



Transforming Libraries

**How Good Is Your KD/KS/KU?
What Problems Need to Be Solved?**

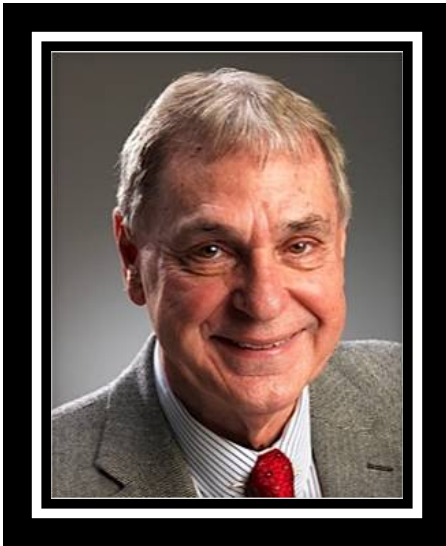
Thursday May 21, 2015
11.00am PDT/2.00pm EDT



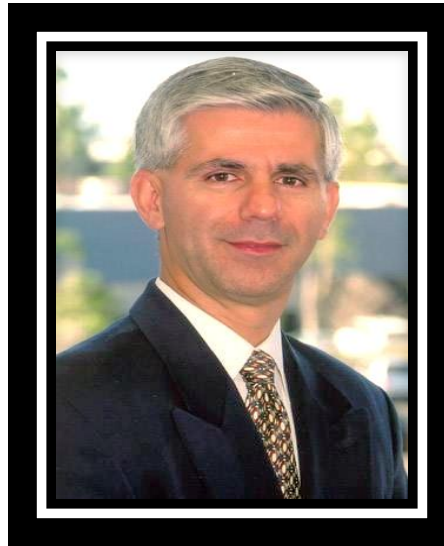
Cloud-based Library, Information, and KM/Knowledge Services Solutions

Transforming Libraries

Today's Presenters



Guy St. Clair



Tony Saadat



Maria Phipps



Transforming Libraries

Future Ready!

Our presenter – Guy St Clair – asks:

- 1. How do you identify the knowledge services gaps where you work? Better yet, are there knowledge-related activities that are being done well?*
- 2. How do you identify the people who can best describe the knowledge services “situation”?*
- 3. Can the manager of the specialized library lead the initiative to raise awareness about high-quality KD/KS/KU?*



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

**How Good is Your KD/KS/KU?
What Problems Need to Be Solved?**

Guy St. Clair

President and Knowledge Services Evangelist
SMR International

Lecturer in Knowledge Services
Business Certification and Post Baccalaureate Programs
Columbia University in the City of New York

Consulting Specialist for Knowledge Services
Soutron Global



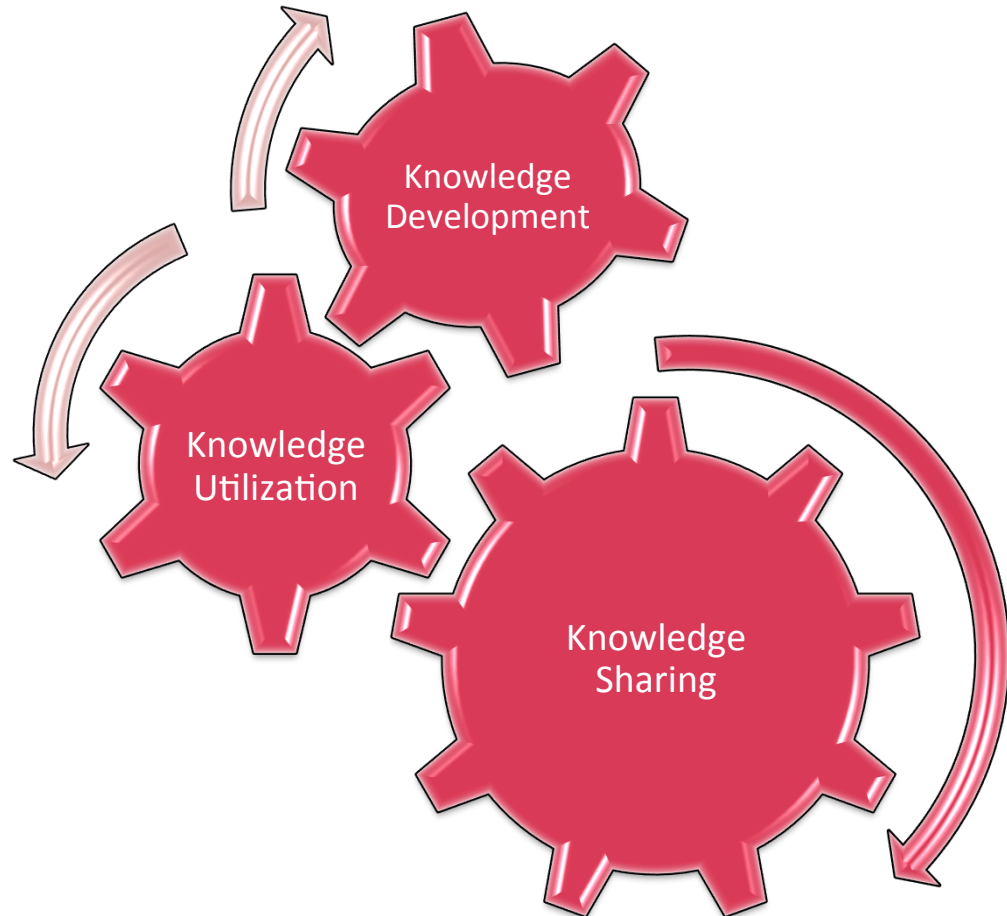
Cloud-based Library, Information, and KM/Knowledge Services Solutions

How Good is Your KD/KS/KU? What Problems Need to Be Solved?

What's KD/KS/KU?

Our Day-to-Day Workplace
Framework:

***Information, Knowledge, and
Strategic Learning***
(what we refer to as
Knowledge Services)



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

What's KD/KS/KU? What's Knowledge?

[Speaking of the Renaissance]: At that time the word *science* had not been narrowed down to one kind of *knowledge*; it meant whatever was known, and men of learning were still able to possess most of it.

Jacques Barzun
From Dawn to Decadence 2000

Ignorance is the curse of God; knowledge is the wing wherewith we fly to heaven.

William Shakespeare

Knowledge has to be improved, challenged, and increased constantly, or it vanishes.

Peter Drucker



What's KD/KS/KU? What's Knowledge?

From the dictionary:

- (1) the fact or condition of knowledge something with familiarity gained through experience or association
- (2) acquaintance with or understanding of a science, art, or technique
- (3) the sum of what is known:** the body of truth, information, and principles acquired by humankind



Knowledge: information that is used

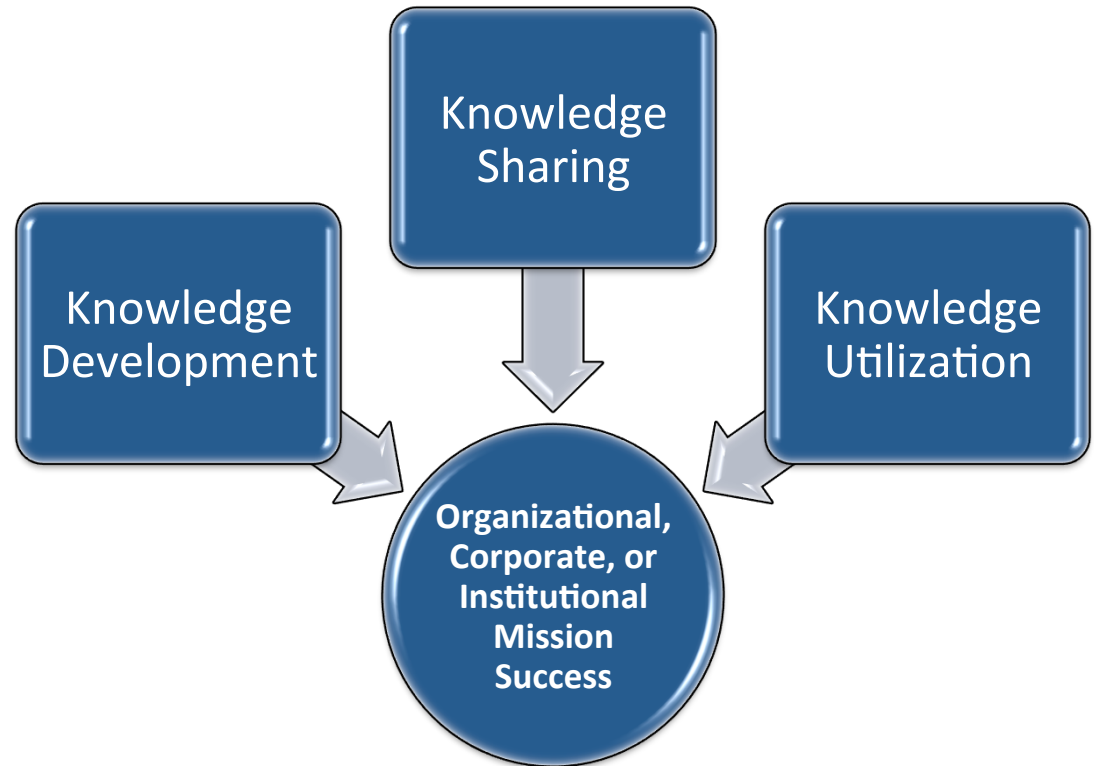
Andrew Berner
September 2008

How Good is Your KD/KS/KU? What Problems Need to Be Solved?

The Librarian's Role in the KD/KS/KU Process

Leading and Managing Knowledge Services by:

- Developing: providing guidance
- Sharing: providing the link people-to- people connections
- Using: oversight (when required) to ensure that knowledge is not compromised



The Librarian's Special Job

Specialist Librarians and
Research Managers Uniquely
Positioned for:

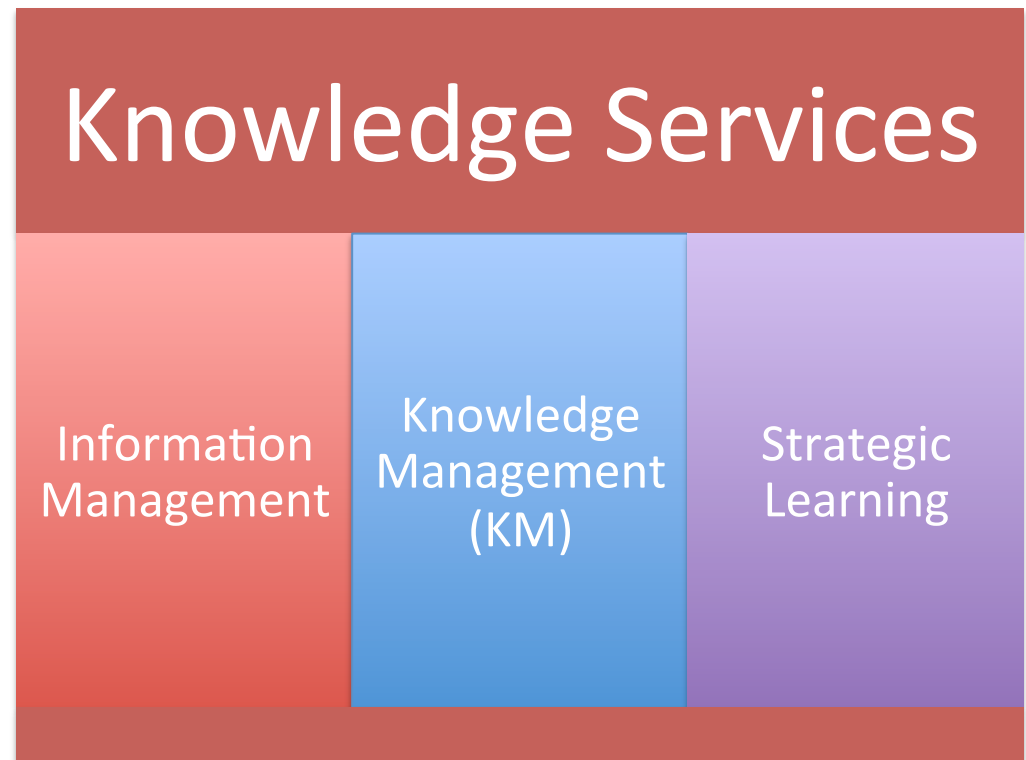
- Understanding the company's communication and knowledge-sharing habits
- Using professional expertise and background for evaluating how information and knowledge are managed
- Providing particular strengths for aligning knowledge value and use with corporate goals.



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

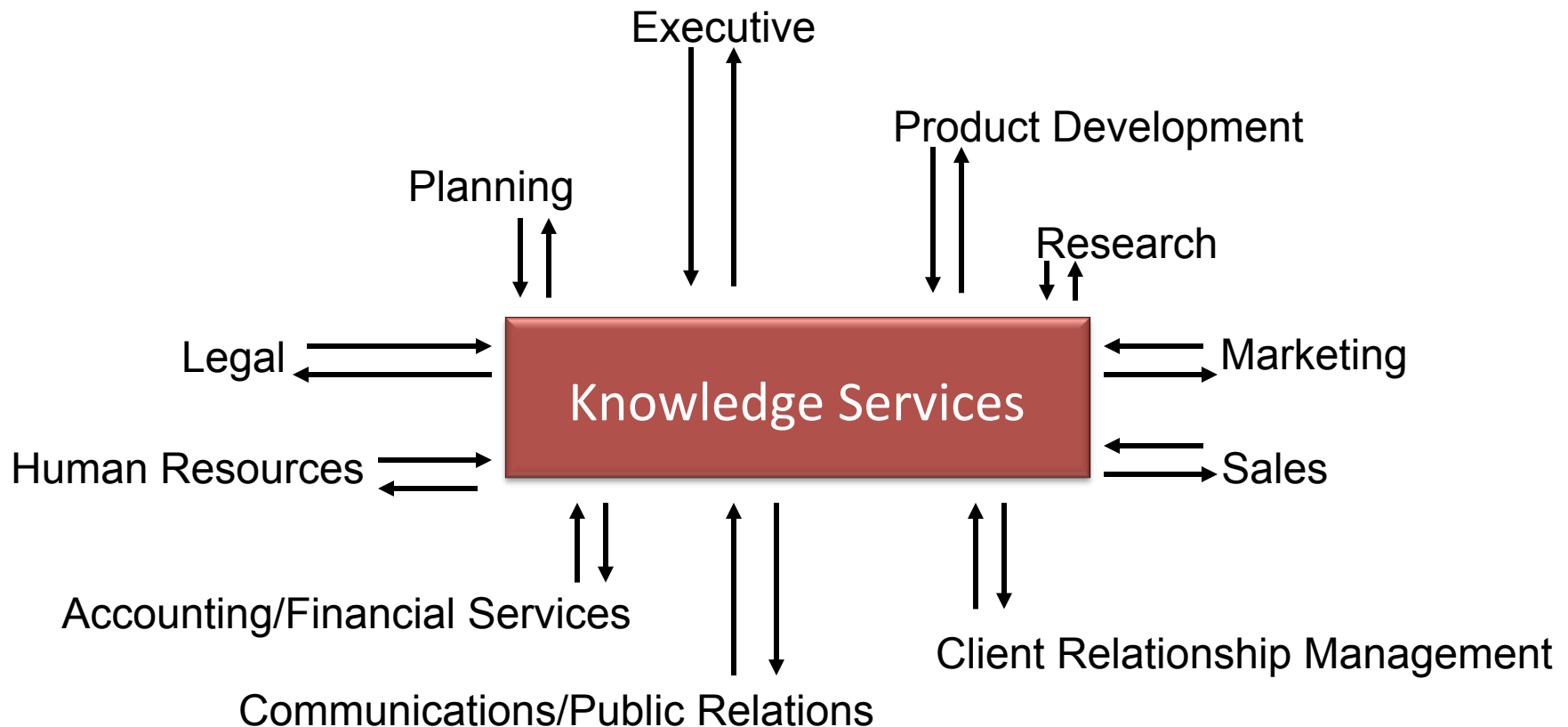
KD/KS/KU: Builds on Knowledge Services

Knowledge Services: the management and service-delivery methodology that converges information management, knowledge management, and strategic learning into a single over-arching operational function



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

Many Organizational Functions: KD/KS/KU?



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

Boundary-less and Cross-Functional KD/KS/KU How Good?

What performance standards
are in place?

How are performance standards
established (who sets them)?

Who measures?

Who sees the measurement
results?

How are they used?





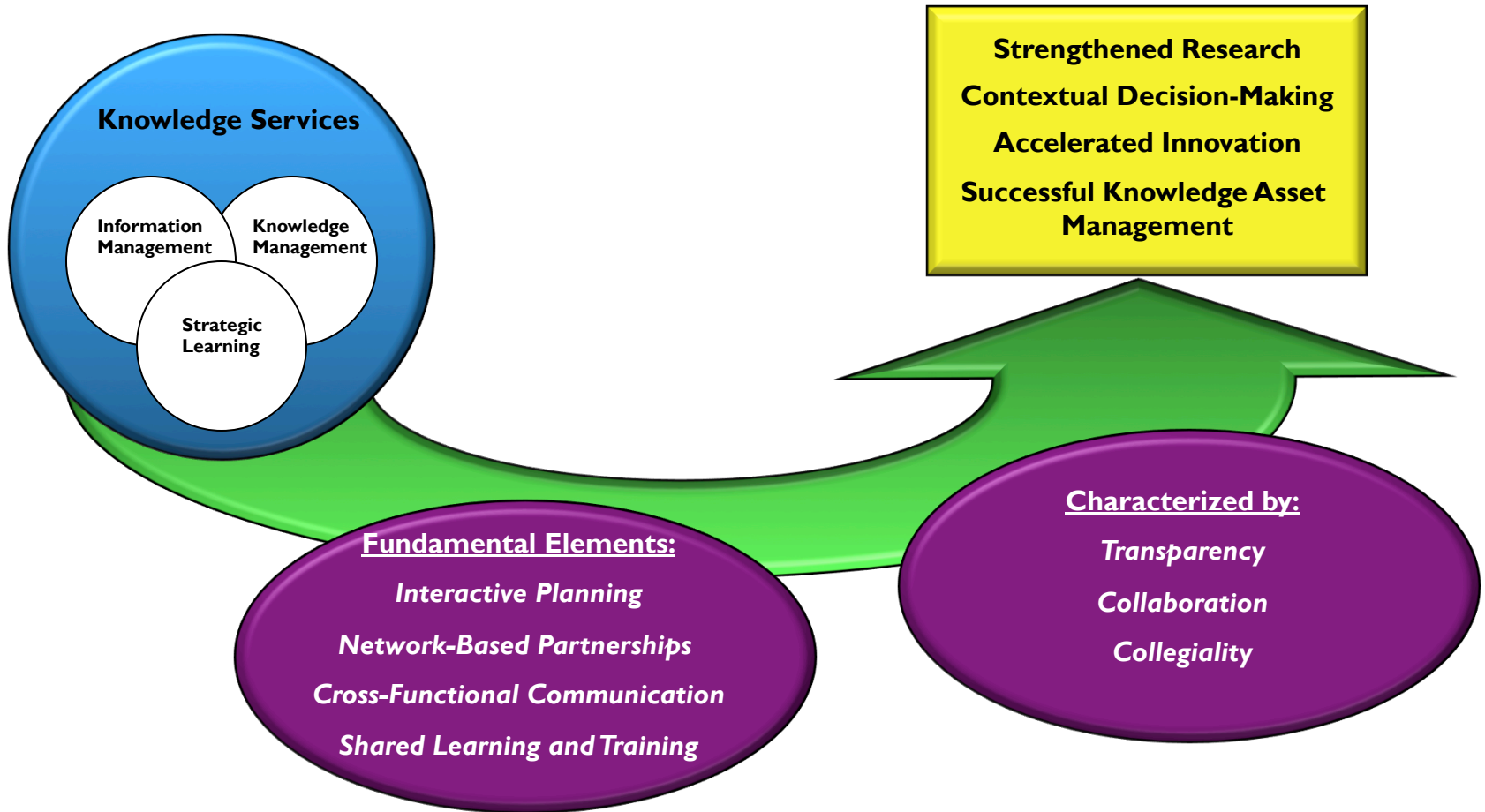
POLL

Polling Question # 1: Are formal performance evaluations conducted for business units in the company where you are employed?

- Yes – including specialized library/research functions [53%]
- Yes – **not** including specialized library/research functions [21%]
- No [26%]
- Don't know or not sure [0%]

[Results posted Friday May 22, 2015]

Knowledge Services



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

What's Needed? Who Takes the First Step?

1. *How do you identify the knowledge services gaps where you work? Better yet, are there knowledge-related activities that are being done well?*



How Do We React to Problems?

When problems are identified, what is the framework for solving them (or for building an innovation or undertaking an initiative)?



Identify people “who know”:

1. People identified with problem or innovation
2. Bring in your skills and expertise database

Engage in conversation

1. What are the issues?
2. What’s the link to KD/KS/KU (knowledge services)

How Good is Your KD/KS/KU? What Problems Need to Be Solved?

From Knowledge Services to Knowledge Central The Specialist Librarian's Role

Why specialist librarians are the company's knowledge sharing experts:

- You are at the core or center of the organization knowledge structure
- *you provide a means of knowledge connection between members within the company.*



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

KD/KS/KU – Who Do You Ask?

2. *How do you identify the people who can best describe the knowledge services “situation”?*

- *Clients, information/knowledge seekers throughout the organization*
- *Management leaders asking questions (including research managers in business units)*
- *Product development/administration staff*





Cloud-based Library, Information, and Knowledge Management Solutions

SPECIAL NOTICE

Soutron Global Seminar

**Tuesday, June 16, 2015 at the SLA Annual Conference:
10:15 – 11:15 am – Boston Convention and Exhibit Center
Room 206 B**

TRANSFORMING LIBRARIES

ANNOUNCING THE FIRST KNOWLEDGE-SHARING TOOL DESIGNED SPECIFICALLY FOR SPECIAL LIBRARIES

SLA Past President GUY ST. CLAIR will share his thoughts—based on 45 years of experience working with specialist librarians—about the need for a unique, specially designed knowledge-sharing tool, completing the search for Knowledge Development, Knowledge Sharing, and Knowledge Utilization (KD/KS/KU) technology supporting excellence in knowledge services.

How Good is Your KD/KS/KU? What Problems Need to Be Solved?

Value Network Analysis

Value Network: “any web of relationships that generates both tangible and intangible value through complex dynamic exchanges between two or more individuals, groups or organizations.”

Value Network Analysis: “a whole systems mapping and analysis approach ...reveals hidden network patterns for predictive intelligence ... can lead to shifts in perception of problem situations and mobilize collective action to implement change.

—Verna Allee

[ValueNet Works®](#)



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

Value Network Analysis

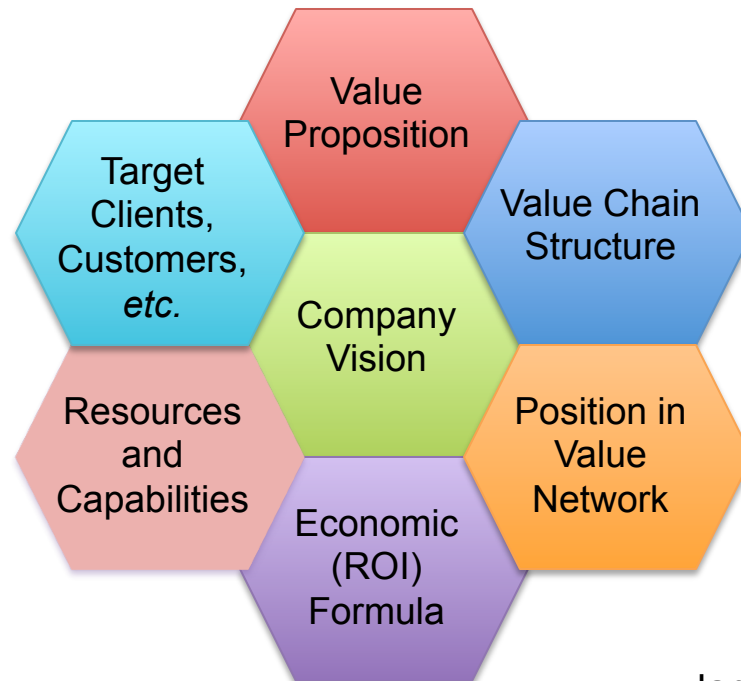
Value Network:

“...how the firm interacts with stakeholders ... and chooses how far to specialize in one or another location in the value network.”

—Ian Miles

Higher School of Economics

[Manchester Institute of Innovation Research](#)



—Ian Miles

[adapted by Guy St. Clair for Knowledge Services]

How Good is Your KD/KS/KU? What Problems Need to Be Solved?

KD/KS/KU – Your Leadership Role

3. *Can the manager of the specialized library lead the initiative to raise awareness about high-quality KD/KS/KU? Yes—if you are prepared to:*

Influence—Visualize—Innovate

Know Your People: Develop personal relationships: know each person's talents—each person is a **knowledge asset**

Know Your Industry: What's important? Why? What knowledge is valued?

Know Yourself: What are your strengths? What's your expertise? Do you **want** to lead others?



How Good is Your KD/KS/KU? What Problems Need to Be Solved?

Knowledge Sharing = Collaboration

Principle-based

The way people naturally want to work

Replaces (or challenges) hierarchy

Taking a Hard Look at How We're Perceived

Is the specialist librarian/research manager **positioned** to lead the company's knowledge-sharing?

- Objective: how are audit and/or measurement results received? what actions are taken?
- Subjective: how do you rank the organization in these three critical elements? how do your colleagues in other business units rank the organization?
- Subjective: what's **your** perception of the prospects for the specialized library knowledge-sharing leader?

Collegiality

Collaboration

Transparency

We Move from Collaboration to Collegiality

Collegiality is more than:

- Commonality
- Agreement
- Coactivity
- Concurrence
- Collaboration

Collegiality is the defined relationship between (among) colleagues, built on respect, sincerity, cordiality, and courtesy.





POLL

Polling Question # 2: In your present work, are you positioned to take on leadership responsibility for corporate knowledge-sharing?

- | | |
|--|-------|
| <input type="checkbox"/> Yes | [58%] |
| <input type="checkbox"/> No | [16%] |
| <input type="checkbox"/> Don't know | [21%] |
| <input type="checkbox"/> Unsure or prefer not to respond | [5%] |

[Results posted Friday May 22, 2015]



Cloud-based Library, Information, and Knowledge Management Solutions

SPECIAL NOTICE

Soutron Global Seminar

**Tuesday, June 16, 2015 at the SLA Annual Conference:
10:15-11:15 am – Boston Convention and Exhibit Center
Room 206 B**

TRANSFORMING LIBRARIES

ANNOUNCING THE FIRST KNOWLEDGE-SHARING TOOL DESIGNED SPECIFICALLY FOR SPECIAL LIBRARIES

SLA Past President GUY ST. CLAIR will share his thoughts—based on 45 years of experience working with specialist librarians—about the need for a unique, specially designed knowledge-sharing tool, completing the search for Knowledge Development, Knowledge Sharing, and Knowledge Utilization (KD/KS/KU) technology supporting excellence in knowledge services.

THE SLA/SMR INTERNATIONAL KM/KS CERTIFICATE PROGRAM

The Courses

- 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)
- KMKS101 Fundamentals of Knowledge Management and Knowledge Services
(online October 13-28, 2015)
- KMKS104 Networking and Social Media: Technology-Enabled Knowledge Sharing
(online February 8-24, 2016)
- KMKS102 The Knowledge Audit: Evaluating Intellectual Capital Use
(online April 11-27, 2016)
- KMKS101 Fundamentals of KM and Knowledge Services
(SLA Annual Conference, Philadelphia PA, June 10, 2016)
- KMKS105 Change Management and Change Implementation in the Knowledge Domain
(SLA Annual Conference, Philadelphia PA June 11, 2016)
- KMKS103 Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture
(online September 12-28, 2016)
- KMKS106 Critical Success Factors: Measuring Knowledge Services
(online October 5-26, 2016)
- KMKS101 Fundamentals of KM/Knowledge Services
(online October 31-November 16, 2016)

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

Contact information

Guy St. Clair

President

[SMR International](#)

10 Park Avenue (Suite 4-F)

New York NY 10016 USA

+1 917.797.1500

[guystclair@smr-
knowledge.com](mailto:guystclair@smr-knowledge.com)

Tony Saadat

President and CEO

[Soutron Global](#)

1653 Aryana Dr.

Encinitas, CA 92024

+1 760.870.4243 X123

tsaadat@soutronglobal.com



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



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

Thank you



Tony Saadat

CEO Soutron Global
tsaadat@soutronglobal.com



Maria Phipps

Library Consultant Soutron Global
mphipps@soutronglobal.com



Gary Brooks

Account Manger Soutron Global
gbrooks@soutronglobal.com



Follow Us

 <http://www.linkedin.com/company/soutron-global>
<https://twitter.com/SoutronGlobal>