I am happy to announce the publication of *Knowledge Services: A Strategic Framework for the 21st Century Organization* (Munich and Boston, De Gruyter, 2016).

SMR International has been working with knowledge management, knowledge services, and knowledge strategy development for over thirty years. My first book on the subject (*Beyond Degrees: Professional Learning for Knowledge Services*, De Gruyter, 2003, reprinted 2005) focused on the role of knowledge services in professional development, with specific attention to the needs of specialist librarians and information professionals.

With *Knowledge Services* we step beyond any specific line of work with a book that emphasizes the role of knowledge services in any community, organization, or business. In the book’s Preface, I define knowledge services as:

> “...an approach to the management of intellectual capital that converges information management, knowledge management, and strategic learning into a single enterprise-wide discipline. The purpose of knowledge services is to ensure the highest levels of knowledge sharing within the organization in which it is practiced, with leadership in knowledge sharing the responsibility of the knowledge strategist. This book is written to provide guidance for the knowledge strategist and to serve as a reference for that management employee.”

With this announcement, I call attention to my goal in *Knowledge Services*: to offer a practical strategic framework applicable in any environment, positioning the person with responsibility for knowledge services with a recognized and authoritative role as the parent organization’s knowledge strategist. To be sure, sometimes in the book I take a slightly theoretical approach to knowledge services, including some recognition of the historical and philosophical background of the management, leadership, and knowledge services principals we embrace as knowledge strategists. Similarly, there is a definite personal slant to the book, building on my own experiences — personal and professional — as I describe the work of the knowledge strategist. All three of these perspectives (practical, theoretical, and personal) are put forward in the text, to ensure that all readers receive maximum benefit from reading what I have written.

Also with this announcement I emphasize the value of the book to colleagues in librarianship and information services. Indeed, the book is published as part of an important new series from De Gruyter called “Current Topics in Library and Information Practice.” The series includes such management- and leadership-oriented titles as:

- *Preserving Digital Materials*, by Harvey Ross (2011)
- *Transforming the Bodleian* (2012), edited by Michael Heaney and Catriona Jeanne Cannon

I am honored that De Gruyter has included *Knowledge Services* in this distinguished series of titles relating to current management and leadership practices in library and information services. And I am particularly honored that knowledge services as a leadership and management practice for any organization is acknowledged in this fine series.

If you are interested in learning more about *Knowledge Services* (or reading about my other titles, including *Beyond Degrees*), my author page at Amazon is: [amazon.com/author/guystclair](http://amazon.com/author/guystclair). Or for this title, see the Contents page below.
Knowledge Services — A Strategic Framework for the 21st Century Organization

Contents
Foreword (Elizabeth Haas Edersheim, New York Consulting Partnership, author of The Definitive Drucker and McKinsey’s Marvin Bowers, and Lecturer, Consulting Strategies Program, New York University)
Preface: Enabling the Knowledge-Sharing Culture
Acknowledgements

1 Building the Knowledge Culture
   1.1 The KM/Knowledge Services Continuum
   1.2 Management and Knowledge Services
   1.3 Leadership and Knowledge Leadership
   1.4 The Knowledge Strategist
   1.5 The Organization as a Knowledge Culture

2 Applied Knowledge Services
   2.1 Collaboration in the Workplace
   2.2 Critical Success Factors: The Knowledge Services Audit
   2.3 Measures and Metrics for Knowledge Services
   2.4 The Knowledge Services Strategic Framework: A Recommended Strategy (“A Strategy for a Strategy”)
   2.5 Knowledge Services in Context: Enterprise Content Management (ECM) and Knowledge Asset Management (with Barrie M. Schessler)

3 The Way Forward
   3.1 Change Management and Change Implementation: The Fundamental Knowledge Services Competency (with Dale R. Stanley)
   3.2 Knowledge Strategist to Knowledge Thought Leader


Works Cited
Index
About Guy St. Clair
About Guy St. Clair

Guy St. Clair’s academic specialty is knowledge services, the management methodology that converges information management, knowledge management (KM), and strategic learning for cross-functional business and organizational success. He is President and Consulting Specialist for Knowledge Services for SMR International, a management consulting practice in New York City.

Recognized as a knowledge services “evangelist,” St. Clair has more than 30 years’ experience as a consultant, advisor, and teacher, sharing his expertise and knowledge with a wide variety of global business and academic communities and organizations. He has been affiliated with Columbia University since 2010, when he joined the School of Professional Studies as one of the founders of the M.S. in Information and Knowledge Strategy program. He currently teaches in the school’s Business Certification and Post-Baccalaureate Programs, where his course is “Managing Information and Knowledge: Applied Knowledge Services.” St. Clair also guest lectures for New York University’s Consulting Strategies program and frequently conducts webinars and in-house seminars about knowledge services for SMR International’s client organizations.

A Life Member of the Special Libraries Association (SLA), St. Clair was SLA’s President in 1991-1992. Prior to his election to that post, he was (twice) Chair of the Association’s Museums, Arts, and Humanities Division, President of the SLA New York Chapter, and a founder of SLA’s Knowledge Management Division. He was a member of SLA’s US/USSR Museum Librarians Exchange in 1988, the recipient of the Special Libraries Association Professional Award in 1989, and the Delegate Leader for the SLA Information Services Management Delegation to South Africa in 1996. Guy St. Clair is the author of SLA at 100: From Putting Knowledge to Work to Building the Knowledge Culture — A Centennial History of SLA (Special Libraries Association) 1909-2009. In 2010 he was selected for SLA’s Hall of Fame.

St. Clair has written or coauthored sixteen books relating to information management, knowledge management, and strategic learning, as well as numerous articles about knowledge services and knowledge strategy. He is a graduate of the University of Virginia, where he earned his A.B. in Liberal Arts. St. Clair’s graduate degree is from the University of Illinois (M.S. in Library and Information Science).