



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

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In Guy St. Clair's *Knowledge Services: A Strategic Framework for the 21st Century Organization*, the emphasis is on knowledge sharing, on the development of a knowledge strategy built on knowledge services, and on the transition of any community, organization, or business into a knowledge culture.

In the book's Preface, knowledge services is defined 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.”

The goal with *Knowledge Services* is to offer a practical strategic framework applicable in any environment, positioning the parent organization's knowledge strategist with a recognized and authoritative role. In addition to the practical, the book also offers a theoretical approach to knowledge services, focusing on the recognition of the historical and philosophical background of the management, leadership, and knowledge services principles embraced in knowledge strategy. Similarly, there is a definite *personal* slant to the book, building on the St. Clair's own experiences — personal and professional — relating to the work of the knowledge strategist. All three of these perspectives (practical, theoretical, and personal) are captured in the text, ensuring that all readers receive maximum benefit from their experience with the book.

The book's additional objective is to emphasize the value of knowledge services — as a management methodology — to any manager in any organization. While the genesis of *Knowledge Services* grew out of Guy St. Clair's early career experiences in librarianship and information science, the book is designed particularly for a wider readership. It offers 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. The book thus positions the knowledge strategist with a recognized and authoritative role as the parent organization's chief knowledge thought leader.

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, with the authors of these books chosen to provide critical analysis of issues and to present solutions to selected management and leadership challenges.

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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. Since 2010, he has been affiliated with Columbia University in the City of New York where he teaches “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 for SMR International clients. His article “Knowledge Services: Your Foundation for Building the Twentieth-First Century Knowledge Organization” was published in June, 2017 in *Leader to Leader* (<http://www.leadertoleaderjournal.com>) the award-winning journal of the Frances Hesselbein Leadership Institute. In the article, St. Clair provides direction for senior executives and organizational leaders for initiating and implementing knowledge services in the workplace.

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).

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