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Pricing and Contents
Prices and publication dates shown in this catalogue are correct at press time (October 2011), but are subject to change without notice. Details of forthcoming titles are necessarily provisional.

This catalogue includes new Library and Information Management titles for 2012 as well as key backlist titles.
Managing Information Services
A Sustainable Approach
Third Edition
Jo Bryson

Acclaim for previous editions:
‘Management is often considered to be a “dry” topic, and it is a pleasure to read a textbook which from the outset establishes the need for dynamism, energy, vitality, inspiration, innovation and transformation. The book therefore describes itself — a textbook to meet the challenges that face managers in a diverse and changing profession...It is crammed with useful management tools and approaches and would be a useful addition to any information manager’s bookshelf.’

New Library World

‘This is an excellent textbook. It provides a clear conceptual overview of each topic which can be supplemented by further reading. The liberal use of headings and subheadings makes it easy to navigate. There is also an index to complement the book’s logical and transparent structure. It is highly recommended as an introduction to management and leadership for its intended audience of those in the information services area and is of value for the wider services sector.’

Australian Library Journal

‘... the 2nd edition of Jo Bryson’s work on managing information services definitely belongs to must-read books for LIS professionals, especially those in managerial positions of various levels.’

Journal of Documentation

This third edition of Jo Bryson’s highly regarded Managing Information Services has been thoroughly revised with an emphasis on managing for a sustainable future. Libraries and information services face uncertain times and this new edition tackles the challenges of planning and managing change, future-proofing for tomorrow, and leading the transformation to a sustainable future. The text also addresses the integration of information services including librarianship, records management and ICT. Essential reading for information students, this text also serves as a comprehensive and detailed reference on the key management topics for information service managers.

About the Author:
Jo Bryson is a senior management consultant and international speaker in strategy and planning. Her current consulting role involves assisting Chief Executive Officers lead, transform and change the strategic direction of their organizations. Previously Jo held senior management positions in the library, information and IT sectors at state and international government levels.

Contents:
Preface:
Part I Management Influences in a Changing Landscape: Managing in an uncertain world; Strategic influences.
Part II Strategy and Planning: Strategic planning: positioning for a sustainable future; Attracting and retaining talented people in challenging times; Ensuring value for money and enabling a cost-sustainable future; Knowledge and information management – a key to survival; Strategic technology and asset management – a smarter approach.
Part III Leadership and Innovation: Leadership; Utilizing a values-driven culture for sustainability; Innovation and creativity; Engaging change in positioning for the future; Group dynamics and team building; Effective negotiation and conflict management; Managing the political arena; Policy making; Personal communication and networking; Managing yourself and others in challenging times.
Part IV Governance and Social Responsibility: Ensuring good corporate governance; Using authority and influence; Encouraging transparency; Managing for sustainability; Managing risk; Sustaining trust and continued operations; Evaluating benefits and performance.
Part V Customer and Market Focus: Competitive strategies; Corporate image and communications; Ensuring service quality.
Part VI Success and Sustainability: Bringing it all together.

Index.
Includes 44 b&w illustrations

June 2011 440 pages
Hardback 978-1-4094-0694-5 £65.00
Paperback 978-1-4094-0696-9 £30.00
ebook 978-1-4094-0695-2

www.ashgate.com/isbn/9781409406969
Classification Made Simple
An Introduction to Knowledge Organisation and Information Retrieval
Third Edition
Eric J. Hunter, Liverpool John Moores University, UK
ACCLAIM FOR THE SECOND EDITION:
‘This is a clearly written, well-paced, authoritative and comprehensive introduction to conventional classification for information retrieval, manual or automated. But do not keep it to yourself – if you have colleagues in the IT department concerned with search and retrieval then buy them a copy too. It will repay its cost time and again in the future.’
Managing Information
This established textbook introduces the essentials of classification as used for information processing. The third edition takes account of developments that have taken place since the second edition was published in 2002. Classification Made Simple provides a useful gateway to more advanced works and the study of specific schemes. As an introductory text, it will be invaluable to students of information work and to anyone inside or outside the information profession who needs to understand the manner in which classification can be utilized to facilitate and enhance organisation and retrieval.
2009 176 pages
Paperback 978-0-7546-7558-7 £25.00
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Organizing Knowledge
An Introduction to Managing Access to Information
Fourth Edition
Jennifer Rowley and Richard Hartley, both at Manchester Metropolitan University, UK
‘Organizing Knowledge is in its fourth edition for a good reason. The technology and systems surrounding the topic continue to evolve.’
Library Management
The fourth edition of this standard student text, Organizing Knowledge, incorporates extensive revisions reflecting the increasing shift towards a networked and digital information environment, and its impact on documents, information, knowledge, users and managers. This is a key introductory text for undergraduate and postgraduate students of information management.
2008 392 pages
Paperback 978-0-7546-4431-6 £25.00
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Email: ashgate@bookpoint.co.uk or visit www.ashgate.com/examinationcopy
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Government Information Management in the 21st Century
International Perspectives
Edited by Peggy Garvin, Garvin Information Consulting, USA

‘This book has something for everyone - those who are looking for practical advice on how to manage a local collection (whether they work in libraries or other information environments) as well as those who are thinking about the broader issues involved in the availability and management of information worldwide. Complex processes are described in very accessible language, so that novices can digest the content just as well as folks who’ve been working with this information for several years. It will be an asset to any collection that includes the fields of information policy, information management, and government information’.

Valerie Glenn, Maine Shared Collections Strategy, University of Maine, USA

‘This book needs to be read by policy makers and practitioners responsible for ensuring that government information in any format is accessible to people both now and in the future. It considers critical issues and the increasingly urgent need to address them. It offers case studies that provide valuable insights into what works and what does not. And while its specific focus is on government information, it will be of value to anyone dealing with digital information of almost any type’.

Jeffrey Griffith, Senior Advisor, Global Centre for ICT in Parliament

The authors in this timely book are practitioners, scholars, and government officials. Together they provide an informed look at how managing government information is being tested at a time of rapid change. Part I addresses key issues for public, academic, and government libraries in organizing and providing access to government information. Part II features chapters on the diverse information issues facing governments, such as managing Freedom of Information requirements, opening government data to the public, and deploying new online technologies.

Contents:
Part I Libraries as Stewards and Access Points for Government Information: Government information librarians: new skills and training for the digital age, Paul Jaeger and John Carlo Bertot; E-government and public libraries in the United States and Canada: challenges facing the public library of today, Jennifer Wilson-Roberts; Digitization and digital preservation of government information, Shannon Kuper and Aaron O’Donovan; Preservation of digital government information by libraries, Marilyn Hawthorne; Enhancing access to printed government documents, Joseph Hurley; Managing the digital collection, Bethany Latham and Kimberly Weatherford-Stevens; Government information and services accessibility and the digital divide, Joanna Pitombeira

Part II Governments as Information Managers and Providers: Managing the Freedom of Information process: how do national government departments manage and deliver upon the promises of the Freedom of Information process? The East European perspective, Paul Byfield; Authenticating digital government information, Timothy Coggins and Sarah Holterhoff; Open government: beyond black-box transparency, Eric Kansa; Managing open government data, Laurence Millar; Government information and new web technologies, Roxanne Missing-Hall; Crown Copy and the reuse of government information: access and limitations, Elizabeth Judge; An egovernment experience in Colima with significance in a country: Mexico, Víctorico Rodríguez; Index

Includes 2 b&w illustrations
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ebook 978-1-4094-0207-7

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ALSO OF INTEREST
Digital Images for the Information Professional
Melissa M. Terras, University College London, UK

‘This is an excellent book...It is one of the best books in information management I have read for many years...It covers all aspects of the subject relevant to the target readership, gives clarity to complex matters...All in all, this is a book that every information manager should read and I heartily congratulate Melissa M. Terras for her work and Ashgate for publishing it.’

The Electronic Library
Digital Images for the Information Professional provides an overview of the place of images in the changing information environment, and the use, function, and appropriation of digital images in both institutional and personal settings. Covering the history, technical underpinnings, sustainability, application, and management of digital images, the text is an accessible guide to both established and developing imaging technologies, providing those within the information sector with essential background knowledge of this increasingly ubiquitous medium.

2008 258 pages
Hardback 978-0-7546-4860-4 £60.00

www.ashgate.com/isbn/9780754648604
The IALL International Handbook of Legal Information Management
Edited by Richard A. Danner, Duke University, USA and Jules Winterton, University of London, UK

‘I warmly welcome the publication of this book. A diverse and international group of leading experts has provided professional legal information managers with a definitive guide to the central issues of policy and strategy that are of direct concern to the progressive law librarian (and to the legal profession) of tomorrow. The book is not only for the traditional law librarian but will also engage legal information scientists, know-how managers, legal process analysts, legal management consultants, legal knowledge engineers, and many other related specialists. In this heady time of astounding flux, we need – and this book gives us – sober, balanced minds systematically addressing the implications of recent and emerging developments in technology and information management.’

From the Foreword by Richard Susskind, OBE

Around the world, legal information managers, law librarians and other legal information specialists work in many settings: law schools, private law firms, courts, government, and public law libraries of various types. They are characterized by their expertise in working with legal information in its many forms, and by their work supporting legal professionals, scholars, or students training to become lawyers.

In an ever-shrinking world and a time of unprecedented technological change, the work of legal information managers is challenging and exciting, calling on specialized knowledge and skills, regardless of where in the world they practice their profession. Their role within legal systems contributes substantially to the administration of justice and the rule of law.

This International Handbook addresses the policy and strategic issues with which legal information managers and law librarians need to engage in the context of the diverse legal environments in which they work. It provides resources, analysis, and considered studies on an international basis for seasoned professionals, those about to enter the field, and anyone interested in the evolution of legal information in the twenty-first century.
Books, Buildings and Social Engineering

Early Public Libraries in Britain from Past to Present

Alistair Black, University of Illinois at Urbana, USA, Simon Pepper and Kaye Bagshaw, both at Liverpool University, UK

‘By providing pictures from the past and vivid descriptions of library buildings that are still in use, Black, Pepper and Bagshaw... have written a book that will encourage members of both professions to look at public libraries in a new way. Their enthusiasm for their topic springs from the page and it will make you want to visit and/or revisit the places they describe... Architects, librarians and those with an intelligent interest in cultural history will find it a volume to cherish and enjoy.’ Bob Usherwood, University of Sheffield, UK

2009 486 pages
Hardback 978-0-7546-7207-4 £70.00
Ebook 978-0-7546-9091-7

www.ashgate.com/isbn/9780754672074

Change Management in Information Services

Second Edition

Lyndon Pugh, University of Wales, Aberystwyth, UK

Information services are currently going through the most significant period of change in their history. Since the first edition of this highly regarded book was published in 2000 the pace of change has accelerated because of the influence of digitisation and technological developments in general. This second edition is fully updated with the inclusion of a number of new chapters and new case studies.

2007 242 pages
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Disaster Management in Archives, Libraries and Museums

Graham Matthews, Yvonne Smith and Gemma Dolan

‘Disaster management, in an increasingly complex world, is an essential part of library and information work. This volume builds on the work of a research project that reviewed practice in archives, libraries and museums and relevant other fields. It presents the findings in a way that enables the reader to determine its relevance to them and their organisation and helps guide them in planning strategically in protecting assets of importance whether of historic or commercial value. It is a must have reference tool for those developing plans in this area.’ Alan Brine, De Montfort University, UK

This book will be key reading for scholars and students of archive studies, library and information and museum management. It will also be extremely useful for professionals and policy makers involved in disaster management planning at a local and national level.

2009 244 pages
Hardback 978-0-7546-7273-9 £55.00

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Handbook of Library Training Practice and Development

Volume Three

Edited by Alan Brine, De Montfort University, UK

‘Rarely have so many leading experts in the training of library staff been brought together...This volume is essential reading for any library manager with a staff training responsibility.’ Peter Brophy, formerly Manchester Metropolitan University, UK

This Handbook of Library Training Practice and Development addresses new aspects of service provision both in the UK and abroad, and provides an up-to-date review of the current developments which are becoming increasingly important to librarians through the influence of the electronic age and the widening of areas of professional involvement. It will be invaluable to those responsible for the development of staff as well as providing a crucial insight for anyone new to this career path or looking to develop their knowledge within it.

2009 436 pages
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Harrod’s Librarians’ Glossary and Reference Book

A Directory of Over 10,200 Terms, Organizations, Projects and Acronyms in the Areas of Information Management, Library Science, Publishing and Archive Management

Tenth Edition

Ray Prytherch

‘This edition of Harrod’s Librarians’ Glossary is both reassuringly traditional and familiar but with just the right level of coverage of the information world to keep it contemporary and relevant. It also remains, coming from Yorkshire based Prytherch and Aldershot headquartered Gower, refreshingly British in focus. This might be an inconvenience in North America where definitions for the Music Libraries Trust, UK Libraries Plus and the Walford Medal will have little relevance, but there is still enough international content to serve a wide audience. All major libraries need this new edition. Individual librarians and information workers should also be sure to have a copy accessible as this remains one of the most important sources of reference for the profession.’ Reference Reviews

2005 768 pages
Hardback 978-0-7546-4038-7 £115.00
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**Narrative-based Practice**

Peter Brophy, Manchester Metropolitan University, UK

‘This very readable book presents a compelling argument for considering narrative-based practice in addition to evidence-based practice (EBP)...The subject matter of the book is applicable to anyone currently using EBP, including professionals working in healthcare, education and information management...it also deserves to be read by anyone with an interest in the workings of organisations, whether from an academic or practitioner perspective, as it provides fascinating insight into the use and potential mis-use of narrative in the working environment...I highly recommend this book.’

The Electronic Library

In this important book Peter Brophy introduces and explains the concept of story-telling or narrative-based practice in teaching, research, professional practice and organizations. This book will be essential reading for professionals, scholars and students in the many disciplines currently using evidence-based practice, such as information management, health, social policy, librarianship and general management.

2009 184 pages
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**Renewing our Libraries**

Case Studies in Re-planning and Refurbishment
Edited by Michael Dewe

The drive to raise the profile, and modernise the image of libraries has begun, but much still remains to be done. The case-studies in this book, drawn from the UK, Europe and the USA, explore the policies, processes, design issues and problems faced by librarians, architects and others seeking to refurbish and improve the buildings successfully, and to raise their standing and meaning in their communities.

2009 302 pages
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£65.00
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**Public Libraries and Social Justice**

John Pateman, Information for Social Change, UK and John Vincent, The Network, UK

‘Writing at a time when the Public Library Service is under threat of major funding cuts it is heartening to find two authors able to provide a 21st Century justification for extending the role of libraries in our communities. Despite the tough line on traditional library service planning this book is refreshing as it takes a long hard look at our professional engagement with political, social and economic inequality. If the profession is to meet these challenges, Pateman and Vincent should be read by us all and used to prepare an effective case for advocacy to maintain the public service that has the ability to transform lives and improve society.’

Biddy Fisher MLib FCLIP, CILIP President in 2010

2010 212 pages
Hardback 978-0-7546-7714-7 £40.00
ebook 978-0-7546-9432-8

www.ashgate.com/isbn/9780754677147

**The Richard & Judy Book Club Reader**

Popular Texts and the Practices of Reading
Edited by Jenni Ramone and Helen Cousins, Newman University College, UK

The Richard & Judy Book Club Reader is the first book to consider the impact of the televised book club on reading practices and the publishing and promotion of books in the UK, in comparison with other reading groups, including Oprah’s Book Club and online reading communities. The club, the books and their readers are considered from the perspectives of literary, cultural and media studies in this compelling collection.

August 2011 224 pages
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**University Libraries and Digital Learning Environments**

Edited by Penny Dale and Jill Beard, Bournemouth University, UK and Matt Holland, North West Ambulance Service, UK

University Libraries and Digital Learning Environments is invaluable for all those involved in managing libraries or learning services, whether acquiring electronic resources or developing and delivering services in digital environments. The authors stimulate and provoke debate about academic libraries now and in the future.

List of Contributors:
Sue McKnight; Peter Godwin; Jacqui Weetman DaCosta; Sheila Corrall; Liz Waller; Rachel Geeson; Jill Beard; Penny Dale; Alma Swan; Matt Holland; Tim Denning; Melissa Terras; Claire Warwick; Claire Ross; Jane Russ; Frank Trew; Angela Conyers; Philip Payne; Emma Crowley, Chris Spencer; Sheila Corrall and David Ball.

Includes 8 figures and 3 tables

February 2011 304 pages
Hardback 978-0-7546-7957-8 £60.00
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Knowledge Management

Books, Bytes and Business
The Promise of Digital Publishing
Bill Martin and Xuemei Tian, both at Swinburne University of Technology, Australia

‘...provides not one road map for the future of the publishing industry, but many. This quintessential “knowledge industry” finds itself in a transformational moment in which many of its fundamental assumptions are thrown into question by the emergence of disruptive technologies and hybrid business models. This book weaves between insightful big-picture analysis of foundational shifts in technologies and business models, on the one hand, and on the other, richly grounded case studies of new paths for publishing. The challenges for publishing are great, but by the end of this book the reader can be confident that the industry has an exciting future.’

Bill Cope, University of Illinois at Urbana, USA and Director, Common Ground Publishing

Books Bytes and Business uses book publishing to study challenge and change in the knowledge-based industries. Currently experiencing fierce levels of competition, extreme financial pressures and threatened by technology-induced obsolescence, the industry is used to analyse the vulnerability of traditional business models and the emergence of new opportunities and an exciting future.

2010 298 pages
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FORThCOMING

Creating Collaborative Advantage
Innovation and Knowledge Creation in Regional Economies
Edited by Hans Christian Garmann Johnsen and Richard Ennals

This book is about the language, concepts and practice of creating ‘collaborative advantage’. There is an emerging new collaborative economic order where innovation results from an integrated process of collaboration between policymakers, business and society. In many parts of the World, the focus for this collaboration is neither at the national level or that of the individual enterprise, but at a regional level. The contributions in Creating Collaborative Advantage examine new trends in innovation policy that reflect this new collaborative thinking and regional focus.

June 2012  c. 268 pages
Hardback 978-1-4094-0333-3 c. £65.00
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NEW

Harvesting External Innovation
Managing External Relationships and Intellectual Property
Donal O’Connell

Harvesting External Innovation addresses the growing phenomenon of companies cooperating and collaborating with a variety of external parties. Intellectual property, especially patents, plays a fundamental role promoting and protecting innovation, regardless of whether that innovation comes from internal employees or persons external to the company, Donal O’Connell specifically examines this responsibility. The book discusses in depth how best to handle intellectual property matters, how to actually work with these external inventors and how to handle their inventions, and includes a suggested process and check list.

June 2011 208 pages
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NEW

Interactive Business Communities
Accelerating Corporate Innovation through Boundary Networks
Mitsuru Kodama, Nihon University, Japan

Interactive Business Communities shows how a new business approach can enable managers to access, share and integrate diverse knowledge both inside and outside the corporation using Boundary Architects to operate across more formal organizational and knowledge boundaries at all levels. Business educators, researchers and senior executives responsible for strategy, particularly in high-tech industries, will find insights and ideas to tackle market and business discontinuities of the 21st century.

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NEW

International Communications
The International Telecommunication Union and the Universal Postal Union
Francis Lyall, University of Aberdeen, UK

This volume provides an up-to-date analysis of the International Telecommunication Union (ITU) and the Universal Postal Union (UPU). The book analyses the organizations’ development from inception to the present, mapping the major changes that have occurred in communication transmission in this time.

October 2011 340 pages
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Knowledge Sharing in Professions
Roles and Identity in Expert Communities
Alexander Styhre, University of Gothenburg, Sweden

Knowledge Sharing in Professions looks at professionalism as a form of systematic and institutionalized knowledge sharing. It analyses professionalism through the everyday practices in professional communities and the organizations where they work. Three empirical studies, of pharmaceutical clinical trials researchers, management consultants, and architects, are presented, serving to illustrate the relational nature of these and other professions, and how members of professional communities are constantly exchanging data, information, and knowledge in their everyday work.

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Personal Knowledge Management
Individual, Organizational and Social Perspectives
Edited by David Pauleen, Massey University, Auckland, New Zealand and Gary Gorman, Victoria University of Wellington, New Zealand

“This very interesting book provides a wealth of applicable ideas and practices that will benefit organizations in many and varied ways, from increasing effectively knowledge management and knowledge worker competences to raising productivity and performance levels...What is most impressive about this book is the numerous illustrations in terms of tables and figures which the authors use to illustrate concepts and processes...This is a well written book with innovative concepts and ideas and brings forth the birth of a new field of knowledge provocatively and methodologically with strong framework and prospects for further development.”

Donavan A. McFarlane, Journal of Business Studies Quarterly

February 2011 292 pages
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www.gowerpublishing.com/isbn/9780566088926

Threat Talk
The Comparative Politics of Internet Addiction
Mary Manjikian, Robertson School of Government, Regent University, USA

“The volume provides a truly original contribution to Social Constructivism and internet studies alike by showing how the perceived purpose and function of a technology are not the same across countries. Investigating the case of “internet addiction” in the United States and China, it is a fascinating reading for students and scholars in Political Science, Sociology and Psychology.”

Giampiero Giacomello, University of Bologna, Italy
Includes c. 8 b&w illustrations
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ebook 978-1-4094-3395-8
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Understanding Information and Computation
From Einstein to Web Science
Philip Tetlow

If the Web is natural to its core then that raises some particularly fundamental questions. It forces us, for example, to ask if the central properties of the Web might be more elemental than the truths we cling to from our understandings of the physical world. In essence it demands that we question the very nature of information itself. This book is all about such demands and one possible route though to some truly different and potentially mind-blowing answers.

August 2012 c. 250 pages
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ebook 978-1-4094-4040-6
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Wikipedia
A New Community of Practice?
Dan O’Sullivan

This online encyclopedia can be seen as the 21st century’s version of earlier historical attempts to gather the world’s knowledge into one place – this unique book offers a description of some of these earlier attempts. O’Sullivan follows with a thorough analysis of Wikipedia itself, suggesting on how to approach and contribute to the site and what can be gained by using it. Written in an accessible style, the author takes a socio-historical approach, arguing that by looking at communities of practice in the past we can come to understand the radical, even political, nature of Wikipedia. The book will have a broad appeal to anyone interested in the development of this unique project, including information management professionals, historians, sociologists, educators and students.

2009 200 pages
Hardback 978-0-7546-7433-7 £45.00
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Archives and Archivists in 20th Century England
Elizabeth Shepherd, University College London, UK

Archives and Archivists in 20th Century England innovatively focuses on the multifunctional reasons behind the creations of archives. They are the raw material of our history and memory while archivists and records managers are the professionals responsible for ensuring that these qualities are protected and exploited for the public good. This volume will be of key interest to anyone working with archives.

2009 260 pages
Hardback 978-0-7546-4785-0 £60.00
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www.ashgate.com/isbn/9780754647850

Public Sector Records Management
A Practical Guide
Kelvin Smith, The National Archives, UK

Records management has undergone significant change in recent years, due to the introduction of freedom of information legislation as well as the development of e-government and e-business and the need to manage records effectively in both the private and public sector. There are very few purely practical texts for records managers and this book aims to fill that gap.

2007 272 pages
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The Library of Essays on Copyright Law:

Volume I: The Scope and Historical Context

Edited by Benedict Atkinson and Brian Fitzgerald, Queensland University of Technology, Australia

This series examines how the law of copyright developed as an instrument of political control and individual expression. The first volume discusses how proprietary notions increasingly dominated copyright legal principles, with consequences for information dissemination in modern times. It covers the period to 1850, and begins with extracts from Roman law and early Christian and medieval teaching on ownership.

The second volume reproduces writings of figures as diverse as Karl Marx, Victor Hugo, Charles Dickens and Mark Twain, and bodies such as the US Congress. Extracted material charts the development of an international system of copyright regulation, and the growth, in the 20th century, of copyright industries benefiting from new copyright laws.

The third and final volume shows how, since 1950, the growth of copyright regulation has followed, and enabled, the extraordinary economic growth of the entertainment, broadcasting, software and communications industries. The articles focus principally on the digital age, examining how copyright regulation is likely to affect goals of dissemination and access.

CONTENTS: Introduction;

Name index.

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Copyright Law

Volume II: Application to Creative Industries in the 20th Century
Edited by Benedict Atkinson and Brian Fitzgerald, Queensland University of Technology, Australia

THE LIBRARY OF ESSAYS ON COPYRIGHT LAW

This collection of essays charts the development of an international system of copyright regulation and the growth in the 20th century of copyright industries benefiting from new copyright laws. Articles cover key copyright cases in the US and UK; refer to the writings of figures as diverse as Marx, Victor Hugo, Charles Dickens and Mark Twain, and consider whether copyright law developed to encourage information dissemination or enable producers to control the supply of information for super profit.

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Copyright Law

Volume III: Copyright in the 21st Century
Edited by Benedict Atkinson and Brian Fitzgerald, Queensland University of Technology, Australia

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