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# Editorial: Advances in information and knowledge management

Editorial

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## Special selection on advances in information and knowledge management

Recently, we have started selecting articles of similar themes for regular issues and writing editorials to guide readers better to the *Library Hi Tech* and other related literature, such as “Bibliometrics and literature review” (Chiu and Ho (2021, 2022a, 2023a) in 39(4), 40(3) and 41(2), “Contemporary digital culture and reading” (Chiu and Ho, 2022b) in 40(5), “Contemporary Social Media and Social Network Research” (Chiu and Ho, 2023b) in 41(3), and “40th anniversary: contemporary library research” (Chiu and Ho, 2022c) in 40(6).

COVID-19 has seriously affected many educational institutions, libraries and museums (Fasae *et al.*, 2021; Huang *et al.*, 2021, 2022, 2023; Guo *et al.*, 2021; Meng *et al.*, 2023; Yu *et al.*, 2023), though we are now recovering (Abbass *et al.*, 2022; Suh and Alhaery, 2022; Kumar *et al.*, 2021). Various high-quality online information services have provided information access during the lockdown (Cheng *et al.*, 2022; Cheng, 2022; Ding *et al.*, 2021b; Hsieh *et al.*, 2023; Lo and Chiu, 2015; Lo *et al.*, 2015, 2017; Suen *et al.*, 2020; Sun *et al.*, 2022; Wang *et al.*, 2016; Wong and Chiu, 2023b; Fan and Liu, 2022; Zuo *et al.*, 2023; Wang *et al.*, 2022a,b; Wong *et al.*, 2023a), as supported by ubiquitous mobile Internet services, social media, apps and devices (Dukic *et al.*, 2015; Ezeamuzie *et al.*, 2022; Fan *et al.*, 2020; Fung *et al.*, 2016; Gong *et al.*, 2017; Hui *et al.*, 2023; Lau *et al.*, 2017, 2020; Law *et al.*, 2019; Ni *et al.*, 2022; Yip *et al.*, 2021).

Moreover, the pandemic has accelerated service transformation (Chan and Chiu, 2022; Cheng *et al.*, 2022; Chin and Chiu, 2023; Hsu and Lin, 2021; Khan and Ayesha, 2022; Kelner *et al.*, 2022; Li *et al.*, 2023a, b, c; Lin *et al.*, 2022; Lo *et al.*, 2020; Noh, 2022; Nwagwu and Matobako, 2022; Okunlaya *et al.*, 2022; Tsang and Chiu, 2022; Tse *et al.*, 2022; Yao *et al.*, 2023; Wong and Chiu, 2023a; Wu *et al.*, 2022a, b, 2023; Xue *et al.*, 2023), leading to various recent advancements in information and knowledge management. In this issue, we present 12 papers that research various contemporary issues related to information and knowledge management.

## Advances in library information management

People have changed their information habits to digital, particularly for the newer generation (Cheung *et al.*, 2023; Dai and Chiu, 2023; Guo *et al.*, 2022; Nguyen and Le, 2021; Leung *et al.*, 2022; Li *et al.*, 2021; Lu *et al.*, 2023; Soroya and Faiola, 2023; Sung and Chiu, 2022; Yi and Chiu, 2023; Yu *et al.*, 2022; Wong and Chiu, 2023c; Wong *et al.*, 2023b; Wu and Zhang, 2022). Further, digitalization technology enables libraries and scholars to share links and content on social media to attract users (Banshal *et al.*, 2022; Lo *et al.*, 2019; Ocran and Afful-Arthur, 2022; Pianzola *et al.*, 2022; Yang *et al.*, 2020; Wu *et al.*, 2022a; Wu, 2022; Xu and Du, 2022). In particular, e-loyalty and e-trust are essential for digital service adoption and usage continuance (Chan *et al.*, 2022; Wang *et al.*, 2022b; Yin *et al.*, 2023).

In this issue, Anser *et al.* (2023) conducted a quantitative survey with a cross-sectional design to investigate how e-service quality and e-trust may achieve e-loyalty among digital library users. Their results revealed that e-service quality positively predicts e-trust in the digital economy, e-trust predicts e-loyalty and e-trust mediates the relationship between e-service quality and e-loyalty links. Readers may also be interested in reading further into



e-trust issues on social media (Nabi *et al.*, 2023; Wang *et al.*, 2021; Wang and Tse, 2022; Ye and Ho, 2023; Yuan and Bi, 2023; Zhang *et al.*, 2023a, b, c), contact-tracing apps (Ho *et al.*, 2023a, b) and chatbots (Hsiao and Chen, 2022). Besides, readers may be interested in issues related to library promotion and marketing (Chan *et al.*, 2020; Cheng *et al.*, 2020; Fong *et al.*, 2020; Kwan *et al.*, 2023; Lam *et al.*, 2019, 2023; Liu *et al.*, 2023; Sahli *et al.*, 2023; Wójcik, 2022; Wu and Yang, 2022).

Mandel *et al.* (2023) analyzed geographic information systems (GIS) research in two databases, Library and Information Science Source (LISS) and Library Information Science and Technology Abstracts (LISTA), and found growth in the last decade for library research using GIS to analyze service areas and to manage facilities and collections. Readers may also be interested in other bibliometrics research and reviews on library-related subjects (Alcaraz Martinez *et al.*, 2022; Borgohain *et al.*, 2022; Nadi-Ravandi and Batooli, 2023; Ding *et al.*, 2021a; Feng *et al.*, 2022a; Kim *et al.*, 2021; Lee, 2021; Nugroho *et al.*, 2023; Nwankwo *et al.*, 2022; Shahzad and Khan, 2022; Wijewickrema, 2023; Zhang *et al.*, 2023b).

### Advances in learning technologies

People have also changed their learning habits to online and digital, particularly for the newer generation (Cheung *et al.*, 2023; Conrad *et al.*, 2022; Dai and Chiu, 2023; Dong *et al.*, 2021; Jiang *et al.*, 2023a, b; Law *et al.*, 2019; Lei *et al.*, 2021; Leung *et al.*, 2023; Mak *et al.*, 2022; Sung and Chiu, 2022; Wai *et al.*, 2018; Wang and Xie, 2022; Wong and Chiu, 2023c; Xie *et al.*, 2023a, b; Zhang *et al.*, 2021, 2022; Zhou *et al.*, 2022).

In this issue, Li *et al.* (2023a, b, c) evaluated teachers' information literacy based on their online information behavior data on online learning and teaching platforms (OLTPs). Their results showed that the high-performance group performs better than the low-performance group in six indicators, and information-based teaching and behavioral research data can best reflect the level of information literacy. Readers may also be interested in reading further into information literacy issues for information professionals (Ali and Ahmed, 2022), students (Soroya *et al.*, 2021), and related curricula (Batool *et al.*, 2022; Li and Chiu, 2022; Yew *et al.*, 2022).

Stamenkov and Zhaku-Hani (2023) investigated education management information systems (EMIS) post-adoption in mandatory settings, focusing on perceived benefits and individual and institutional post-adoption usage. Their survey results indicated that technological knowledge and external information and communication technology (ICT) support directly affect post-adoption usage, while perceived ease of use, usefulness, compatibility, complexity and governmental support have indirect effects.

Lai *et al.* (2023) proposed an instant response learning supplement tool (IRLST) to facilitate students' independent problem-solving skills. Their statistical result indicated that students' learning performance improved significantly, especially low-scoring students. Readers may also be interested in other online education aids, platforms and related issues (Cheng, 2022; Cheng *et al.*, 2022; Chung *et al.*, 2020; Dai *et al.*, 2023; Kabigting *et al.*, 2023; Li *et al.*, 2023a; Wang *et al.*, 2023b).

### Advances in knowledge management

Knowledge management has been widely applied in various industries, including libraries and other information organizations and contexts (Pu *et al.*, 2023; Rafi *et al.*, 2022; Shang and Du, 2022; Zhang *et al.*, 2023a, b, c). In this issue, Ding *et al.* (2023) explore library and information science knowledge diffusion characteristics to reveal its development trend and influence on other disciplines over the last 24 years using indicators in breadth, intensity, speed and theme of knowledge diffusion. Their results revealed that the knowledge diffusion

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spread widely to 21 ESI disciplines, and the knowledge diffusion themes are becoming increasingly diverse, deepening and specialization after 2005. Please see above for some selected bibliometrics studies and reviews.

Ramzan *et al.* (2023) guided transmuters to become data scientists. They revealed that skill requirements and tool usage vary significantly with educational background, and data scientists surveyed spend more time analyzing data than operationalizing insights. Readers may be interested to read more on educational issues related to data science (Ho *et al.*, 2023b).

Song *et al.* (2023) compared library and information science research fields using CiteSpace to visualize their differences with co-occurrence descriptors networks and burst detection algorithms. Their results indicated that library science has experienced a change from traditional to digital library while information science has moved from information to data focus. Notably, CiteSpace is a common tool for bibliometric analysis, such as Şahin and Yılmaz (2022) for the evolution and trends of local food research, Zhao *et al.* (2021) for psychological processing of contextual cues, Liu and Li (2021) for land use and carbon emissions and Feng *et al.* (2022b) for cultural and creative design.

Nguyen (2023) investigated the concept of wisdom in auditing with in-depth interviews and a survey with professional practitioners. Results suggest developing a conceptual framework to interpret wisdom-based decision-making processes in auditing, including knowledge assimilation, judgmental ability and ethical orientation. Readers may be interested to read more on knowledge management for the auditing and accounting profession (Lei *et al.*, 2023; Xie *et al.*, 2023a).

### **Advances in public/government information management**

Readers are reminded that *Library Hi Tech* not just covers libraries but technology-related topics in a wide range of non-commercial settings. Thus, public and government information management topics related to contemporary technologies fall into our scope.

In this issue, Wang *et al.* (2023a, b, c) built a usability framework for open government data (OGD) portals with 24 principles and 63 criteria. They used heuristic evaluation to show OGD portals performed weaker in meeting OGD-specific usability principles than general ones, such as insufficient help functions. Readers may be interested in reading more about government data and information management (Al-Omairi *et al.*, 2021; Wu *et al.*, 2022a, b, c; Zhang *et al.*, 2023a, b, c).

Chohan *et al.* (2023) conducted a quantitative survey to investigate the success factors of the continuous usage intention of IoT public services. They found IoT services' success depends on digital society affinity regarding social sustainability and public value created.

Bokharaei Nia *et al.* (2023) proposed a conceptual framework for health record data, diseases, wearable devices, social media sentiment analysis and machine learning algorithms to recommend relevant wearable IoT devices. Their prototype result showed a high accuracy rate in social media sentiment analysis and their machine-learning algorithms over multiple disease-detection stages. They further proposed a genetic algorithm for final optimization for individual patients. Readers may be interested in reading more about IoT-based information management (Sun *et al.*, 2021; Khan *et al.*, 2022), a related special issue (Cao *et al.*, 2020) and a special section on smart cities (Chang and Abdel-Basset, 2022).

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