



Cloud-based Library, Information, and KM/Knowledge Services Solutions

Transforming Libraries

World-Class Knowledge Services: Achieving the Best

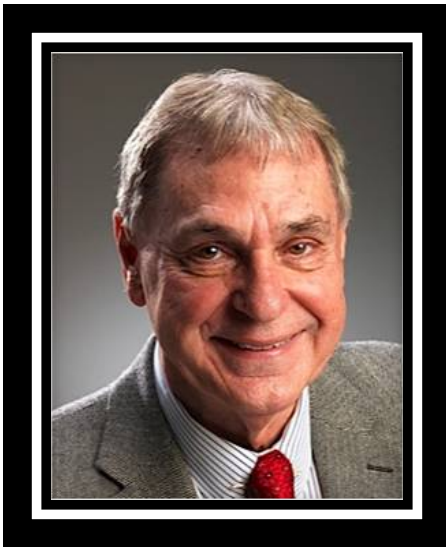
Tuesday November 18, 2014
11.00am PST/2.00pm EST



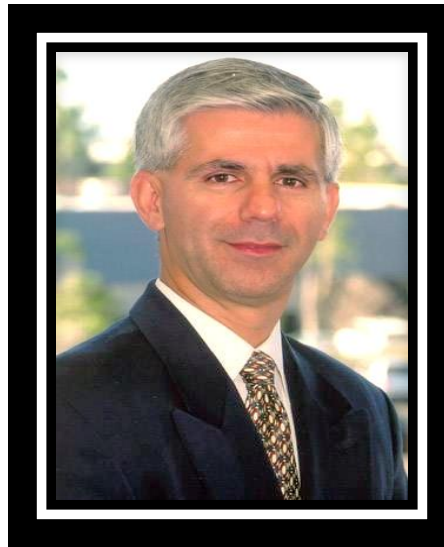
Cloud-based Library, Information, and KM/Knowledge Services Solutions

Transforming Libraries

Today's Presenters



Guy St. Clair



Tony Saadat



Maria Phipps



Transforming Libraries

Future Ready!

Our presenter – Guy St Clair – asks:

- 1. Define your terms: what do you mean when you speak about “world-class specialized research library”?*
- 2. Are there emerging trends that characterize the world-class specialized research library?*
- 3. What is the role of knowledge services in the management of the world-class specialized research library?*



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



**Transforming Libraries into
Digital Information Resource Centers**

**World-Class Knowledge Services:
Achieving the Best**

Guy St. Clair

President and Knowledge Services Evangelist
SMR International

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

Consulting Specialist for Knowledge Services
Soutron Global

Special Thanks to:

Victoria Harriston
National Academies of Sciences
Washington DC

Thomas A. Pellizzi
Morgan Stanley Wealth
Management, New York NY



Cloud-based Library, Information, and KM/Knowledge Services Solutions

What's "World-Class"?

Our first talking point: What is a world-class specialized research library?

world-class: being of the highest caliber in the world <a *world-class* athlete>
- Merriam-Webster

And a world-class athlete:

- Desire
- Physical ability
- Psychological orientation
- Technical execution
- Track and Field Athletes Association



What's “World-Class”?

Our first talking point: What is a world-class specialized research library?

Goods, services, and processes that are ranked by customer and industry-experts to be among the best of the best. This designation denotes standard-setting excellence in terms of design, performance, quality, and customer satisfaction and value when compared with all similar items from anywhere in the world.

BusinessDictionary.com



World-Class Specialized Research Library: Defining Attributes

Connects to the larger, societal globalization – yet within the organization offers:

- Borderless service
- The library is a function (not always necessarily a place or a physical location)
- Information, knowledge, strategic learning content
 - sought from wherever it exists
 - Can be used immediately by local or remote customers



World-Class Knowledge Services: Achieving the Best

Our Definition

“World-Class Specialized Research Library”

- Services
 - Specialized
 - Mission-specific
 - Highest caliber (however library service is measured and judged in that kind of library or that subject-specific industry or environment)



- Knowledge services is embraced as the library’s own management approach for achieving its specific mission

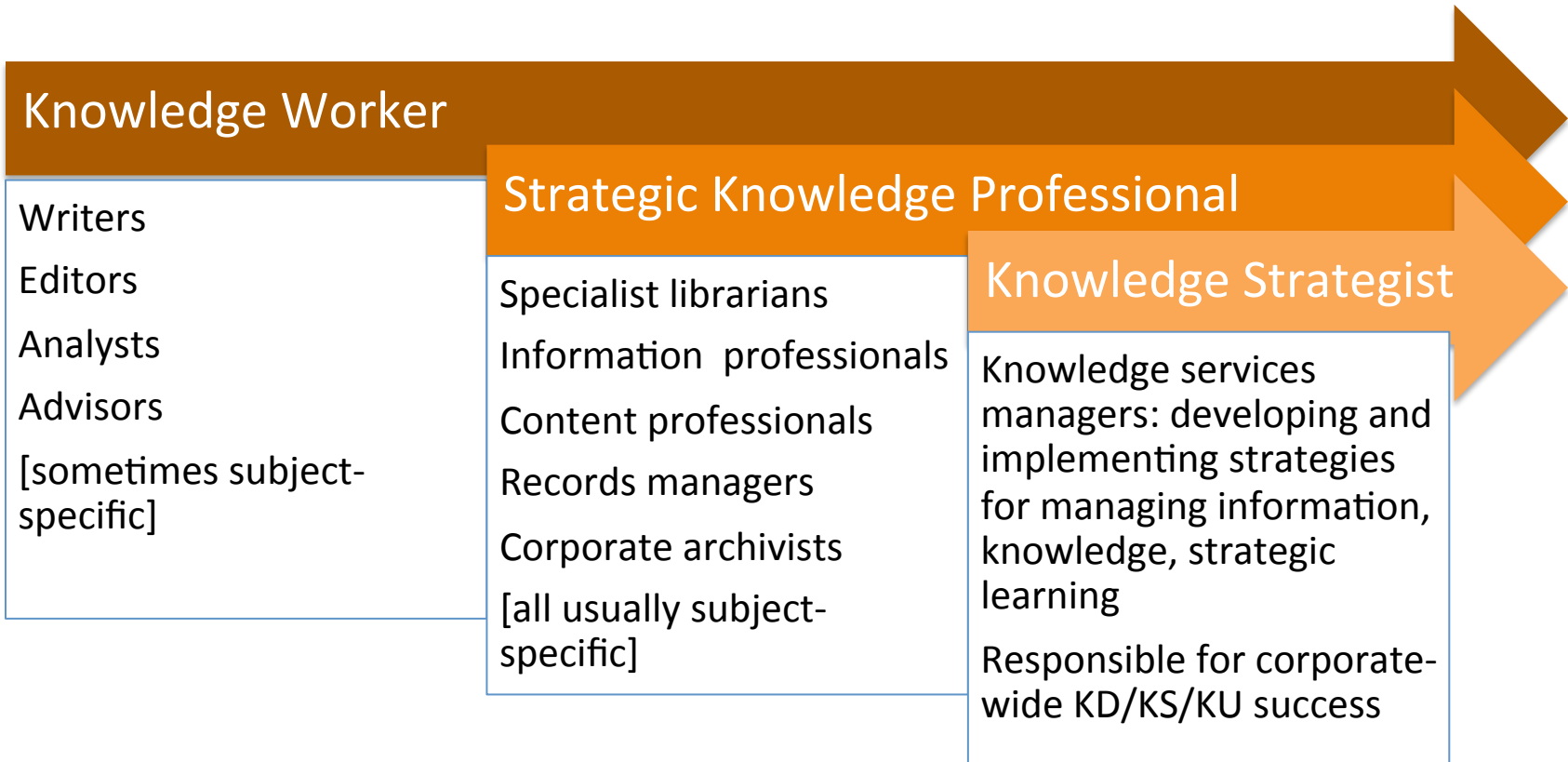


POLL

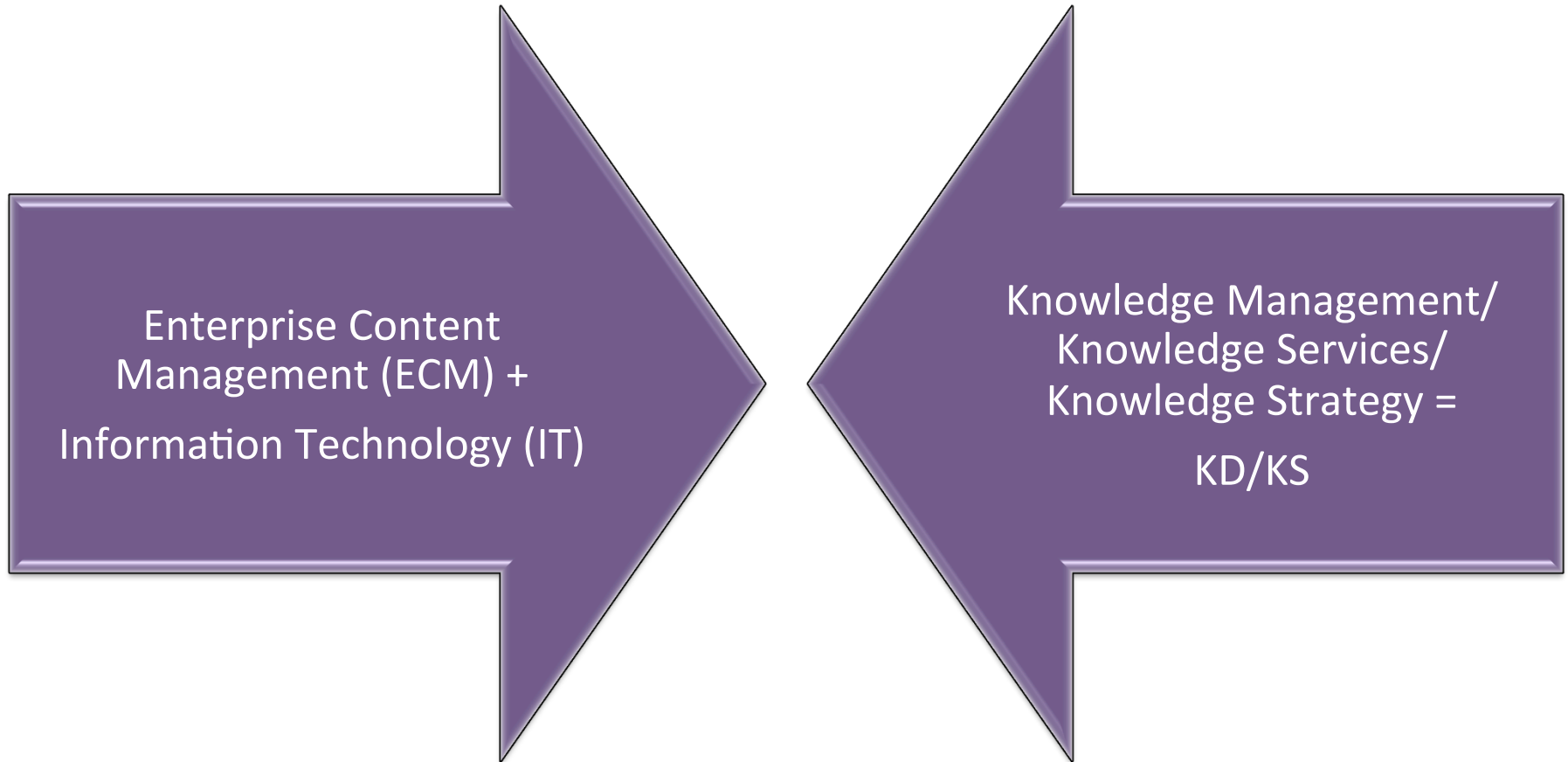
Polling Question # 1: How does the specialized library where you work “stack up” with respect to world-class standards?

- | | |
|--|-------|
| <input type="checkbox"/> Very well | [4%] |
| <input type="checkbox"/> OK | [52%] |
| <input type="checkbox"/> Not on track toward “world-class” | [30%] |
| <input type="checkbox"/> Don’t know | [15%] |

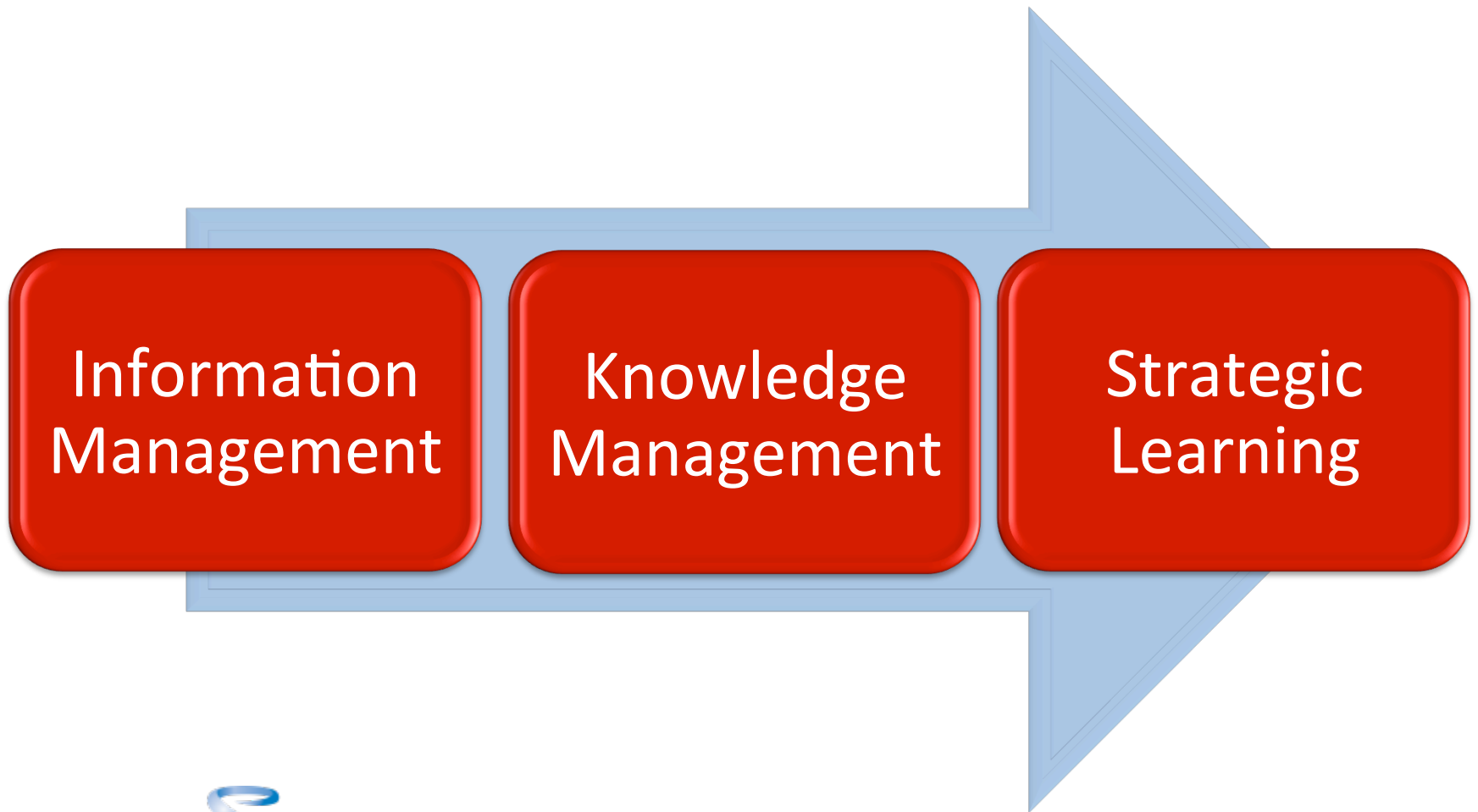
The Changing Workplace



World-Class Knowledge Services: Achieving the Best



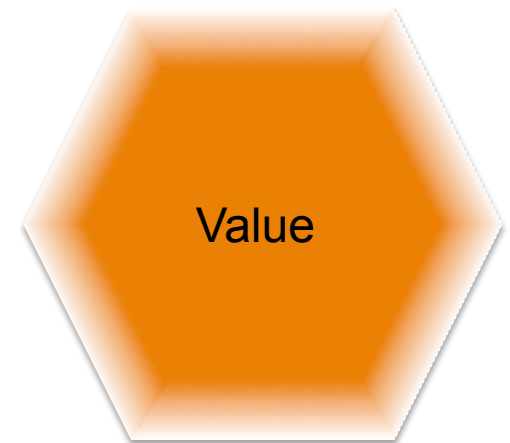
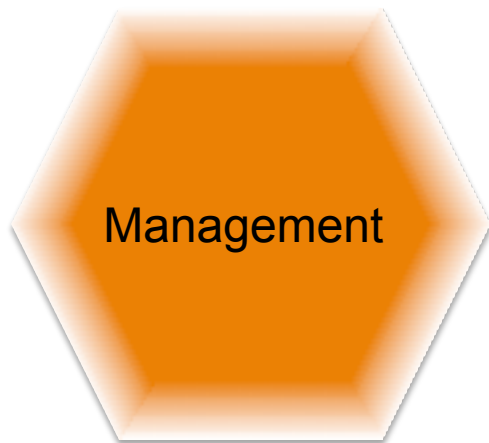
Knowledge Services



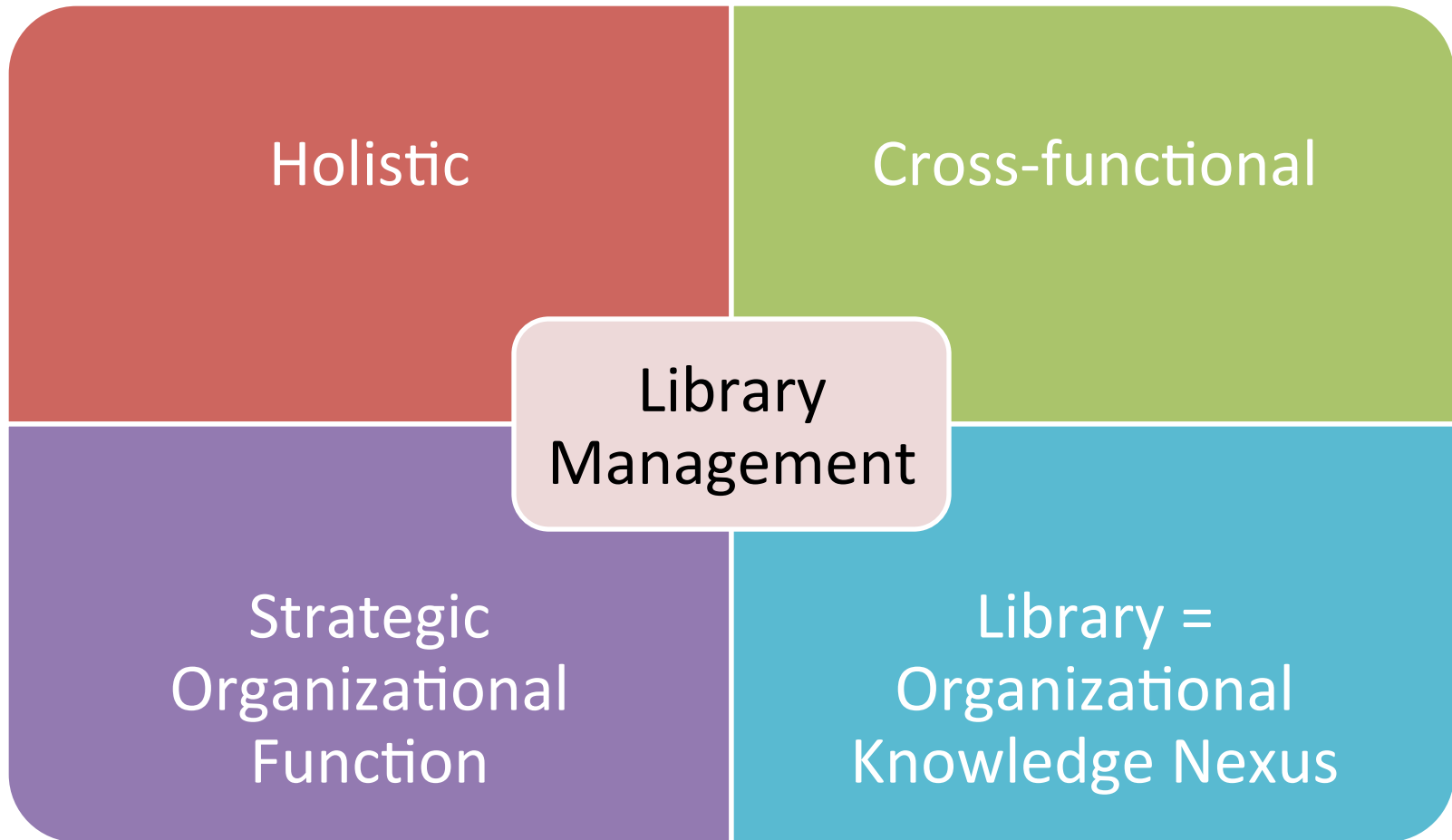
Emerging Trends

Our second talking point: *Are there emerging trends that characterize the world-class specialized research library?*

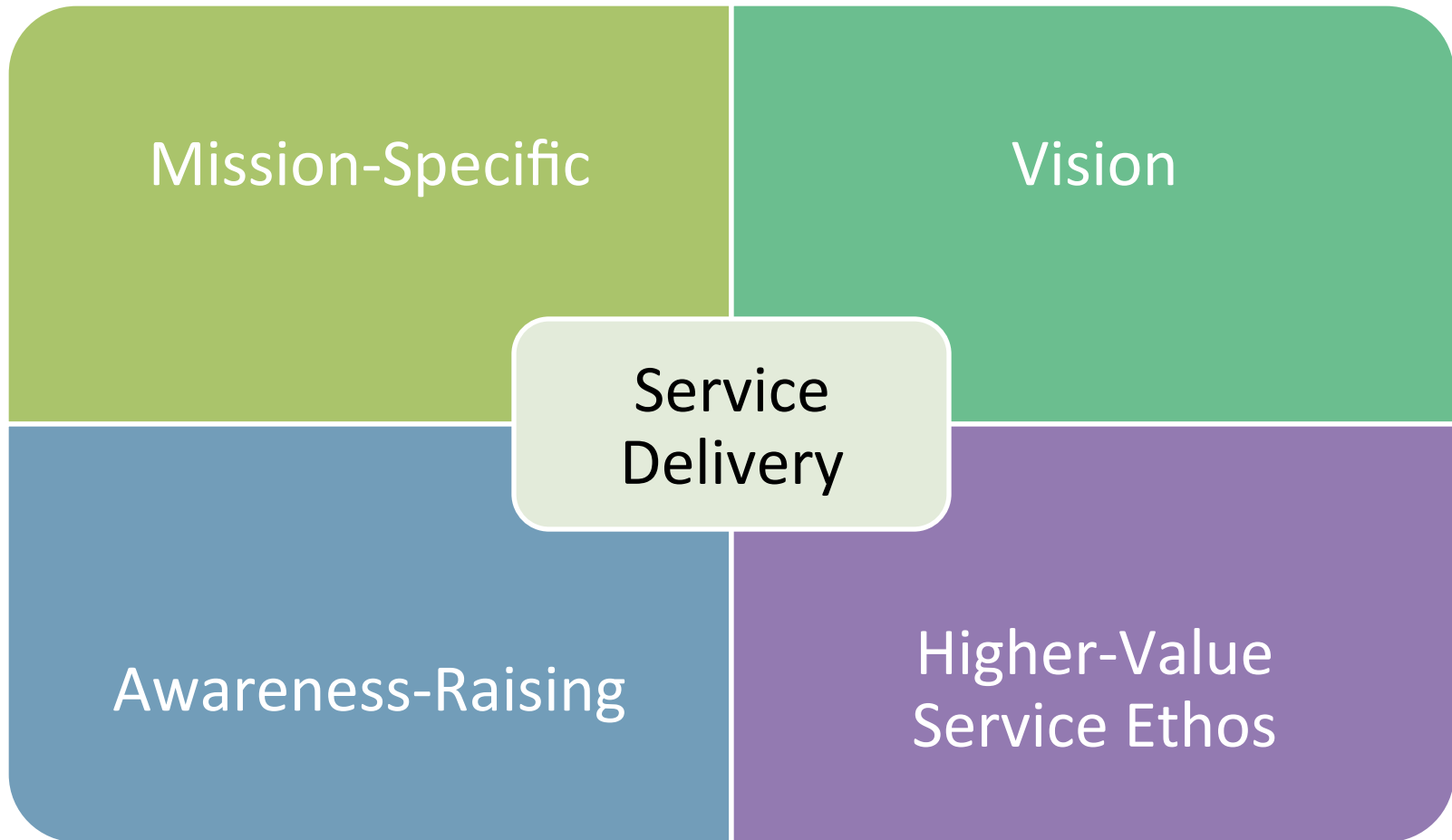
The answer: *A resounding YES – in three categories:*



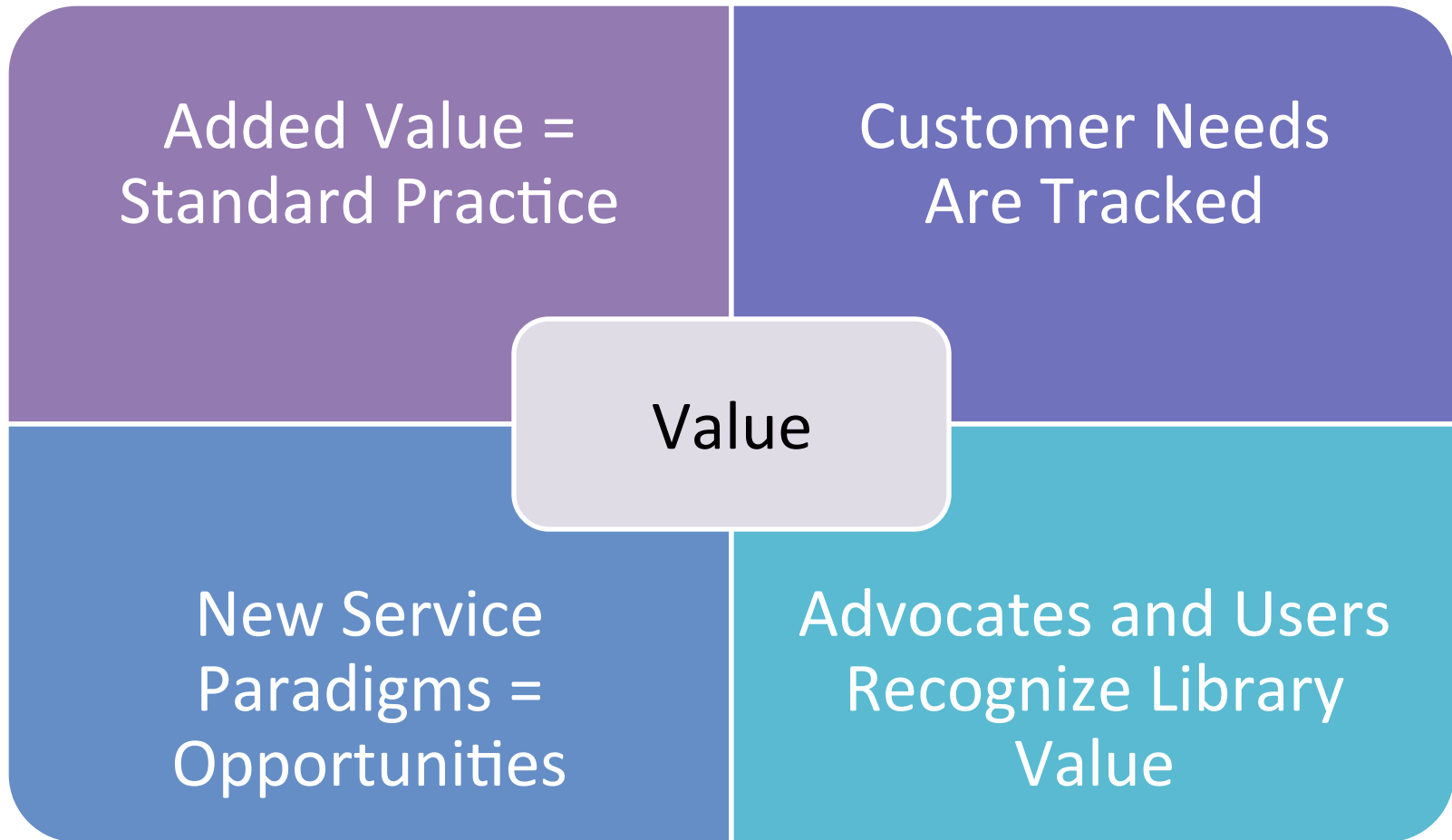
Emerging Trends (1)



Emerging Trends (2)



Emerging Trends (3)



World-Class Knowledge Services: Achieving the Best

Our third talking point: *What is the role of knowledge services in the management of the world-class specialized research library?*

The Knowledge Culture

- intellectual capital recognized as the institution/organization's most critical asset
- collaboration – KD/KS/KU – intellectual enthusiasm support institutional goals

Knowledge Services

- information management, KM, and strategic learning converge for organizational effectiveness
- “natural” opportunities and applications in the business/organizational environment



World-Class Knowledge Services: Achieving the Best

**Knowledge Services in the Company:
A Natural Ambiance for Collaboration**

Principle-based

The way people naturally want to work

Replaces hierarchy

World-Class Knowledge Services: Achieving the Best

**The Collaborative Impulse: When Does It Succeed?
When The Parent Organization Commits to...**

Transparency

Collaboration

Collegiality

Knowledge Services Responsibilities Across the Business/Organizational Environment

Research and Development
(CoPs, Knowledge Networks,
Social Media, Web 2.0,
Network Analysis, *etc.*)

Reports, studies,
background and
client content
management

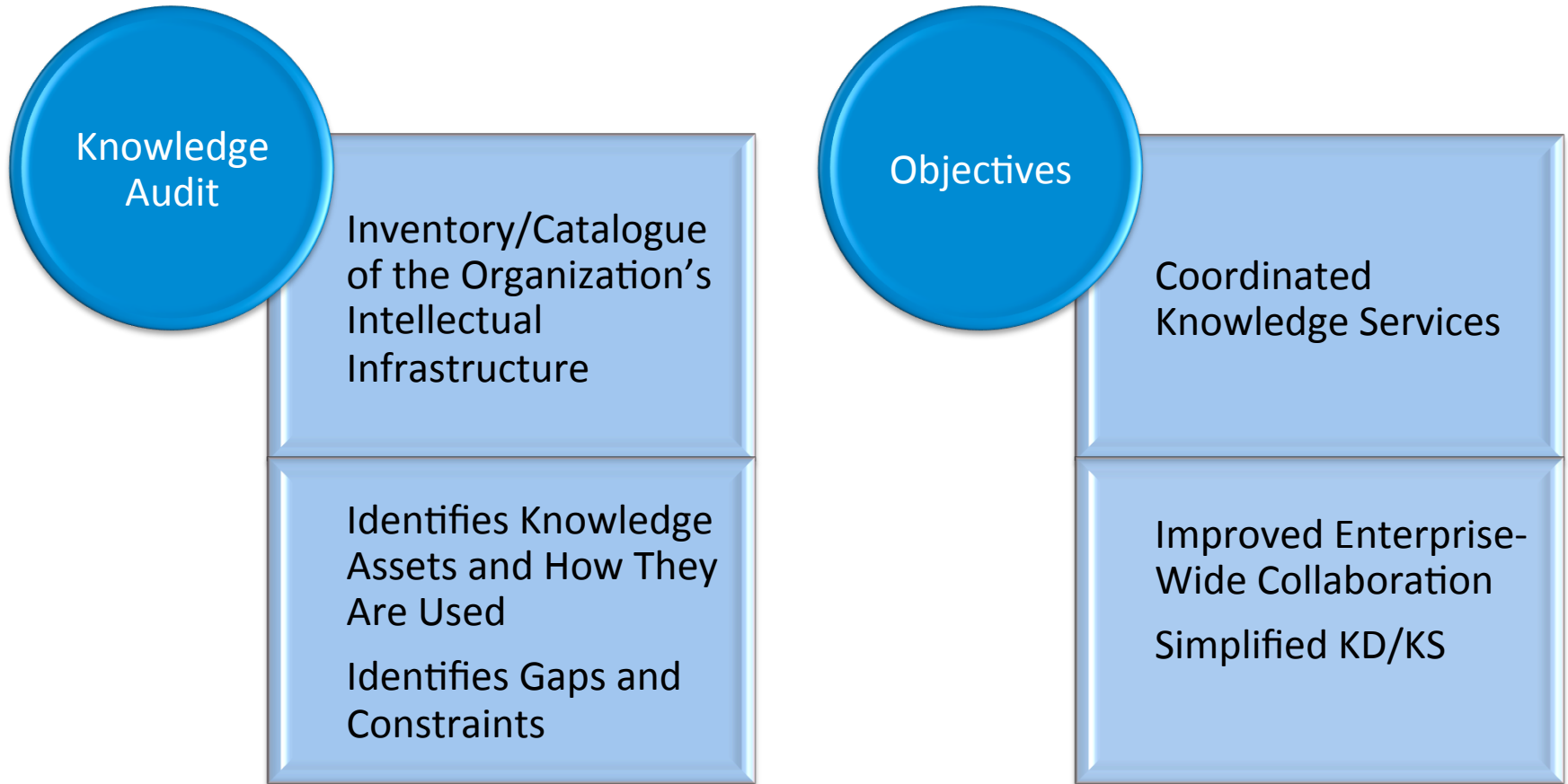
Enterprise-wide
non-knowledge
related
functions
(usually internal)

Records,
archives, digital
asset, library
services
management

External relations
(client/customer,
other affiliates)

World-Class Knowledge Services: Achieving the Best

**Knowledge Services:
The Enterprise-Wide Knowledge Function**



KNOWLEDGE SERVICES: The *Practical* Side of KM “Putting KM to Work”

TRANSITIONING

- Information, Knowledge, and Strategic Learning to *Strategic* Knowledge

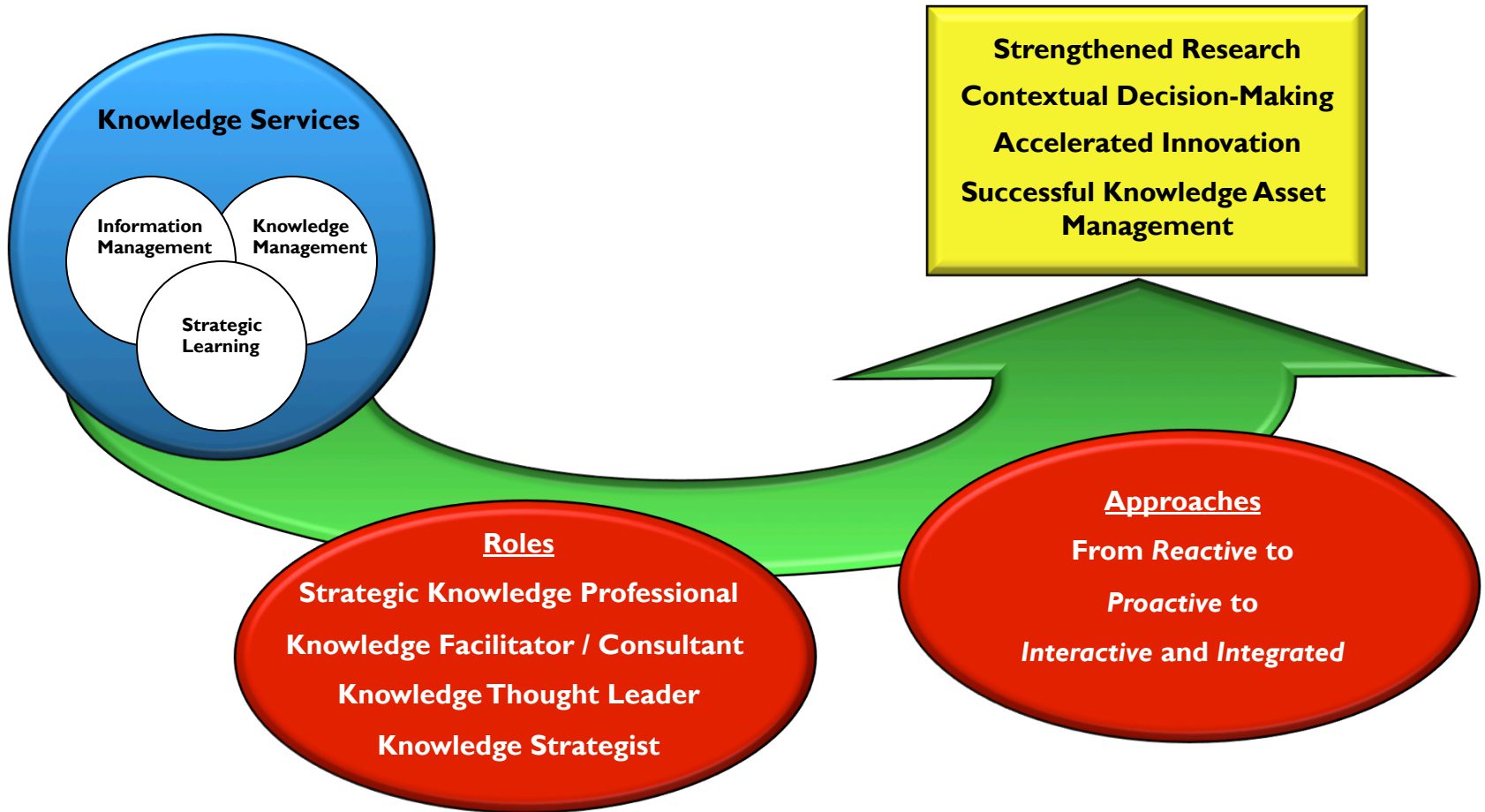
ENABLING

- Contextual decision-making
- Accelerated innovation
- Strengthened research
- Excellence in knowledge-asset management

SUPPORTING

- An enterprise-wide knowledge culture
- Strategic KD/KS
- Organizational effectiveness

Knowledge Services





POLL

Polling Question # 2: Does your work as a specialist librarian match this definition of knowledge services?

- | | |
|---|-------|
| <input type="checkbox"/> Yes | [32%] |
| <input type="checkbox"/> Partially | [61%] |
| <input type="checkbox"/> No | [0%] |
| <input type="checkbox"/> Prefer not to answer | [7%] |



Cloud-based Library, Information, and Knowledge Management Solutions

Coming December 16, 2014

TRANSFORMING LIBRARIES:
Knowledge Services: Prospects for Specialist Librarians

Talking Points for December 16:

- 1. What are your career plans for the next few (3-5) years? And after that?*
- 2. What happening in specialized librarianship? Does that match your career plans? What doesn't match your career plans?*
- 3. How do you feel about being a leader in the organization where you're employed? Or in your next job?*

Perhaps of Interest

THE SLA/SMR INTERNATIONAL KM/KS CERTIFICATE PROGRAM

The Courses

- KMKS103 Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture
(online January 12-26, 2015)
- KMKS104 Networking and Social Media: Technology-Enabled Knowledge Sharing (online February 9-25, 2015)
- KMKS106 Critical Success Factors: Measuring Knowledge Services
(online April 6-22, 2015)
- KMKS101 Fundamentals of KM and Knowledge Services
(SLA Annual Conference, Boston MA, June 12, 2015)
- KMKS102 The Knowledge Audit: Evaluating Intellectual Capital Use
(SLA Annual Conference, Boston MA, June 13, 2015)
- KMKS105 Change Management and Change Implementation in the Knowledge Domain
(online September 16-30, 2015)

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

Contact information

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Cloud-based Library, Information, and KM/Knowledge Services Solutions

Thank you



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