



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

Transforming Libraries

The First Knowledge-Sharing Tool Designed for Specialized Libraries

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Transforming Libraries

Future Ready!

Today's Talking Points:

1. Do you agree that the specialized library/research management staff are the company's "hidden jewels"—the company's *true* knowledge experts, its *knowledge thought leaders*?
2. If you—as the specialist librarian—had access to the expertise of the company's best thinkers, what would you do to approach them?
3. With that access, how would you capitalize on their expertise and the value of their knowledge in support of knowledge services? How would you use that expertise and knowledge?

**Transforming Libraries into
Digital Information Resource Centers**

**The First Knowledge-Sharing Tool
Designed for Specialized Libraries**

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

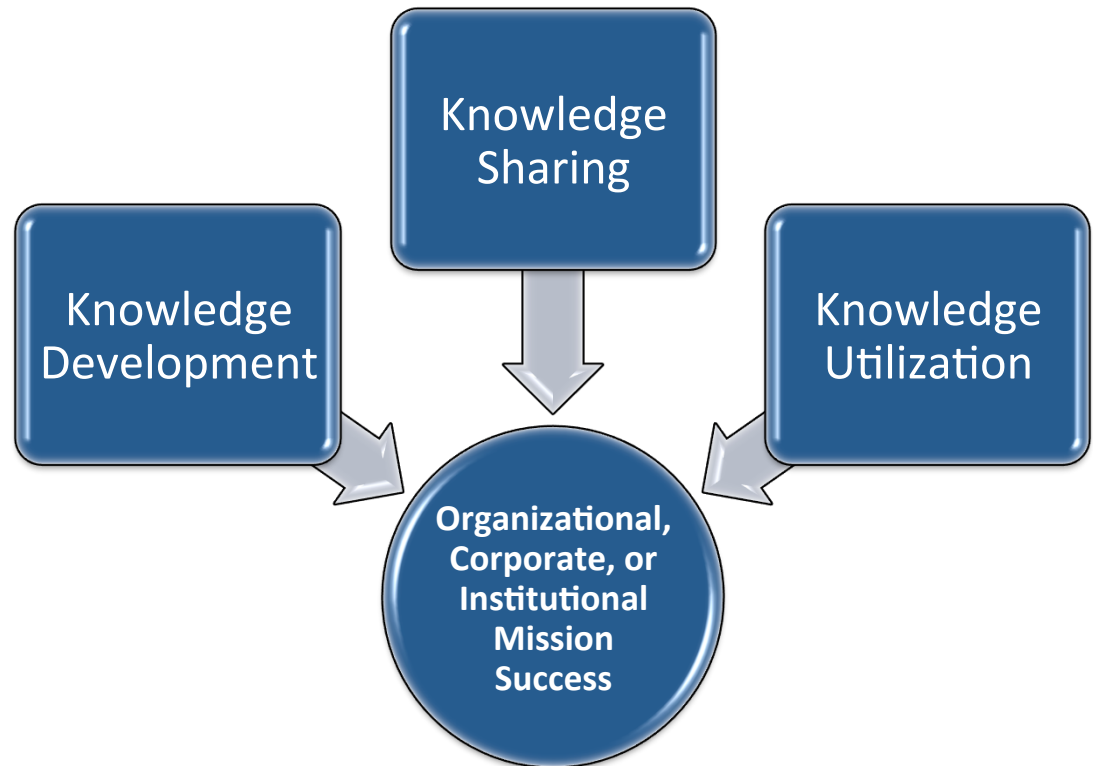
The First Knowledge-Sharing Tool Designed for Specialist Librarians

1. Do you agree that the specialized library/research management staff are the company's "hidden jewels"—the company's *true* knowledge experts, its *knowledge thought leaders*?

Your Role in the KD/KS/KU Process

Do You Lead/Manage Knowledge Services by:

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



The Specialist Librarian's Special Job

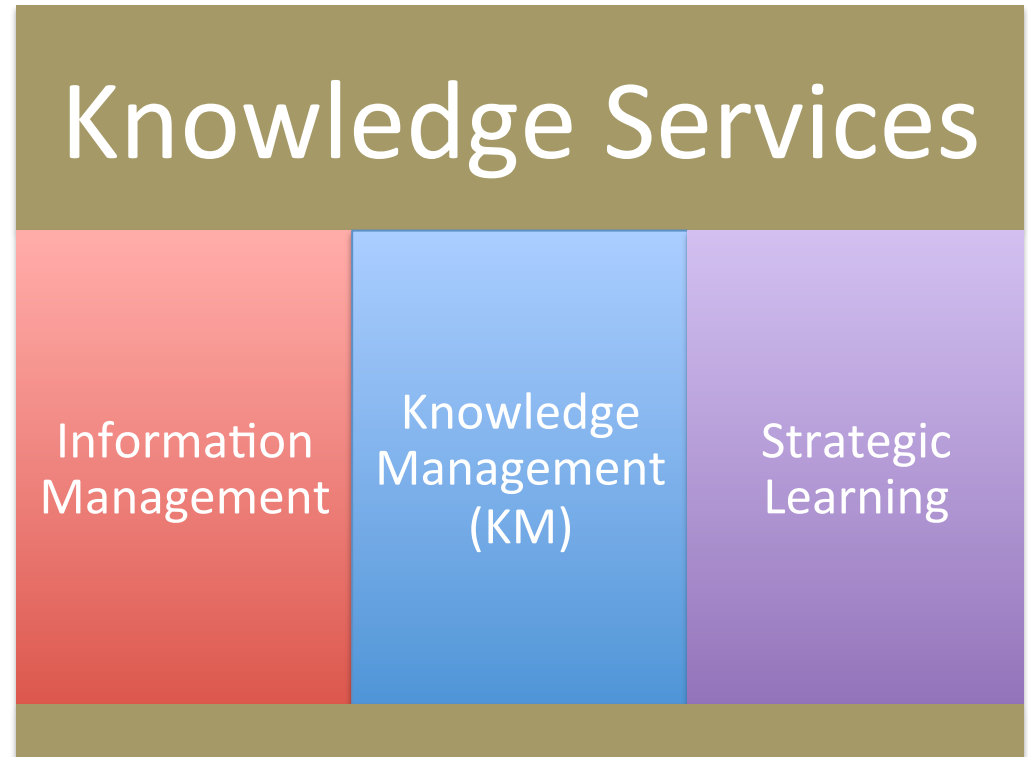
Uniquely Positioned for:

- 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.



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



An Easy Approach to Getting Recognized

Ian Thorpe: Put Your Name on It

Why? Thorpe identifies four reasons:

- Enables you to be in touch with people you might need to contact (and they can be in touch with you)
- Public visibility is an “important motivator” for getting people to share
- Good for accountability and the quality of your work
- Identifies your work as good work, valuable to the organization

KM on a Dollar a Day
(June 3, 2015)

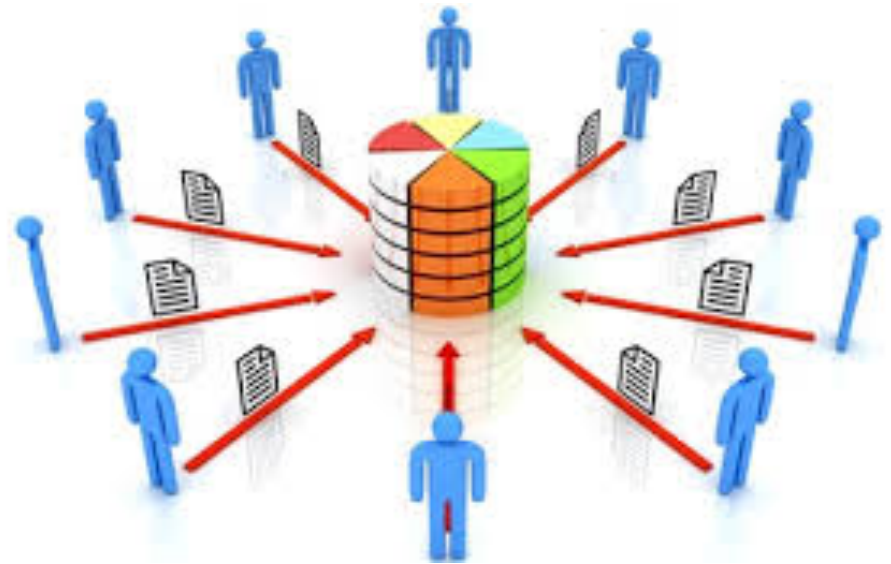


JANUS—Looking Both Ways

Your Knowledge-Sharing Tool (The Skills and Expertise Database)

Experts database:

A searchable directory of specialists in a defined organizational framework (company at large, division or other large-scale working environment, or a department or other individual and specific business unit), together with selected relational content as desired.



KD/KS/KU – Who Do You Ask?

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

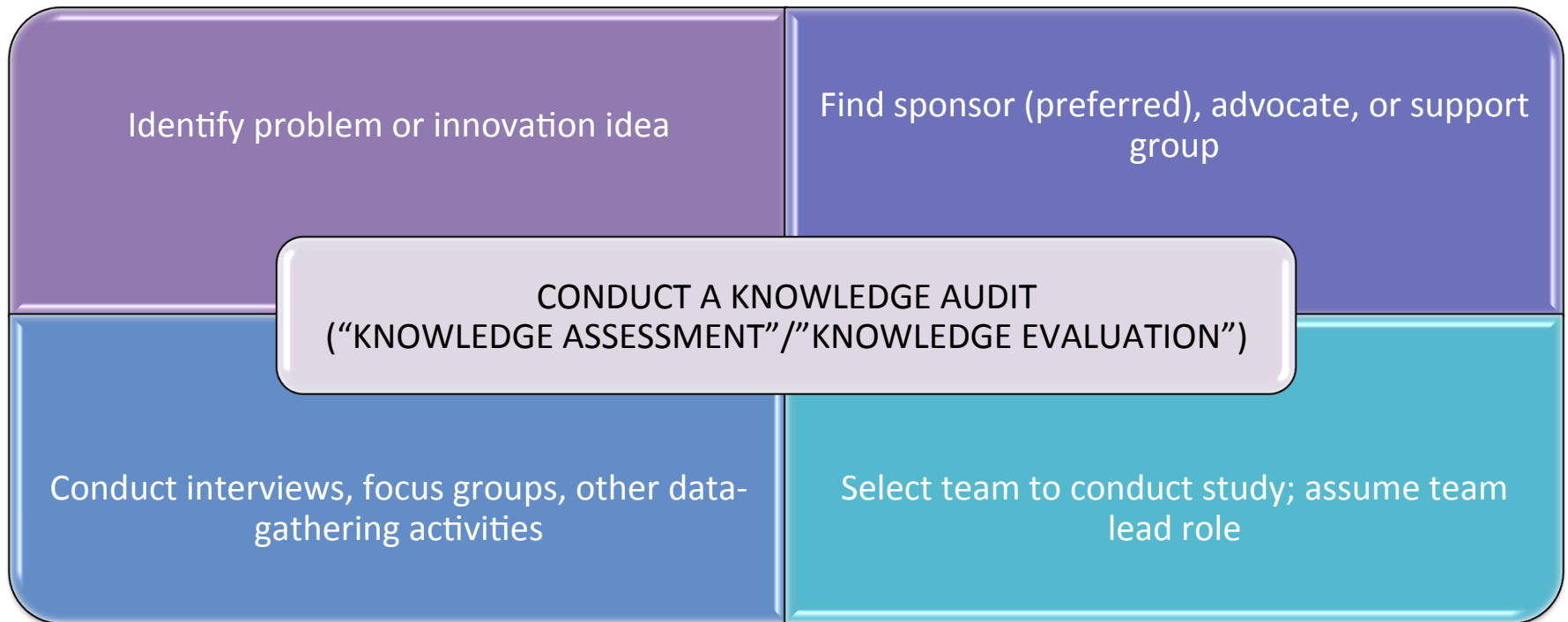
- *Clients, information/knowledge seekers throughout the organization*
- *Management leaders asking questions (including research managers in business units)*
- *Product development/administration staff*



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2. If you—as the specialist librarian—had access to the expertise of the company’s best thinkers, what would you do to approach them?

Making Use of Your KD/KS/KU Skills

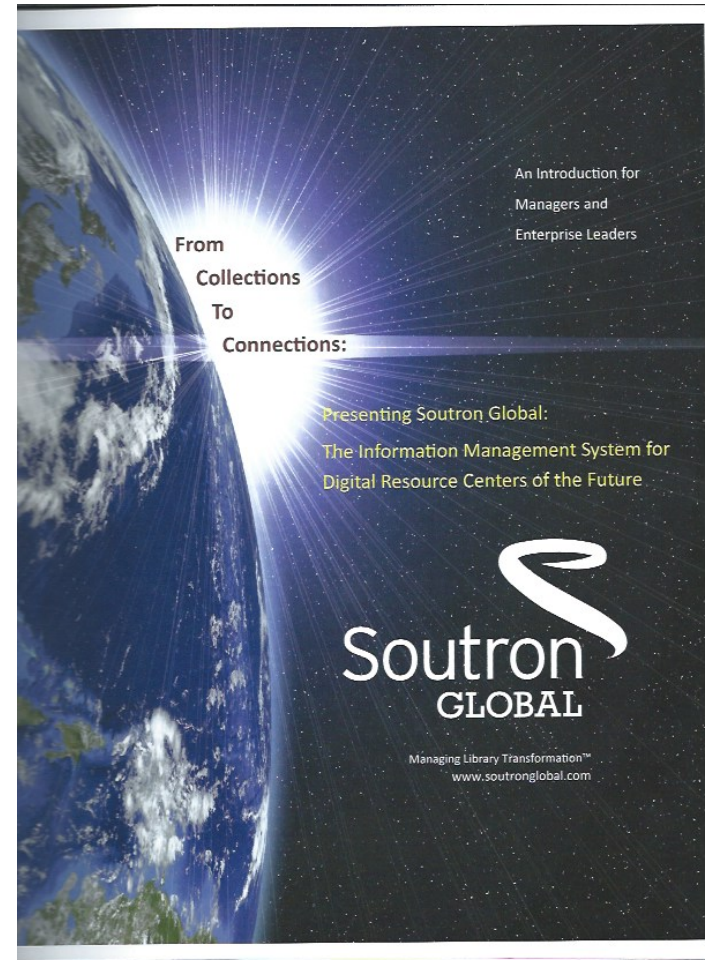


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Moving from Collections to Connections

Four Conditions Apply:

1. Enterprise-wide leadership and senior management recognize the value of well-managed information, knowledge, and strategic learning in corporate success
2. The company's specialized library transitions into the company's strategic knowledge function, becoming the organization's strategic knowledge business unit/operational function

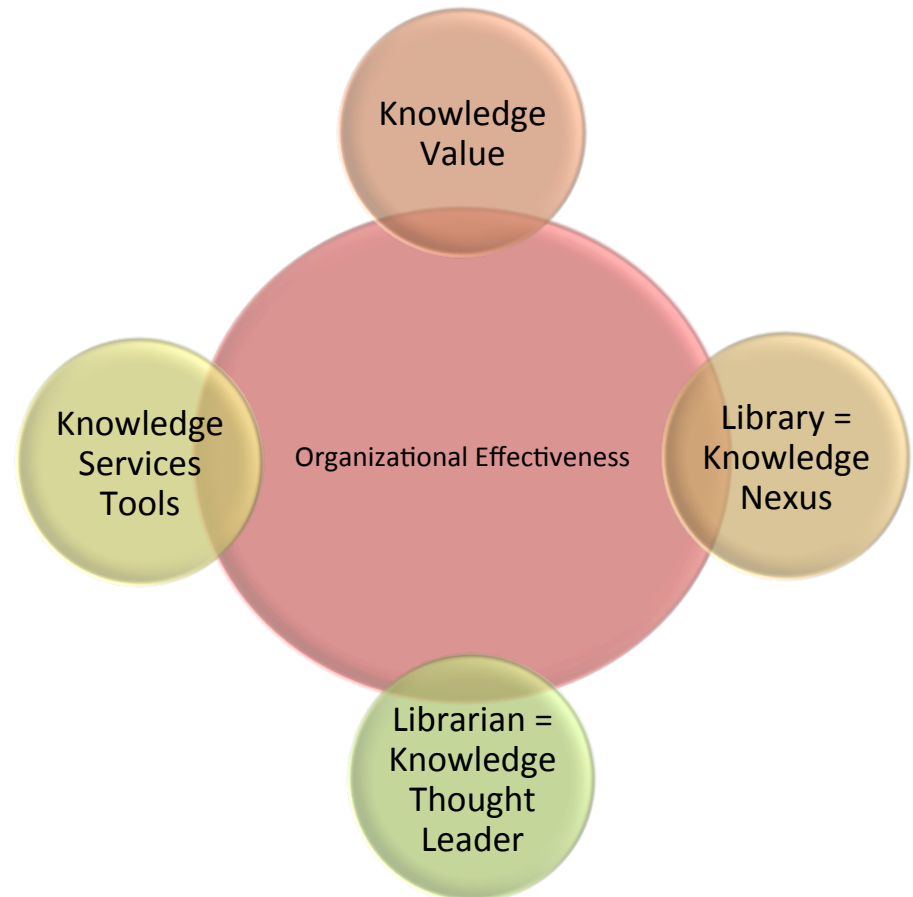


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Moving from Collections to Connections

Four Conditions Apply:

3. The organization's specialist librarian becomes the company's strategic knowledge professional, the knowledge thought leader for the company.
4. KM/knowledge services tools support enterprise-wide (or departmental) content management and enable collaboration throughout the corporate knowledge domain.



Knowledge Sharing = Collaboration

Principle-based

The way people naturally want to work

Replaces (or challenges) hierarchy

KD/KS/KU – Your Leadership Role

It's your road to success with knowledge sharing, 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?



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3. With that access, how would you capitalize on their expertise and the value of their knowledge in support of knowledge services? How would you use that expertise and knowledge?

Put Yourself Out There

When a problem is identified or an innovation is discussed, how is the librarian involved in solving them or working within the initiative?

Identify people “who know”:

1. People identified with problem or innovation
2. Organizational affiliates listed in the skills and expertise database

Engage in conversation

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



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 specialist librarian as 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.



Value Network Analysis

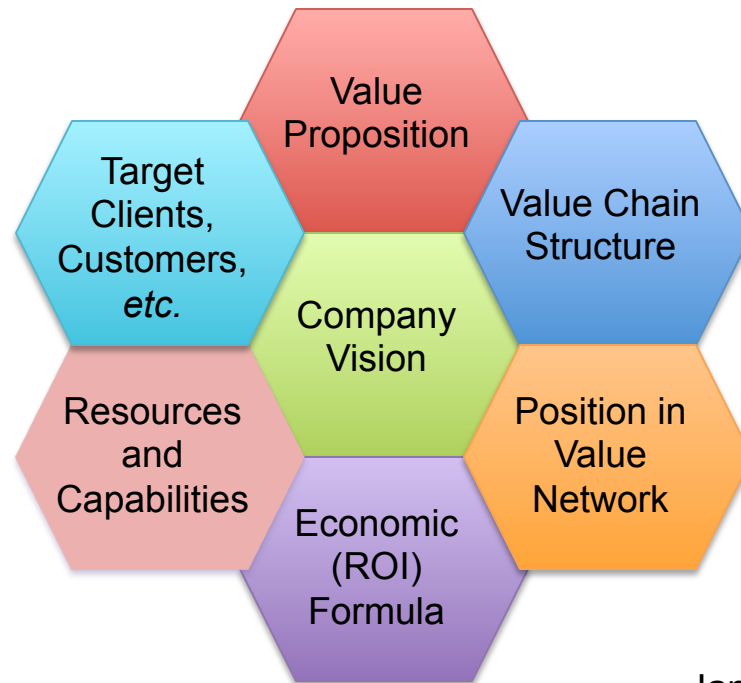
Value Network:

“...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

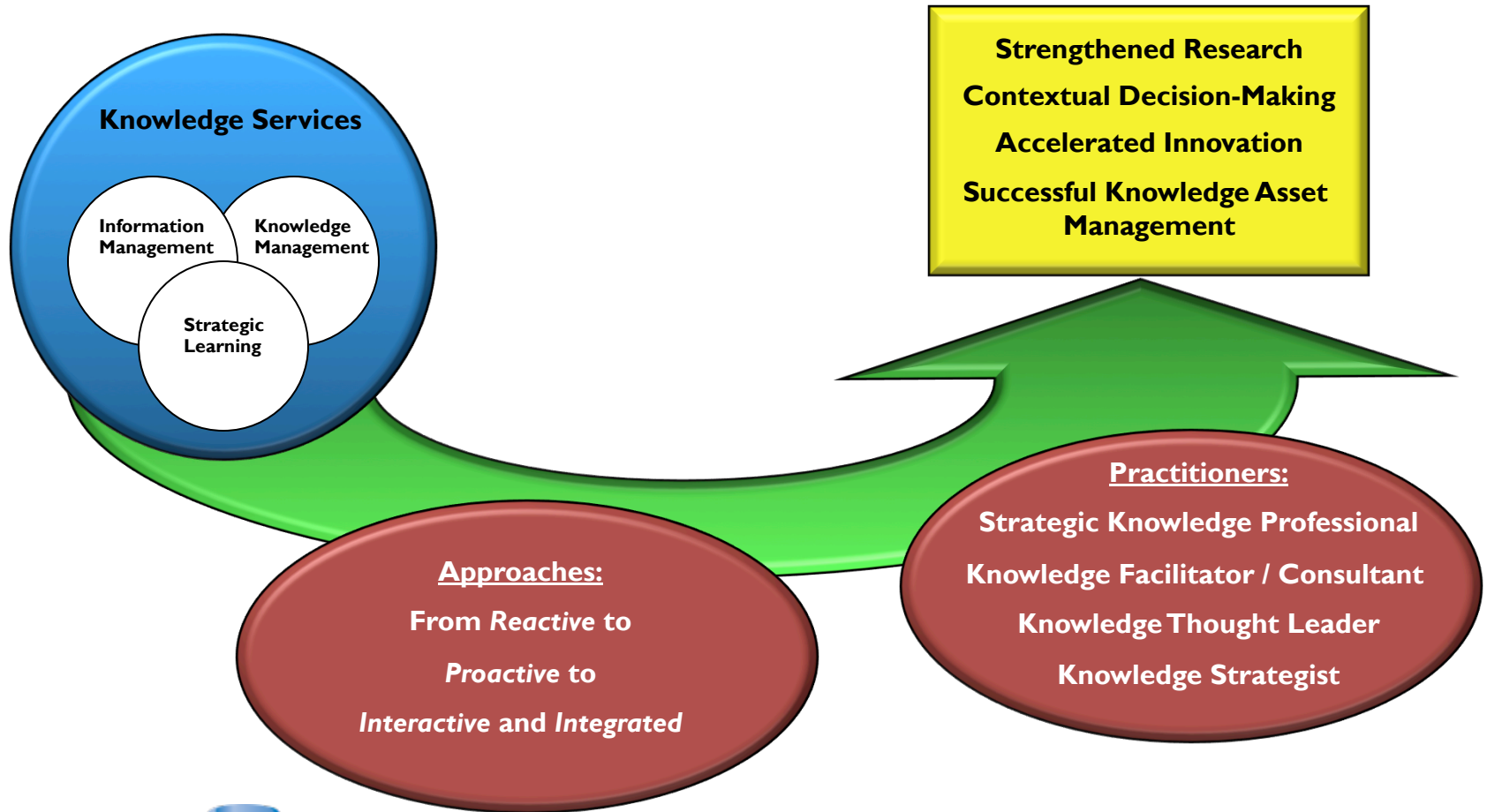
[Manchester Institute of Innovation Research](#)



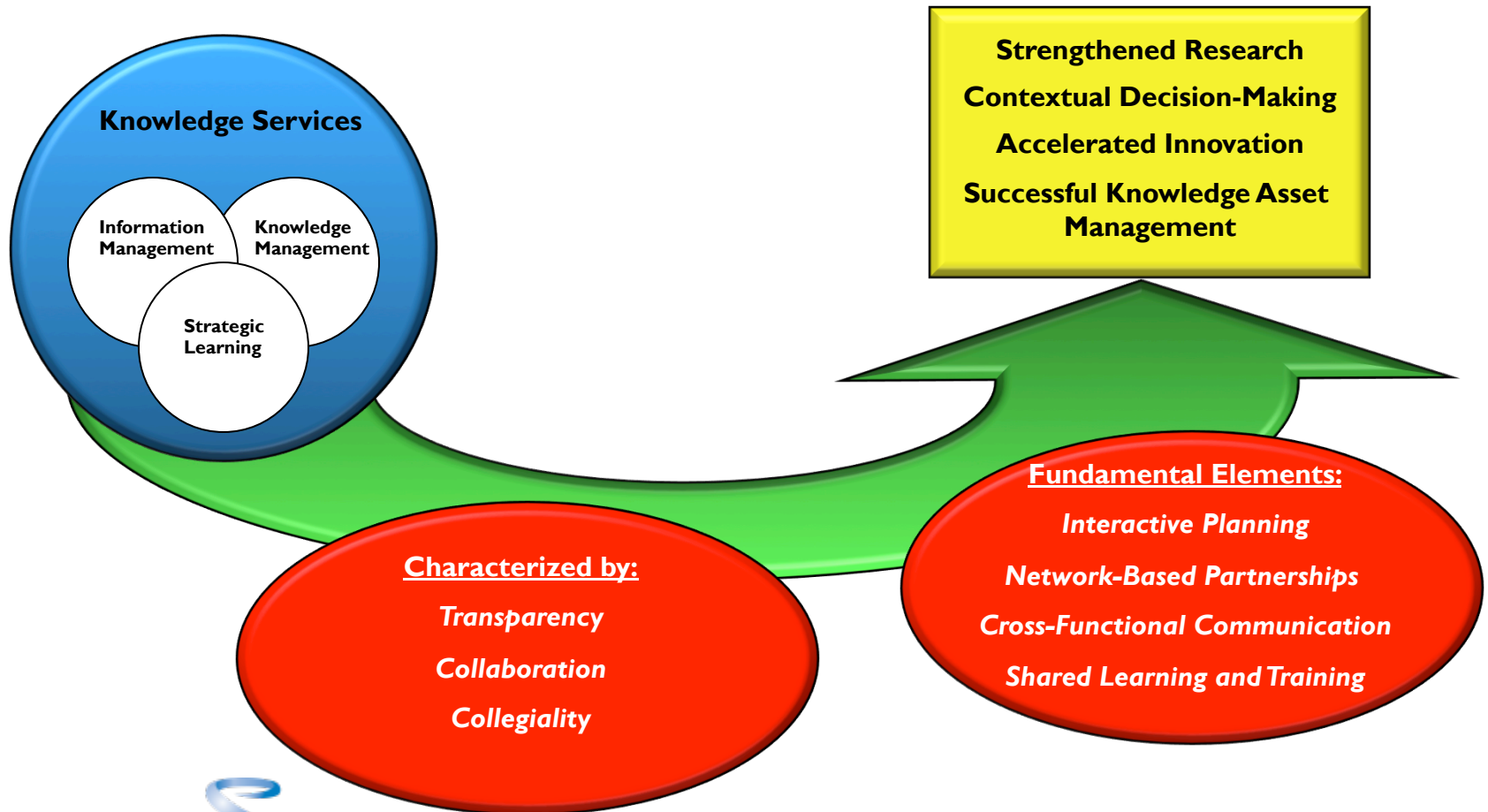
—Ian Miles

[adapted by Guy St. Clair for Knowledge Services]

Knowledge Services



Knowledge Services



Knowledge Services = Knowledge-Sharing The Specialist Librarian's Role

You are your organization's knowledge sharing expert:

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



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Knowledge Thought Leaders: The Specialist Librarian as Knowledge-Sharing Expert

Make No Small Plans.
They Have No Magic to Stir Men's
Blood.

Daniel Hudson Burnham
American Architect (1846-1932)

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Thank you