

Guy St. Clair—Published Works and Presentations

Books:

Beyond Degrees: Professional Learning for Knowledge Services (New York and Munich: K.G. Saur, 2003)

SLA at 100: From “Putting Knowledge to Work®” to Knowledge Services: A Narrative History of the Special Libraries Association 1909-2009 (Washington, DC: SLA, to be published in 2009).

Change Management in Action: Industry Leaders Describe How They Manage Change in Information Services (Washington, DC: Special Libraries Association, 1999)

Total Quality Management in Information Services (London and New Brunswick, NJ: Bowker-Saur, 1997).

Dealing With Downsizing: A Guide for The Information Services Practitioner [SMR Special Report # 6]. (New York: SMR International, 1996).

One-Person Libraries: Checkliste als Orientierungshilfe für den Betrieb von OPLs. Dt. übers. und Bearb.: Evelin Morgenstern. (Berlin: Deutsches Bibliotheksinstitut, 1996).

(With Andrew Berner) **The Best of OPL II: Five Years of The One-Person Library: A Newsletter for Librarians and Management, 1989-1994.** (Washington, DC: Special Libraries Association, 1996).

Entrepreneurial Librarianship: The Key to Effective Information Services (London and New Brunswick, NJ: Bowker-Saur, 1995).

The One-Person Library: Tasks and Management [SMR Special Reports # 2-5]. (New York: SMR International, 1995).

Power and Influence: Enhancing Information Services Within the Organization (London and New Brunswick, NJ: Bowker-Saur, 1994).

Customer Service in the Information Environment (London and New Brunswick, NJ: Bowker-Saur, 1993)

Benchmarking, Total Quality Management, and The Learning Organization: New Management Paradigms for the Information Environment, edited by Guy St. Clair. A special issue of *Special Libraries* 84 (3), Summer, 1993. (Washington, DC: Special Libraries Association, 1993).

(With Joan Williamson) **Managing the New One-Person Library** (London/New Brunswick, NJ: Bowker-Saur, 1992).

A Venerable and Cherished Institution: The University Club of New York, 1865-1990 (New York, NY: The University Club, 1991).

(With Andrew Berner) **The Best of OPL: Five Years of The One-Person Library: A Newsletter for Librarians and Management, 1984-1988.** (Washington, DC: Special Libraries Association, 1990).

(With Joan Williamson) **Managing the One-Person Library** (London/New Brunswick, NJ: Bowker-Saur, 1986).

Journal Affiliations:

Contributing Columnist, *ChapterNews*, the quarterly membership publication of the Special Libraries Association, NY Chapter (URL www.sla.org/chapter/cny/). Published columns have included:

“Knowledge Services: Message to Us—Get Started!” Summer, 2001

“Knowledge Services: KD/KS = Collaboration + Learning (Of Course) + Teaching)” Autumn, 2001

“Knowledge Services: Critical Infrastructure Protection: A Post-9/11 Scenario for Special Librarians” Winter, 2002

“Knowledge Services Specialist Librarians in the New Profession” Spring, 2002

“Knowledge Services Misinformation on the Internet—Use Your Expertise to Raise Awareness” Summer, 2002

Publisher, editor, and principle contributor, ***The One-Person Library: A Newsletter for Librarians and Management***, 1984 - April, 1998, and publisher, editor, and principle contributor, ***InfoManage: The International Management Newsletter for the Information Services Executive***, 1993 - 1998.

Editorial Advisor and Contributing Columnist, ***Information World Review***, June, 1996 - December, 1997.

Editorial Advisor and Contributing Columnist, ***Library Manager***, May, 1995 - May, 1996

Member, Editorial Advisory Board, ***Journal of Librarianship and Information Science***, 1992-2001

Articles, Speeches, and Presentations:

"From Special Library to Organizational Knowledge Nexus," **Information Outlook** 10 (1), January 2006.

"Always International: A Brief History of SLA's Global Focus," **Information Outlook** 8 (6), June, 2004.

[About]: "Knowledge Services and SLA's History: An Interview with Guy St. Clair" **Information Outlook** 5 (9), September, 2003.

"Knowledge Management," **Encyclopedia of Library and Information Science** (New York: Marcel Dekker, Inc, 2003)

(With Victoria Harriston and Thomas A. Pellizzi) "Toward World-Class Knowledge Services: Emerging Trends in Specialized Research Libraries," **Information Outlook** 7 (6-7), June-July, 2003

"Knowledge Services: Records and Information Management in the New Profession." **The Bulletin of The Records Management Society of Great Britain** 111, October, 2002

"Knowledge Services: Specialist Librarians in the New Profession," Virtual Seminar for the Special Libraries Association, U.S and Canada Web cast, Washington, DC, June 26, 2002

"The Real-Time Enterprise: IT Makes It Possible—Knowledge Services Makes It Happen." **Information Outlook** 4 (9), September, 2002

(With Martina Reich) "Knowledge Services: Financial Strategies and Budgeting," **Information Outlook** 4 (6), June, 2002.

(With Pamela Rollo) "The Real-Time Enterprise and Specialist Librarians: Getting the Most From the IT/Knowledge Services Connection," Presentation for the Special Libraries Association Annual Conference, June 12, 2002

"The Knowledge Services Solution: Convergence, Applications, Infrastructure," Presentation for the Special Libraries Association Management Development Academy, June 8, 2002

"The Knowledge Services Solution: First Steps," Presentation for the Special Libraries Association Management Development Academy, June 8, 2002

"Knowledge Services: Performance Excellence in the Competitive Global Environment," Presentation for the Special Libraries Association Management Development Academy, June 8, 2002

"Getting to 100: Managing Change at the Special Libraries Association," **Information Outlook**, 4 (5), May, 2002

"Collaboration and Knowledge Sharing for National Security-Developing the Framework: the Knowledge Services Solution," Presentation for KnowledgeNet2002, New York, NY, May 15, 2002

"Knowledge Services: Your Company's Key to Performance Excellence," **Information Outlook** 3 (6), June, 2001.

"Empowering Today's Information Professionals: Understanding the New Paradigm of Information and Knowledge Work," Presentation for the Florida Library Association, April 12, 2001.

- "Staffing the Special Library," **Handbook of Special Librarianship and Information Work** 8th ed. (London: Aslib, 2001)
- "Entrepreneurial Librarianship: Embracing Change and Innovation in the 21st Century," Presentation for the Peruvian Library Association, Lima, Peru, via satellite downlink, United States Department of State, Washington, DC, August 2, 2000.
- "Entrepreneurial Librarianship: Embracing Change and Innovation in the 21st Century," Presentation for the Cornell University Library Academic Assembly, Ithaca, NY, June 1st, 2000.
- "Special Librarians: Who They Are... How They Are Different... How They Spend...." Presentation for the Special Libraries Association, 91st Annual Conference, Philadelphia, PA, June 11th, 2000.
- "Successful Presentations in an International Venue: Issues for SLA's Leaders." Presentation for the Special Libraries Association, 91st Annual Conference, Philadelphia, PA, June 13th, 2000.
- "Qualification Management in Information Services: My Grand Design," **Information Outlook** 2 (6), June, 2000.
- "Beyond Expectations: A New Paradigm for Information Professionals." Presentation for the Arizona Chapter, Special Libraries Association, Phoenix, AZ, February 25, 2000.
- [About] "Guy St. Clair: A Provider of Library and Knowledge Management Services," in **InfoThink: Practical Strategies for Using Information in Business**, by Mary Woodfill Park (Lanham, MD and London: Scarecrow Press, 1988].
- "Special Libraries." **Librarianship and Information Work Worldwide 1997/1998**, edited by Maurice Line, Graham Mackenzie, and Paul Sturges. (London: Bowker-Saur, 1998).
- "Solo Power: How One-Person Librarians Maximize Their Influence." **Information Outlook**, 1 (12), December, 1997.
- "Exceptional Information Delivery: Using the TQM/QIM/SLA Competencies Connection," **Information Outlook**, 1(8), August, 1997.
- "Twenty-Five Years of One-Person Librarianship," Presentation for the Solo Librarians Division, Special Libraries Association 88th Annual Conference, Seattle, WA, June 9, 1997.
- "Exceptional Information Delivery: Using the TQM/QIM/SLA Competencies Connection," Presentation for the Long Island Chapter, Special Libraries Association, April 30, 1997.
- "Twenty-Five Years of One-Person Librarianship: Identity, Trends, and Effects." Keynote address for the Annual Conference of Arbeitsgemeinschaft der Spezialbibliotheken e.V./Sektion 5 im Deutschen Bibliotheksverband, Berlin, March 6, 1997.
- "Managing Your Information Services Career: What Management Expects." **Information World Review**. Issue 121, December, 1996.
- "Specialized Librarianship at the End of the Twentieth Century-Trends and Opportunities." **Innovation: Appropriate Librarianship and Information Work in Southern Africa**. Issue 12, June, 1996.
- "Beyond the Paradigm Shift: Bringing *Inevitable* and *Desirable* Change to Information Services." Keynote Address for the New Zealand Institute of Management's Absolutely Positive Management Conference, Wellington, NZ, May 3, 1996.
- "TQM and Libraries: The Battle Isn't Won Yet." **Library Manager**. Issue 18, May, 1996.
- "Power for Information Services Managers: Playing the Organization Like a Musical Instrument." Address for The Annual Alice Rankin Distinguished Lecturer Program, New Jersey Chapter, Special Libraries Association, Warren, NJ, April 16, 1996.
- "Entrepreneurial Librarianship: The Key to Effective Information Services Management." Spring Colloquium, University of Texas Graduate School of Library and Information Services. Austin, TX, March 21, 1996.

- "Maximizing Your Influence in a Global Information Environment." Keynote Address for the Motorola InfoPro Conference '96. Ft. Lauderdale, FL, March 20, 1996.
- "Those Mythical End-Users." [Editorial] **Library Manager**. Issue 16, March, 1996.
- "Information Policy: The Ethical Framework." The Second Annual Ethics Lecture in Library and Information Science, presented by the Wayne State University Library and Information Science Program and the Center for Academic Ethics. Detroit, Michigan, February 15, 1996.
- "The Information Audit: A Powerful Management Tool for Special Librarians." **The SpecialList**. 19 (2), February, 1996.
- "Ask the Customers (A Three-Part Essay on Designing and Implementing an Information Audit)." **The Information Audit-1996**. (Washington, DC: Special Libraries Association, 1996).
- "Library Success in the New Millennium? It's Customer Service and Change Management" **Library Manager**. Issue 14, January, 1996.
- "Creating and Implementing an Institutional Information Policy." Keynote Address, 1995 Annual Meeting of The Medical Library Center of New York, New York, NY, November 13, 1995.
- "When Less Is More [One-Person Librarianship]." **Library Manager**. Issue 11, October, 1995.
- "The Realities of Success in Today's Law Library: The Value of Advocates." **The Law Librarian** (The British and Irish Association of Law Librarians). 26 (3), September, 1995.
- "A Nurturing Profession?—Not!" **Library Manager**. Issue 7, May, 1995.
- "Power and Influence—Enhancing Information Services Within the Organization." Presentation for the New York Chapter Special Libraries Association, New York, NY, February 21, 1995.
- "The Times They Are A-Changin' " [Interview with Guy St. Clair]. **Library Manager**. Issue 2, December, 1994.
- "Strategic Planning for Library and Information Services Managers: How to Effect Change." Presentation for the International Online Conference, London, December 5, 1994.
- "Delighting in the Challenge: Moving Today's Information Services Management into the New Information Age." Presentation for the Special Libraries Interest Group, Cape Town, South Africa, November 1, 1994.
- "Information in the Mainstream: Positioning the Records Management Function for Maximum Influence." **The Journal of the Records Management Society**, December, 1994.
- "The One-Person Records Management Department: The Advantages Outweigh the Disadvantages." **The Journal of the Records Management Society**, September, 1994.
- "Reassessing the Challenges: Thoughts on the Future of Librarianship." Presentation for the Princeton/Trenton Chapter of the Special Libraries Association, May 19, 1994.
- "Customer Service in the Business Library Community." Presentation for the European Business Information Conference, Paris, France, March 23, 1994.
- "Management Concerns for the Minimal Staff Library," in **Management Skills for the Information Manager**, edited by Ann Lawes. (Aldershot, UK: Ashgate, 1993).
- "The Future Challenge: Management and Measurement," and "Benchmarking, Total Quality Management, and The Learning Organization: New Management Paradigms for the Information Environment: A Selected Bibliography." **Special Libraries** 84 (3), Summer, 1993.

- "Founder and President of a Firm Offering Library and Information Services." Article about Guy St. Clair in **Opening New Doors: Alternative Careers for Librarians**, edited by Ellis Mount. (Washington, DC: Special Libraries Association, 1992).
- "The Light at the Beginning of the Tunnel ." Presentation delivered to 24 chapters of the Special Libraries Association, September, 1990-May, 1992.
- "Shaping Our Destiny," Final Report. The President of the Special Libraries Association, June 10, 1992.
- "On the Road and In the Air-With Guy St. Clair." Presentation for the Archons of Colophon, New York, NY, February 26, 1992.
- "Our Profession—Is It Broke? And Can We Fix It?" Presentation for Beta Phi Mu, Louisiana State University, Baton Rouge, LA, November 1, 1991.
- "Special Librarianship-The International Network." Presentation for the European Chapter, Special Libraries Association, September 28, 1991.
- "Corporate Library Excellence in the United States and Canada." Presentation for the Business Information Conference, London, September 21, 1991.
- "Achieving Excellence in Small Library Management." Keynote Presentation for the Law, Specials, and Health Sciences Librarians, Australia Library and Information Association, Canberra, September 5, 1991.
- "Special Librarians-Preparing for Tomorrow Today." Presidential Inaugural Address, June 12, 1991.
- "The 'New' Literacy: Do Special Librarians Have a Role?" **Special Libraries** 82 (2) (Spring, 1991).
- "The One-Person/One-Professional Librarian in the Future." **Future Competencies of the Information Professional** (Washington, DC: Special Libraries Association, 1991).
- "Their Hidden Glories: English Cathedral Libraries." **Wilson Library Bulletin** 63 (5) (January, 1989).
- "SLA's Museums Group in Moscow." **Special Libraries** 80 (1) (Winter, 1989).
- "Interpersonal Networking: It Is Who You Know." **Special Libraries** 80 (2) (Spring, 1989).
- "Commitment, Courage and a Lot of Heart: Management Strategies for the Small Library." **Bibliotheca Medica Canadiana** 9 (3) (January, 1988).
- "Mining the Company Library" (with Beth Duston). **Growth Strategies: Managing Change for Profits** 78 (4) (Fall, 1987).
- "The One-Person Library: An Essay on Essentials Revisited." **Special Libraries** 78 (4) (Fall, 1987).
- "English Cathedral Libraries." **The University Club Library Quarterly** 5 (1) (Spring, 1987).
- "Reorganizational Priorities for the Private Library: Achieving Excellence Through Change" (with Andrew Berner). Invited paper read at the 77th Annual Conference of the Special Libraries Association, Boston, June, 1986. Also published in **Special Libraries** 78 (1) (Winter, 1987).
- "Library Management: What Does it Mean to You?" **Library Management Quarterly** (Spring, 1986).
- "Librarians Abroad: First Conference on Cathedral Libraries, June, 1984, Salisbury, England." **Special Libraries Association Museums Arts and Humanities Bulletin** 15 (1) (Fall, 1984).
- "Club Libraries." Invited paper read at the 75th Annual Conference of the Special Libraries Association, New York, June, 1984, published in **The University Club Library Club Quarterly** 2 (3/4) (Fall/Winter, 1984).

"Visiting Special Libraries in Greece: A Few Surprises for Western Librarians," **Special Libraries** 73 (July, 1982).

"Library Consultants: When Does Formal Become Informal?" **Library Management Bulletin** 5 (3)

"The One-Person Library: An Essay on Essentials." **Special Libraries** 67 (May/June, 1976), reprinted in **Special Librarianship: A New Reader**, edited by Eugene B. Jackson. (Metuchen, NJ: The Scarecrow Press, 1980).