



Cloud-based Library, Information, and Knowledge Management Solutions

Transforming Libraries: Managing the Change

October 22, 2013
11.00am PDT/2.00pm EDT

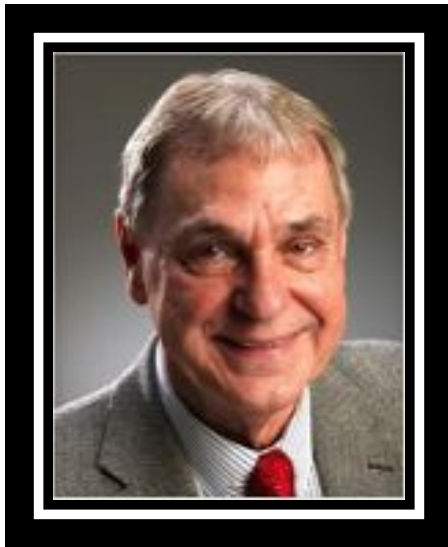


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Transforming Libraries

Today's Presenters



Guy St. Clair



Tony Saadat



Maria Phipps

Transforming Libraries

Future Ready!

Our presenter – Guy St Clair – will discuss:

1. *KD/KS doesn't work with "the same old same old." Are you prepared to be a change agent in your company?*
2. *What are the four principles of change management, and how do you apply them as you bring knowledge services into your organization's management framework?*
3. *If there is resistance (and there will be), what tried-and-true solutions move stakeholders from resistance to support?*

Transforming Libraries

“Our goal at Soutron Global is to partner with our clients to manage the library transformation by introducing the best technology in the most cost effective manner.....”

We have created a collaborative culture that is differentiated and unique.....”

Tony Saadat





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Transforming Libraries into Digital Information Resource Centers

Managing the Change

Guy St. Clair

President and Knowledge Services Evangelist
SMR International

Lecturer
M.S. In Information and Knowledge Strategy Program
Columbia University

Consulting Specialist for Knowledge Services
Soutron Global



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Transforming Libraries: Managing the Change

1. KD/KS doesn't work with "the same old same old." Are you prepared to be a change agent in your company?
2. What are the four principles of change management, and how do you apply them as you bring knowledge services into your organization's management framework?
3. If there is resistance (and there will be), what tried-and-true solutions move stakeholders from resistance to support?

Transforming Libraries: Managing the Change

1. KD/KS doesn't work with "the same old same old." Are you prepared to be a change agent in your company?

Defining "change agent":

[600 x 600 - plpnetwork.com](http://600x600-plpnetwork.com)

- ❑ A person whose presence or thought processes cause a change from the traditional way of handling or thinking about a problem
- ❑ An event, organization, material thing or, more usually, a person that acts as a catalyst for change
- ❑ In business terms, a person chosen to bring about organizational change



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1. KD/KS doesn't work with "the same old same old." Are you prepared to be a change agent in your company?

Another view of "change agent":

- ✓ Lives in the future not the present
- ✓ Fueled by passion and inspires passion in others
- ✓ Has a strong ability to self motivate
- ✓ Understands people

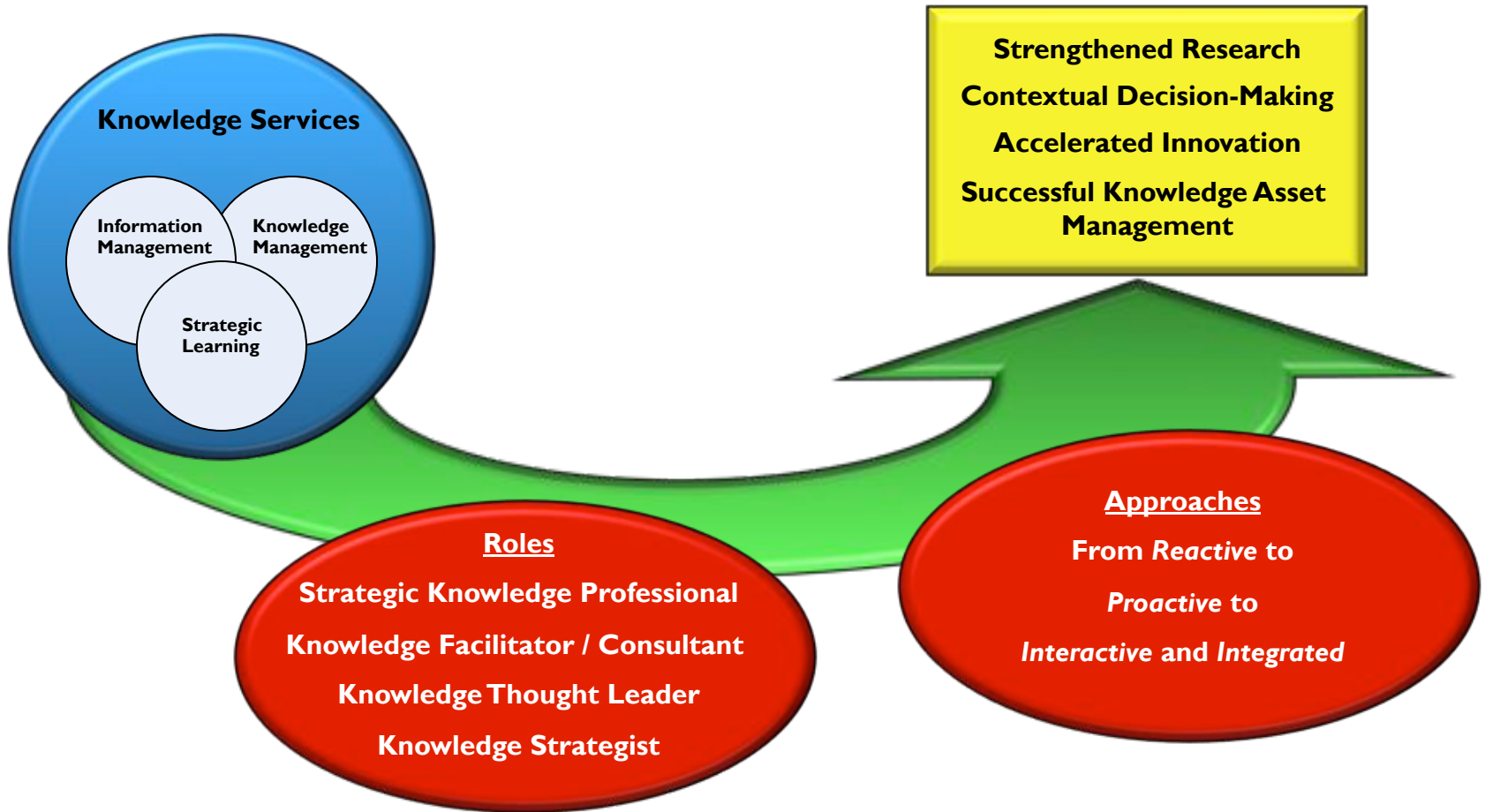
Dennis Stevenson

April 15, 2008

Toolbox.com



Knowledge Services



POLL



Polling Question # 1: Your idea of yourself as a change agent matches how you feel about change. When you're asked about change, what do you say?
[Results added post-webinar.]

- ❑ I'm very comfortable with change [57%]
- ❑ I can deal with change if it's necessary [40%]
- ❑ I'm not happy with change [0%]
- ❑ I don't know [2%]

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2. What are the four principles of change management, and how do you apply them as you bring knowledge services into your organization's management framework?

1. Sponsorship
2. Champions and Change Agents
3. Organizational Readiness
4. Communication Planning



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Sponsorship: This change management principle identifies an influential leader (or leaders) who commits to a consultative role in the change process and agrees to **express**, **model**, and **reinforce** his or her commitment.

Sponsors

- ❑ Authorize
- ❑ Validate
- ❑ Demonstrate ownership



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Champions and Change Agents. The emphasis here is on identifying and obtaining commitments from influential people willing to speak about the benefits of change and who will encourage adoption (champions are usually thought of as early adopters and change agents as individuals who will express and model the new behaviors to a population of users).



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Communication Planning. Of critical importance, this change management principle engages users early in the process and connects with the above principles in a coordinated and consistent manner.



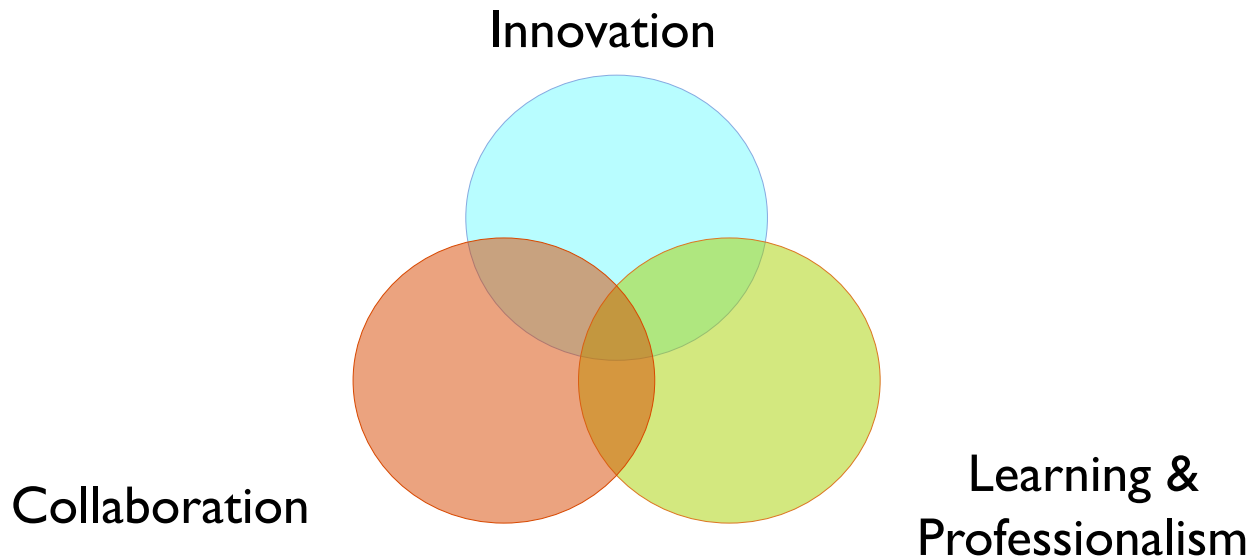
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Organizational Readiness and Managing Resistance. This change management principle recognizes that users and affected stakeholders are engaged early in the process and, when appropriate, invited to participate in general discussions about the change and—in some situations—to participate in planning change.



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The Change-Adept Organization



Rosabeth Moss Kanter

POLL



Polling Question # 2: Would you characterize your organization as change-adept?
[Results added post-webinar.]

- Yes [60%]
- No [33%]
- Don't know [7%]

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3. If there is resistance (and there will be), what tried-and-true solutions move stakeholders from resistance to support?

- Build a foundation
- Communicate with constituents
- Encourage participation
- Expect resistance
- Create rewards and benefits for stakeholders

Rick Maurer. "Building the Capacity for Change." *Leader to Leader* (8) Spring, 1998



TRANSFORMING LIBRARIES: MANAGING THE CHANGE

Did We Answer the Questions?

KD/KS doesn't work with "the same old same old." Are you prepared to be a change agent in your company?

The answer is

What are the four principles of change management, and how do you apply them as you bring knowledge services into your organization's management framework?

The answer is

If there is resistance (and there will be), what tried-and-true solutions move stakeholders from resistance to support?

The answer is

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Other references to change management can be found at the [SMR International](#) site, at [SMRShare](#), the company's knowledge capture page. The final essay of each of these reports is "Afterword: Managing Strategic Change":

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

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

TRANSFORMING LIBRARIES: THE 2013 SOUTRON GLOBAL WEBINARS WITH GUY ST. CLAIR (SMR INTERNATIONAL)

- ***The Strategic Knowledge Professional as Knowledge Thought Leader—Influencer, Communicator, Doer (November 12)***
- Your Career Prospects - How Do You Re-Focus Your Knowledge Work to Be *Indispensable*? (December 17)

Perhaps of Interest

THE SLA/SMR INTERNATIONAL KM/KS CERTIFICATE PROGRAM

The Courses

- KMKS104 Networking and Social Media: Technology-Enabled Knowledge Sharing (online February 12-26, 2014)
- KMKS106 Critical Success Factors: Measuring Knowledge Services (online April 7-23, 2014)
- KMKS103 Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture (SLA Annual Conference, Vancouver, British Columbia June 6, 2014)
- KMKS10 Fundamentals of KM and Knowledge Services (SLA Annual Conference, Vancouver, British Columbia June 7, 2014)
- KMKS102 The Knowledge Audit: Evaluating Intellectual Capital Use (online August 11-27, 2014)
- KMKS105 Change Management and Change Implementation in the Knowledge Domain (online October 2014 – dates to be announced)

Contact: http://www.sla.org/learn/certificate-programs/cert_knowledge_mgmt/



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COLUMBIA UNIVERSITY

M.S. IN INFORMATION AND KNOWLEDGE STRATEGY (IKNS)

Guy's course is

[IKNS K4301 Management and Leadership in the Knowledge Domain.](#)

In this course, we look at management issues facing leaders in the increasingly complex information and knowledge environment. We focus on the basic principles of management and leadership and knowledge strategy development, specifically as they relate to enterprise-wide information and knowledge services management.

The course is offered to the New York-area public through the Columbia University Postbaccalaureate Studies Program. For 2014 the course meets on Monday nights, January 27 – May 5.

Contact me directly if you would like more information about our knowledge-related programs at Columbia, either the individual K4301 course or the overall IKNS graduate program. I will be happy to provide you more information.

Contact information

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Thank you



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