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Building the Knowledge Culture

Guy St. Clair—Publications

Articles, special reports, briefings for clients and colleagues, white papers, and other writings by Guy St. Clair can be accessed through [SMR Share](#) at the [SMR site](#). The SMR International corporate blog is also accessed at the [SMR site](#). [Guy St. Clair's Knowledge Services Newsletter](#) is a free e-mail based monthly summary of information and knowledge topics, particularly those relating to posts published at the [SMR corporate blog](#).

Guy St. Clair's books are:

SLA at 100: From "Putting Knowledge to Work"® to Building the Knowledge Culture: The Special Libraries Association 1909-2009 (Alexandria VA: Special Libraries Association, 2009)

(with Dale Stanley) SMR International Management Action Plans (SMR MAPs), published by SMR International (2009) – available at [SMRShare](#) at the [SMR site](#):

[Building the Knowledge Culture: The Knowledge Services Effect](#)

[The KM/Knowledge Services Continuum: Building the Knowledge Services Strategic Framework](#)

[Critical Success Factors: Management Metrics, Return-on-Investment, and Effectiveness Measures for Knowledge Services](#)

[Enterprise Content Management \(ECM\) for Knowledge Services: A Strategic Approach to Knowledge Asset Management](#)

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

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)

(with Andrew Berner) *The Best of OPL II: Selected Readings from The One-Person Library, 1989-1994*. Washington, DC: Special Libraries Association, 1996)

Entrepreneurial Librarianship: The Key to Effective Information Services (London/New Brunswick: Bowker-Saur, 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)