. The cognitive basis of knowledge transfer. In *Transfer of learning: contemporary research and applications*. Edited by Cormier, S.M. and Hagman, J.D. San Diego, CA: Academic Press. p.9-46.

GILL, P.J. 2001. Once upon an enterprise: the ancient art of storytelling emerges as a tool for knowledge management. *Knowledge Management*, 19 April [Online], Available at: <http://www.destinationkm.com/print/default.asp?ArticleID=231> (Consulted on 7 October 2004).

GIOIA, D.A. & POOLE, P.P. 1984. Scripts in organizational behavior. *Academy of Management Review*, vol.9, p.449-459.

GLADWELL, M. 2000a. *The tipping point: how little things can make a big difference*. Boston, MA: Little, Brown and Company.

GLADWELL, M. 2000b. Designs for working: why your bosses want to turn your new office into Greenwich Village. *Gladwell.com*, 11 December [Online], Available at: http://www.gladwell.com/2000_12_11_a_working.htm (Consulted 19 December 2002).

GONGLA, P. & RIZZUTO, C.R. 2001. Evolving communities of practice: IBM Global Services experience. *Knowledge Management*, vol. 40, no.4 [Online], Available at: <http://www.research.ibm.com/journal/sj/404/gongla.html> (Consulted 14 February 2002).

GRANT, R.M. 1996. Toward a knowledge-based theory of the firm. *Strategic Management Journal*, Winter Special Issue, vol.17, p.109-122.

GROSS, M., HANES, L. & AYRES, T. 2003. *Capturing and implementing undocumented knowledge: EPRI takes on the problems presented by the loss of experienced workers, January 14, 2003* [Online], Available at: http://www.controlmagazine.com/Web_First/ct.nsf/ArticleID/PSTR-5FTQU5?OpenDocument&Click= (Consulted 7 October 2004).

GUPTA, A.K. & GOVINDARAJAN, V. 1994. Organizing for knowledge flows within MNCs. *International Business Review*, vol.3, issue 4, p.443-457.

HANES, L.F. & GROSS, M.M. 2002. *Capturing valuable undocumented knowledge: lessons learned at electric utility sites*. Paper presented at the 2002 IEEE Seventh Conference on Human Factors and Power Plants, Scottsdale, Arizona, 15-19 September.

HANLEY, S. & DAWSON, C. 2000. Creating knowledge-based Communities of Practice: lessons learned from AMS's knowledge management initiatives. In *Knowledge management and virtual organizations*. Edited by Yogesh Malhotra. Hershey: Idea Group Publishing. p.321-332.

HANSEN, M.T. 1999. The search-transfer problem: the role of weak ties in sharing knowledge across organizational subunits. *Administrative Science Quarterly*, March, vol.44, issue 1, p.82-111.

HARROD, L.M. 1990. *Harrod's librarians' glossary of terms used in librarianship, documentation and the book crafts; and reference book*. 7th ed. Compiled by Ray Prytherch. Aldershot: Gower.

HILDRETH, P., KIMBLE, C. & WRIGHT, P. 2000. Communities of Practice in the distributed international environment. *Journal of Knowledge Management*, vol. 4, issue 1, p.27-37.

HITT, W.D. 1995. The learning organization: some reflections on organizational renewal. *Leadership and Organization Development Journal*, vol. 16, no. 8, p.17-25.

HOSLEY, S. et al. 1994. The quest for the competitive learning organization. *Management Decision*, vol.32, no.6, p.5-15.

HUBER, G.P. 1991. Organizational learning: the contributing processes and the literatures. *Organization Science*, February, vol.2, no.1, p.88-115.

The IEBM dictionary of business and management. Edited by Morgen Witzel. London: International Thompson Press, 1999.

Intellectual capital. *SearchCRM.com Definitions* [Online], Available at: http://search.techtarget.com/sDefinition/0,,sid11_gci511656,00.html (Consulted 10 September 2004).

International Encyclopedia of Information and Library Science. Edited by John Feather and Paul Sturges. London: Routledge, 1997.

JANTZ, R. 2001. Knowledge management in academic libraries: special tools and processes to support information professionals. ***Reference Services Review***, vol. 29, no.1, p.33-39.

JARVENPAA, S.L. & STAPLES, D.S. 2000. The use of collaborative electronic media for information sharing: an exploratory study of determinants. ***Journal of Strategic Information Systems***, vol.9, p.129-154.

JOHNSON-LENZ, P. & JOHNSON-LENZ, T. 1999. Awakening technology. In ***Communities of Practice***. Sl.: Community Intelligence Labs [Online], Available at: <http://www.co-i-l-.com/coil/knowledge-garden/cop/definitions.shtml> (Consulted 14 March 2001).

JUARRERO, A. 1999. ***Dynamics in action: intentional behaviour as a complex system***. Cambridge, Mass: MIT Press.

KEESING, R. & STRATHERN, A. 1998. ***Cultural Anthropology: a contemporary perspective***. 3rd ed. Orlando, FL: Harcourt Brace & Co.

KEILL, A.E. & SNYDER, W.M. 2003. ***Communities of Practice: promoting sustainability in organizations and society***. Slide notes to the 2003 OD Network Conference. p.1-24.

KIM, S. 1999. ***The roles of knowledge professionals for knowledge management***. Paper delivered at the 65th IFLA Council and General Conference, Bangkok, Thailand, August 20 - August 28, 1999 [Online], Available at: <http://www.infla.org/IV/ifla65/papers/042-115e.htm> (Consulted 22 September 2000).

KING, A.R. & BROWNELL, J.A. 1966. ***The curriculum and the disciplines of knowledge: a theory of curriculum practice***. New York: John Wiley.

KING, W.R. 2001. Strategies for creating a learning organization. ***Information Systems Management***, Winter, vol.18, no. 1, p.12-20.

KLINE, P. & SAUNDERS, B. 1993. ***Ten steps to a learning organization***. Arlington, Virginia: Great Ocean Publishers.

Knowledge management. *SearchDomino.com Definitions* [Online], Available at: http://searchdomino.techtarget.com/sDefinition/0,,sid4_gci212449,00.html (Consulted 10 September 2004).

Knowledge management and organizational design. Edited by Paul S. Myers. Boston, Mass: Butterworth-Heinemann, 1996.

Knowledge management. *GartnerGroup*, 29 August 1996 [Online], Available at: <http://www.gartner.com> (Consulted 10 September 2004).

Knowledge management handbook. Edited by Jay Liebowitz. 1999. Boca Raton, Fla: CRC Press.

KOLB, D.A., RUBIN, I.M. & OSLAND, J.S. 1995. *Organizational behaviour: an experiential approach*. 6th ed. Englewood Cliffs, N.J.: Prentice-Hall.

KURZ, C.F. & SNOWDEN, D.J. 2003. The new dynamics of strategy: sense-making in a complex and complicated world. *IBM Systems Journal*, vol.42, no.3, p. 462-483.

KVALE, S. 1996. *Interviews: an introduction to qualitative research interviewing*. Thousand Oaks, CA: Sage.

LAVE, J. 1988. *Cognition in practice*. Cambridge, UK: Cambridge University Press.

LAVE, J. & WENGER, E. 1991. *Situated learning: legitimate peripheral participation*. Cambridge: Cambridge University Press.

The learning organization: managing knowledge of business success. The Economist Intelligence Unit and IBM Consulting Group, Executive Summary, 1995, p.17.

LESSER, E. & PRUSAK, L. 2000. Communities of Practice, social capital, and organizational knowledge. In *The knowledge management yearbook 2000-2001*. Edited by James W. Cortada and John A. Woods. Oxford: Butterworth-Heinemann. p.251-258.

LESSER, E.L. & STORCK, J. 2001. Communities of Practice and organizational performance. *IBM Systems Journal*, vol.40, no.4, p.831-841.

LEVITT, B. & MARCH, J.G. 1988. Organizational learning. *Annual Review of Sociology*, vol. 14, p.319-340.

LIS 2004: Introduction to Internet Research: glossary of terminology [Online], available at <http://faculty.valencia.cc.fl.us/jdelisle/lis2004/glossary.htm> (Consulted 17 May 2005).

MACHLUP, F. 1980. **Knowledge: its creation, distribution, and economic significance. Volume 1: Knowledge and knowledge production.** Princeton, NJ: Princeton University Press.

MALHOTRA, Y. 2000. Knowledge management for e-business performance: advancing information strategy to "Internet time". **Information Strategy**, Summer, vol. 16, no.4, p.5-16.

MANVILLE, B. & FOOTE, N. 1996. Harvest your workers' knowledge. **Datamation**, July, vol. 42, no. 13, p.78-81.

MARCUM, J.W. 1998. **Excursions beyond information: learning and knowledge as a new purpose for academic libraries** [Online], Available at: <http://www.library.csi.cuny.edu/chief/excursions.html> (Consulted 22 September 2000).

MARQUARDT, M.J. 2002. Five elements of learning. **Executive Excellence**, September, vol. 19, issue 9, p.15-16.

MCDERMOTT, R. 1999a. **Knowing community: 10 critical success factors in building Communities of Practice.** Community Intelligence Labs [Online], Available at: <http://www.co-i-l.com/coil/knowledge-garden/cop/knowning.shtml> (Consulted 14 March 2001).

MCDERMOTT, R. 1999b. **Learning across teams: the role of Communities of Practice in team organizations** [Online], Available at: <http://www.co-i-l.com/coil/knowledge-garden/cop/learning.shtml> (Consulted 14 March 2001).

MCQUILLEN, J.S. & IVY, D.K. 1986. Simulations: addressing competence and performance. **Education**, Fall, vol.107, issue 1, p.71-75.

MINTZBERG, H. 1975. The manager's job: folklore and fact. **Harvard Business Review**, vol.53, p.49-61.

MOHR, N. & DICHTER, A. 2001. Building a learning organisation. **Phi Delta Kappan**, June, vol.82, issue10, p.744-747.

MOUTON, J. 2001. *How to succeed in your master's and doctoral studies: a South African guide and resource book*. Pretoria: Van Schaik.

NANDA, A. 1996. Resources, capabilities and competencies. In *Organizational learning and competitive advantage*. Edited by B. Moingeon and A. Edmondson, Thousand Oaks, CA: Sage, p.93-120.

NELSON, R. & WINTER, S. 1982. *An evolutionary theory of economic change*. Cambridge, MA: the Bellhop Press of Harvard University Press.

NICHANI, M. & HUNG, D. 2002. Can a Community of Practice exist online? *Educational Technology*, July-August, vol. 42, no. 4, p.49-54.

NONAKA, I. 1991. The knowledge-creating company. *Harvard Business Review*, November-December, vol. 69, issue 6, p. 96-104.

NONAKA, I. 1994. A dynamic theory of organizational knowledge creation. *Organization Science*, February, vol.5, no.1, p.14-34.

NONAKA, I. 1998. The knowledge creating company. In *Harvard Business Review on knowledge management*. Boston, MA: Harvard Business School Publishing, p.21-45.

NONAKA, I. & KONNO, N. 1998. The concept of "ba": building a foundation for knowledge creation. *California Management Review*, Spring, vol.40, no.3, p.40-54.

NONAKA, I., REINMOELLER, P. & SENOO, D. 1998. Management focus: the art of knowledge systems to capitalize on market knowledge. *European Management Journal*, vol.16, no.6, p.673-684.

NONAKA, I. & TAKEUCHI, H. 1995. *The knowledge-creating company*. Oxford: Oxford University Press.

OSLAND, J.S., KOLB, D.A. & RUBIN, I.M. 2001. *Organizational behavior: an experiential approach*. 7th Edition. Upper Saddle River, N.J.: Prentice Hall.

PAGE-SHIPPI, R. 2001. *Knowledge management for information specialists*. CSIRIS and UP Joint Session. Workshop held at the CSIR in Pretoria, South Africa on 31 July 2001. (Unpublished)

PEREZ, E. 1999. Knowledge management in the library: no. *Database*, April-May, vol.22, no.2, p.75-78.

PHIPPS, S.E. 1993. Transforming libraries into learning organizations: the challenge for leadership. *Journal of Library Administration*, vol. 18, no.3/4, p.19-38.

POLANYI, M. 1962. *Personal knowledge: towards a Post-Critical philosophy*. London: Routledge and Kegan Paul.

PONELIS, S. & FAIRER-WESSELS, F.A. 1998. Knowledge management: a literature overview. *South African Journal of Library and Information Science*, March, vol. 66, no.1, p.1-9.

PRICE, D.J. DE SOLLA. 1963. *Little science, big science*. New York: Columbia University Press.

PRUSAK, L. 2001. Where did knowledge management come from? *IBM Systems Journal*, vol. 40, no.4, p. 1002-1007.

Qualitative research for social workers: phases, steps, and tasks. Edited by L. Tutty, M. Rothery and R. Grinnell. 1996. Boston: Allyn and Bacon.

REVANS, R.W. 1983. Action learning: kindling the touch paper. *Management Decision*, vol. 21, no.6, p.3-10.

ROWDEN, R.W. 2001. The learning organization and strategic change. *S.A.M. Advanced Management Journal*, Summer, vol. 66, no. 3, p.11-16, 24.

ROWLEY, J. 2000. From learning organisation to knowledge entrepreneur. *Journal of Knowledge Management*, vol.4, no.1, p.7-15.

SACKMAN, S.A. 1991. *Cultural knowledge in organizations: exploring the collective mind*. Newbury Park, CA: Sage Publications.

SAUPERL, A. 2004. Cataloguers' common ground and shared knowledge. *Journal of the American Society for Information Science and Technology*, vol.55, no.1, p.55-63.

SCHEIN, E.H. 1993. SMR Forum: how can organizations learn faster? The challenge of entering the green room. *Sloan Management Review*, Winter, vol.34, no.2, p.85-92.

SCHULZ, M. 2001. The uncertain relevance of newness: organizational learning and knowledge flows. *Academy of Management Journal*, 2001, vol.44, no.4, p.661-681.

SCHULZE, U. 1999. Investigating the contradictions in knowledge management. In *Information systems: current issues and future changes*. Edited by I.J. Larsen and J.I. deGross, Laxenberg: IFIP, p.155-174.

SCHURINK, E.M. 1998. The methodology of unstructured face-to-face interviewing. In *Research at grass roots : a primer for the caring professions*. Edited by A.S. de Vos et al., Pretoria: Van Schaik, p.297-300.

SENGE, P. 1990a. *The fifth discipline: the art and practice of the learning organization*. New York: Doubleday.

SENGE, P. 1990b. The leader's new work: building learning organisations. *Sloan Management Review*, Fall, vol. 32, no.1, p.7-23.

SHIN, M., HOLDEN, T. & SCHMIDT, R.A. 2001. From knowledge theory to management practice: towards an integrated approach. *Information Processing and Management*, vol.37, p.335-355

SIMON, H.A. 1991. Bounded rationality and organizational learning. *Organization Science*, February, vol.2, no.1, p.125-134.

SKYRME, D.J. 2003. Knowledge management: making sense of an oxymoron. *Insights*, no.22 [Online], Available at: <http://www.skyrme.com/insights/22km.htm> (Consulted 3 January 2005).

SMITH, H.A. & MCKEEN, J.D. 2003. *Creating and facilitating Communities of Practice*. Kingston, Ontario: Queen's University [Online], Available at: http://business.queensu.ca/knowledge/workingpapers/working/working_03-09.pdf (Consulted 3 May 2005).

SNOWDEN D.J. 1998. A framework for creating a sustainable programme. In: *Knowledge management: a real business guide*. Edited by Stuart Rock, London: Caspian, p.6-18.

SNOWDEN, D.J. 2000. *Cynefin: a sense of time and space, the social ecology of knowledge management* [Online], Available at: <http://www.knowledgeboard.com/library/cynefin.pdf> (Consulted 9 October 2004).

SNOWDEN, D.J. 2002. Complex acts of knowing: paradox and descriptive self-awareness. *Special Edition Journal of Knowledge Management*, May, vol.6, no.2, p.1-28.

SNYMAN, R.M.M. 2001. Do employers really know what they want: an analysis of job advertisements for information and knowledge managers. *Aslib Proceedings*, July-August, vol.53, no.7, p.273-281.

SPENDER, J. 1996. Making knowledge the basis of a dynamic theory of the firm. *Strategic Management Journal*, Winter, vol.17, p.45-62.

STACY, R.D. 2001. *Complex responsive processes in organizations: learning and knowledge creation*. London: Routledge.

STATA, R. 1989. Organizational learning: the key to management innovation. *Sloan Management Review*, Spring, vol. 30, issue 3, p.63-74.

STEWART, T.A. 1996. The invisible key to success. *Fortune*, 5 August, vol.134, issue 3, p.173-175.

SVEIBY, K.E. 1997. *The new organizational wealth: managing and measuring knowledge-based assets*. San Francisco, CA: Berrett-Koehler.

SWINK, D.F. 1993. Role-play your way to learning. *Teaching and Development*, May, vol.47, issue 5, p.91-97.

SZULANSKI, G. 1996. Exploring internal stickiness: impediments to the transfer of best practice within the firm. *Strategic Management Journal*, Winter Special Issue, vol.17 p.27-43.

TAUTKEVIČIENE, G. 2002. Changes in the role of the university library in the context of transformation in educational paradigm. In *Towards the learning society: educational issues*. Edited by Palmira Jucevičiene, Gediminas Merkys and Gerd-Bodo Reinert. Frankfurt am Main: Peter Lang.

TAYLOR, R.M. 1996. *Knowledge management* [Online], Available at: <http://ourworld.compuserve.com/homepages/roberttaylor/km.htm> (Consulted 10 September 2004).

Taylorism. *Brittanica Concise Encyclopedia* [Online], Available at: <http://concise.brittanica.com/ebc/article?eu=405654> (Consulted 6 October 2003).

TOULMIN, S. 1972. *Human understanding, Volume 1: General introduction and Part 1*. Oxford: Clarendon Press.

TURBAN, E. & FRENZEL, L.E. 1992. *Expert systems and applied artificial intelligence*. New York: MacMillan.

Upstream CIO [Online], Available at: <http://www.upstreamcio.com/glossary.asp> (Consulted 10 September 2004).

VAN DE VEN, A.H., DELBECQ, A.L. & KOENIG, R. 1976. Determinants of coordination modes within organizations. *American Sociological Review*, April, vol.41, p.322-338.

VAN DER SPEK, R. & SPIJKERVET, A. 1997. Knowledge management: dealing intelligently with knowledge. In: *Knowledge management and its integrative elements*. Edited by Jay Liebowitz & Lyle C. Wilcox, Boca Raton, FA: CRC Press, p.31-59.

VAN DER WESTHUIZEN, J. 2002. Building horizontal companies: the job KM has come to finish. *Convergence*, vol.3, no.3, p.92-95.

WARD, A. *What is a community?* [Online], Available at: http://www.workfrontiers.com/what_is_community.htm (Consulted 6 Oct 2003).

WARD, A. 2000. Getting strategic value from constellations of communities. *Strategy and leadership*, vol.28, issue 2, p.4-9.

WASKO, M.M. AND FARAJ, S. 2000. "It is what one does": why people participate and help others in electronic communities of practice. *Journal of Strategic Information Systems*, September, vol.9, no.2-3, p.155-173.

Webster's New World dictionary of the American Language. Edited by H. Woolf and C. Merriam. Cleveland, OH: World, 1964.

WENGER, E. 1996. Communities of Practice: the social fabric of a learning organization. *Health Forum Journal*, July/August, vol.39, no.4, p.20-25.

WENGER, E. 1997. Practice, learning, meaning, identity. *Training*, vol.34, no.2, p.38-39.

WENGER, E. 1998. *Communities of Practice*. Cambridge, UK: Cambridge University Press.

WENGER, E. & SNYDER, W. 2000. Communities of Practice: the organizational frontier. *Harvard Business Review*, vol. 78, no.1, p.139-145.

WHITLEY, R. 1976. Umbrella and polytheistic scientific disciplines and their elites. *Social Studies of Science*, vol.6, p.471-497.

WHITLEY, R. 1984. *The intellectual and social organization of the sciences*. Oxford: Clarendon Press.

WIIG, K.M. 2000. Knowledge management: an emerging discipline rooted in a long history. In *Knowledge horizons: the present and the promise of knowledge management*. Edited by Charles Despres and Daniele Chauvel. Boston: Butterworth-Heinemann, p.3-26.

WILLARD, N. 1999. Knowledge management: foundations for a secure structure. *Managing Information*, vol.6, no.5, p.45-49.

WOICESHYN, J. 2000. Technology adoption: organizational learning in oil firms. *Looksmart*, November [Online] Available at: http://www.findarticles.com/p/articles/mi_m4339/is_6_21/ai_71969770/print (Consulted 22 October 2004).