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Building the Knowledge Culture

Guy St. Clair

President and Consulting Specialist for Knowledge Services

Resume

Guy St. Clair is a recognized expert in knowledge management (KM), knowledge services, and knowledge strategy development. He is acknowledged as an authority in change management and its impact on people, organizational effectiveness, and the management of intellectual capital within the larger enterprise.

As SMR's President and Consulting Specialist for Knowledge Services, Guy St. Clair assists clients as they seek to build a strengthened framework for enterprise-wide knowledge development and knowledge sharing (KD/KS), the foundation of organizational effectiveness. The critical result is an organizational *knowledge culture*, a balanced environment that ensures the realization of the corporate vision and the achievement of the organizational mission.

By deploying knowledge services as the management and delivery framework for KD/KS, the organization positions itself for excellence in knowledge asset management, research deliverables, enhanced contextual decision making, and accelerated innovation.

A popular lecturer and motivational speaker, Guy St. Clair is known internationally for his depth of experience in KM, knowledge services, and knowledge strategy development. His particular skill is his facility in conveying the value of knowledge in the achievement of organizational effectiveness to audiences at all levels of KM experience.

Representative SMR Projects

Millward Brown
New York NY
Knowledge Strategy Development Consultant

United Nations Human Settlements Programme (UN-HABITAT)
Nairobi, Kenya
Knowledge Strategy Development Consultant

SLA Click University
Alexandria VA
KM/Knowledge Services Certificate Program Development and Implementation Consultant, Lecturer

United Nations Dag Hammarskjöld Library
United Nations NY
Knowledge Services Planning Consultant

IntraHealth International, Inc.
Chapel Hill, NC USA
Knowledge Strategy Development Consultant

International Finance Corporation (World Bank Group)
Washington, DC
Knowledge Services Planning Consultant

U.S. Agency for International Development (USAID)
Washington, DC
Knowledge Services Planning Consultant

Australian Communications and Media Authority
Melbourne VIC Australia
Knowledge Services Strategic Planning Consultant

The National Academies National Research Council
Washington, DC
Strategic Planning Consultant

Dynamics Research Corporation, Arlington, VA
Senior Systems Analyst, Knowledge Management, Knowledge Services, and Strategic Learning Consultant for three assignments:

- United States Air Force Integrated Digital Environment Project
- United States Department of Defense Ballistic Missile Defense Organization, Information Resource Center Management Review Project
- Information Sharing and Analysis Centers Working Group Project (an initiative of The President's Commission on Infrastructure Protection, with Fannie Mae, the White House, the National Security Agency, other government agencies, and private industry)

Experimental Aircraft Association
Oshkosh WI
Knowledge Services Strategic Planning Consultant

U.S. National Commission on Libraries and Information Science (NCLIS), Washington, DC
Strategic Planning and Communications Management Consultant

Initiative Fortbildung für Wissenschaftliche Spezialbibliotheken und Verwandte Einrichtungen E.V. and Deutsches Bibliotheksinstitut Berlin Germany
Training and Development Consultant

CAVAL Collaborative Solutions
Melbourne VIC Australia
Training and Development Consultant

University of North Carolina School of Information and Library Science
Chapel Hill NC
Strategic Planning Consultant

University of North Texas
Denton TX
Strategic Planning Consultant

Special Libraries Association, Washington, DC
Strategic Planning Consultant for Professional Development

New York Public Library - The Research Libraries, New York, NY
Strategic Planning Consultant for Professional Development

Education

University of Illinois: M.S.
University of Virginia: B.A.

Professional Affiliations, Honors, etc.

UNIVERSITY OF NORTH CAROLINA SCHOOL OF INFORMATION AND LIBRARY SCIENCE
Member, Board of Visitors 2005-2011

CHECKPOINT CHARLIE FOUNDATION, Berlin, Germany
John-Jacob-Astor Award, presented annually to recognize a single individual, American or German, who has contributed significantly to the exchange of knowledge between Europe and America, May, 2004

SPECIAL LIBRARIES ASSOCIATION

Special Libraries Association Hall of Fame, 2010
President, Special Libraries Association, 1991-1992
Special Libraries Association Professional Award, 1989
Member, Special Libraries Association US/USSR Museum Librarians Exchange, 1988

Guy St. Clair—Publications

Guy St. Clair's articles, special reports, white papers, briefings for clients and colleagues, and other professional writings can be accessed through [SMR Share](#) at the [SMR site](#). The SMR corporate blog is also accessed at the [SMR site](#) (www.smr-knowledge.com).

[Guy St. Clair's Knowledge Services Newsletter](#) is a free e-mail based summary of information and knowledge topics, particularly those relating to posts at the [SMR corporate blog](#).

Books

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)

Articles (Selected):

"Information and Knowledge Strategy for Specialized Librarianship: Kim Dority Interviews Guy St. Clair about Columbia University's M.S. in Information and Knowledge Strategy." [SMR Briefing, June, 2011](#).

"KM/Knowledge Services: The Future of Academic Knowledge Sharing is Now." [Keynote address, Fifth Annual Research Week and International Conference](#) ("Transformative Research for Sustainable Development"), Thursday 23rd September 2010, Agricultural Resources Center, Egerton University, Njora, Kenya

"Closing the Digital Divide: Dealing with Drucker's 'Responsibility Gap' in Africa – Kenya Anticipates the ICT/KM Future with Enthusiasm," [SMR International Special Report, May 2010](#)

"The Information Africa Organization (IAO): The Birth of a Movement – Kenya's Focus on Youth Opens the Door to Amazing Potential for the Country," [SMR International e-Profile, January 2010](#)

(with Andrew J. Berner and Rebecca Vargha) "Special Libraries Association (SLA)" *Encyclopedia of Library and Information Science, Third Edition* DOI: 10.1081/I/E-ELIS3-120044068

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

"Knowledge Services and SLA's History: An Interview with Guy St. Clair" *Information Outlook* 7 (9), September, 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 Management," *Encyclopedia of Library and Information Science* (New York: Marcel Dekker, Inc., 2003)

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

"Knowledge Services: Your Company's Key to Performance Excellence," *Information Outlook* 5 (6), June, 2001

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

"Qualification Management in Information Services: My Grand Design," *Information Outlook* 4 (6), June, 2000.

"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.

"Delighting in the Challenge: Moving Today's Information Services Management into the New Information Age." Keynote Address for the Special Libraries Interest Group, Cape Town, South Africa, November 1, 1994.