



## Boosting the Knowledge Economy

Key Contributions from Information  
Services in Educational, Cultural  
and Corporate Environments

Edited by Francisco-Javier Calzada Prado



## IJIDI: Book Review

Calzada-Prado, F.-J. (Ed.). (2022). *Boosting the knowledge economy: Key contributions from information services in educational, cultural and corporate environments*. Chandos Publishing. ISBN 978-1843347729. 232 pp. \$59.21 US.

**Reviewer:** Lilly Hoi Sze Ho, Library & Archives NT, Australia

**Book Review Editors:** Halie Kerns, Binghamton University, USA  
Stephanie Robertson, Brigham Young University–Hawaii, USA

**Keywords:** e-learning services; educational program; information services; knowledge economy; knowledge management

**Publication Type:** book review

---

Information services play an essential role in the context of the knowledge economy, which The World Bank defined as the key engine of economic growth (Chen & Dahlman, 2006). *Boosting the Knowledge Economy: Key Contributions from Information Services in Educational, Cultural and Corporate Environments*, edited by Francisco-Javier Calzada-Prado, provides insights into educational services and programs in libraries, archives, and cultural heritage institutions as a strategic value of information services in a knowledge economy. The book is, therefore, suitable for international readers wishing to learn the implications of educational program design in these changing times from other information professionals. The book also presents an overview and analysis of cutting-edge practices in information services, focusing on learning services and their contribution to brand awareness and social capital building of libraries, archives, and museums. Professional practitioners who work across sectors of library and information services (LIS) would greatly benefit from the book's ideas on learning-oriented services at various library settings and knowledge organisations and how those services relate to the United Nations Sustainable Development Goals (SDGs) before searching for deeper context in the relevant areas.

The book is organised into three sections: “Learning-Oriented Services in Libraries,” “Learning-Oriented Services in Archives and Cultural Heritage Institutions,” and “Implications for the LIS Profession.” Contributors for chapters include international librarians and professors who have written academic journal articles such as literature reviews, case studies, and research papers. International readers familiar with academic writing will find the book easy to read because the contents are descriptive and always have clear arguments and focus on the ideas.

Chapter One is an introduction from the editor about the book's structure. This overview enables readers to understand the content in a better way. Chapter Two discusses the relevance of education services and programs in information services and marketing's role in their design and promotion. It also discusses measuring the services and programs' impact on organizational strategic goals. This chapter also explores how valuable learning support services and programs

developed by information services are to society. The concept of the knowledge economy and its four pillars (education, innovation, information and communication technologies, and a conducive economic and institutional environment) are mentioned here for the first time. Information services in education, cultural institutions, and corporate environments are further discussed in the rest of the book. International standards (ISO, 2013 & 2014; ANSI/NISO, 2013) are explained to identify the elements of analysis on the educational services and programs in the context of libraries as a strategy for achieving organisational conversion objectives. This chapter also differentiates the terms ‘library programs’ and ‘educational programs’ as they are expressed in the fields of libraries and archives.

Chapter Three opens the book’s first section, “Learning-Oriented Services in Libraries,” with a discussion about the possibilities and limitations of artificial intelligence (AI) as applied to the delivery of information services through the professional practices of Japanese chess shogi players, patent attorneys, and librarians. Hypotheses are used to examine the professionals’ dilemma in the era of AI and to explore scenarios in which AI learns from humans, ways in which humans learn from AI and AI learning boundary objects, and how boundary objects learn from AI.

Chapter Four is a literature review that describes the current role of knowledge organisation in LIS and the latest research trends. The chapter gives an overview of knowledge organisation systems and processes, such as the application of indexing and linked open data.

Chapter Five examines the use of the European Foundation for Quality Management (EFQM) as a framework to analyse the contributions of quality management in generating the social impact of libraries. This chapter’s central point is that libraries play a fundamental role in promoting the sustainable development of a knowledge-based society and in disseminating information and culture, thus having an active involvement in education and life-long learning. Nevertheless, international readers may be interested in the pros and cons of using the EFQM as a framework to guide libraries as agents of sustainable development. Chapter Six closes section one of the book with a case study analysing Massive Open Online Courses (MOOCs), which are considered expressions of connective knowledge that give new horizons to explore and exploit in Spanish universities.

Chapter Seven, which opens the book’s second section, “Learning-Oriented Services in Archives and Cultural Heritage Institutions,” analyses the role of audiovisual television archives in the participation and creation of content in today’s knowledge economy. This chapter gives a comprehensive overview of legal, copyright, and protection systems and regulations that apply to audiovisual television archives. The chapter also introduces the access, use, and reuse indicators of European television archives’ content.

Chapter Eight proposes a generalized data model to describe digital archival objects, which are digitized objects created from original artifacts. The model aims to be a framework for designing metadata schemas for digital archives in various domains, as well as enable interoperability among digital archives. This chapter not only explains the basic concepts of digital archives but also illustrates the metadata standards that underlie data models. The use of metadata standards/aggregation such as Dublin Core, European Data Model, and Open Archives Initiative Object Reuse and Exchange are presented in a relatively technical manner when compared to other chapters. Information professionals with a relevant background may find this chapter practical in informing their practice. Chapter Nine addresses the strategic value of corporate archives for business management by highlighting that document management in a business

organisation is manifested in the archive, which is the collective memory of a company. A corporation's documents reflect the company's current experience, knowledge, and know-how for the team that will manage it in the future. These documents are not intended to be historical. Still, they should nevertheless be recognized as a source for historical research, as they are kept in the archive as evidence and testimony of the organisation's activity. The chapter emphasizes that although an expensive investment, archival management is a necessary part of a corporation's infrastructure.

Chapters ten and eleven comprise the book's third and final section. Chapter ten focuses on the issue of transparency as an exercise of accountability by information services. This chapter reports the outcomes of a survey that captured the opinions of head librarians and archivists in Spain about the types of information suitable for inclusion on their institutions' websites to enhance transparency. It is interesting to see the different perceptions of transparency-related areas and indicators between librarians and archivists. This chapter allows readers to reflect on transparency as a social responsibility and the situations in their countries.

The book concludes with Chapter eleven, "The 2030 Agenda and the Information Professionals," which echoes the concept of the knowledge economy and its four pillars discussed in Chapter Two. This chapter describes and explains the information professionals' responsibilities, and it also analyses the current challenges information professionals face in the context of the United Nations Millennium Development Goals (MDG). It also provides clear information on the goals, targets, and indicators of MDGs and how they are related to the Human Development Index (HDI) and Sustainable Development Goals (SDG). This chapter discusses the relevancy of newer aspects of the open movement (Hamilton & Saunderson, 2018) in terms of open access, open education, open science, and open data, as well as ways in which these aspects of the open movement play an important role in actualizing the SDG of the 2030 agenda. Readers are advised to start with this chapter and then circle back to Chapter One to follow the sequence of chapters. Under these circumstances, readers will have a better understanding of the heavy responsibilities shouldered by LIS professionals and the road ahead.

## References

- ANSI/NISO. (2013). Information services and use: metrics and statistics for libraries and information providers - data dictionary (ANSI/NISO Z39.7 - 2013). National Information Standards Organisation.
- Chen, D. H. C., & Dahlman, C. J. (2006). *The knowledge economy, the KAM methodology, and World Bank operations* (English). Washington, D.C.: World Bank Group.  
<http://documents.worldbank.org/curated/en/695211468153873436/The-knowledge-economy-the-KAM-methodology-and-World-Bank-operations>
- International Organisation for Standardisation. (2013). Information and documentation: international library statistics (ISO 2789:2013). ISO.
- International Organisation for Standardisation. (2014). Information and documentation: library performance indicators (ISO 11620:2014 (E)). ISO.

---

International Organisation for Standardisation. (2014b). Information and documentation: methods and procedures for assessing the impact of libraries (ISO 16439: 2014). ISO.

Hamilton, G., & Saunderson, F. (2017). The open movement: Its history and development. *Open Licensing for Cultural Heritage* (pp. 7-30). Facet.

<https://doi.org/10.29085/9781783302505.002>

**Lilly Hoi Sze Ho** (she/her/hers) ([lillyho@gmail.com](mailto:lillyho@gmail.com)) is an Assistant Director of Collections and Content at the Library & Archives NT, the Northern Territory's state library and archive services in Australia. Her primary roles are to provide strategic advice about the ongoing development of the library's ICT environment, to develop a sustainable approach to digital collections, and to lead the continuing development of the library's digital infrastructure. Lilly represents the Northern Territory state library in the National eDeposit Steering Group and NLSA Head of Collection Advisory Group. She is also a library representative of the Standard Australia Technical Committee on learning, education, training, and research. Ho is Chair of the IFLA Acquisition and Collection Development section and Secretary of the Professional Division. She is interested in diversity and inclusion, particularly in the topics of Indigenous peoples and contexts within higher education.