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Building the Knowledge Culture

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Knowledge Services — A Strategic Framework for the 21st Century Organization

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, re-printed 2005) focused on the role of knowledge services in professional development.

With ***Knowledge Services*** the emphasis is on knowledge sharing, a knowledge strategy built on knowledge services, and the development of a knowledge culture 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 captured 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 any manager in any organization. While the genesis of ***Knowledge Services*** grew out of my early career experiences in librarianship and information services, this book is designed particularly for a wider readership. With the present work, I offer a specific framework for enabling any organization — for-profit, non-profit, or not-for-profit — to benefit from applying management, leadership, and knowledge services principles to the management of information, knowledge, and strategic learning in and throughout the organization.

Indeed, the book is published as part of an important new series from De Gruyter focused on the implementation of new and innovative approaches to a variety of management concerns. The authors of these books have been chosen to provide critical analysis of issues and to present solutions to selected management and leadership challenges.

I am honored that De Gruyter has included ***Knowledge Services*** in this distinguished series of titles 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](https://www.amazon.com/author/guystclair). Or for this title, see the Contents page (over).

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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 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.

Guy 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).