ONLINE CURRENTS

Volume 24, Number 6

December	2010	
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EDITORIAL	283
WHO'S MINDING THE DESK?	
Looking after the past and recording for the future	284
ARTICLES	
Communities and collaboration – Keith De La Rue	
We know all about explicit knowledge – it is visible and tactile, and has been recorded in libraries since Sumerian times. Tacit knowledge, however, is somewhat harder to tie down. This is the knowledge inside peoples' heads. We often attempt – with varying degrees of success – to convert it into an explicit form so we can better measure and account for it. However, one of the best ways to handle tacit knowledge is for people to simply work together with it, and talk about it. This article investigates one of the most effective ways of dealing with tacit knowledge in organisations – Communities of Practice – and why helping them to grow and flourish requires a better understanding of the words "community" and "practice", as well as an understanding of the place of technology	287
Finding books in running brooks: Varieties of academic e-books online – Bill Browne	
The e-book is increasingly preferred in academic circles to its paper equivalent. Weightless, infinitely duplicable and able to be updated instantaneously, the e-book has numerous advantages over the alternatives. A number of different approaches have been taken to e-book distribution, from online bookstores to totally free and unlimited downloads. However, it is unclear whether the e-book will survive or be replaced by multimedia in which text plays a role, but not the dominant one.	293
Taxonomy usage and skills by Australian information professionals – Matt Moore	
This article discusses the results of a recent survey on taxonomies in Australia conducted by Innotecture and Straits Knowledge. The survey investigated the use of taxonomies by Australian organisations and the taxonomy skills of Australian information professionals. The survey received 125 responses. The collected responses indicated a strong desire to employ taxonomies more effectively and a need to demonstrate the business value of taxonomy work to organisational decision-makers.	301
Records and document management: Trends and tribulations – Glenda Browne	
This article discusses a recent ARK Group event on records and document management. The attendees explored general records and document management principles and then looked in detail at practices at two organisations. This was followed by a site visit to Prince of Wales Hospital where attendees saw the records storage area and heard from speakers on information management within the South Eastern Sydney and Illawarra Area Health Service.	314

(2010) 24 OLC 279 279

COMPANY NEWS

A brief look at business happenings	319
AROUND THE BLOGS	
A collection of musings and thoughts on the worlds of librarians and information	324
BOOKSHELF AND JOURNALS	
A selection of recommended publications	331
DATABASES AND AGGREGATORS	
New, recent and updated systems, services and online collections	335
CONFERENCES, MEETINGS AND SEMINARS	
Conference papers	338
Upcoming conferences	339
VOLUME 24 – 2010	
Table of Authors	345
Index	347

280 (2010) 24 OLC 279

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(2010) 24 OLC 279 281

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