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Knowledge Services is the new series from Verlag Walter de Gruyter, the scholarly publishing house specializing in academic literature.

Guy's book **Knowledge Services: A Strategic Framework for the 21st Century**

Organization (De Gruyter, 2016), defines knowledge services as an approach to converging information management, knowledge management (KM), and strategic learning into a single enterprise-wide discipline. With knowledge services, knowledge executives ensure the highest levels of knowledge sharing within the organization in which it is practiced.

Knowledge services is industry and workplace agnostic, providing important management and leadership value to knowledge strategists and knowledge leaders in all types of organizations.

This new series presents and discusses new and innovative approaches to knowledge sharing used by organizational management in all fields of work, with authors chosen to provide critical analysis of issues and to present solutions to selected knowledge leadership challenges in all workplace environments.

The book series strives to present practical solutions that can be applied in all institutions worldwide; it thereby contributes significantly to improvements in knowledge management, knowledge services, knowledge strategy development, and to knowledge sharing within the organization.

Series Overview

- St. Clair, Guy and Barrie Levy: **The Knowledge Services Handbook: A Guide for the Knowledge Strategist** (2019)
- Powell, Timothy W.: **The Value of Knowledge** (2020)
- Henczel, Susan: **The Knowledge Services Audit for the Effective Management of Enterprise Knowledge Assets** (2020)
- Edler, Beatrice: **Knowledge Services and Privacy-by-Design: The Nature of Doing Business in Modern Innovation** (2020)

For more information about the De Gruyter Knowledge Services Series, to suggest authors and/or titles, or for further details, please contact Guy at guystclair@smr-knowledge.com.



Lecturer, Knowledge Services, Columbia University in the City of New York

At Columbia, Guy teaches the graduate course "Managing Information and Knowledge: Applied Knowledge Services." In the course students give attention to basic management, leadership, and knowledge strategy development principles, learning how these principles apply in the organization's "knowledge domain," those activities of an organization that result in the successful management of information, knowledge, and strategic learning. In particular, students learn how these principles enable knowledge development, knowledge sharing, and knowledge utilization in support of the successful achievement of the organization's mission. In learning these principles in this context, students are introduced to the philosophy and history of information and knowledge services, with specific focus on how this background will affect their performance as knowledge strategists for their employing organizations. The course is offered through Columbia's School of Professional Studies Business Certification and Post-Baccalaureate Studies Programs.

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***President, Consulting Specialist for Knowledge Services, and Knowledge Services Evangelist/Advocate
SMR International, New York, NY***

Guy is recognized for his expertise in knowledge services and knowledge strategy development, and he is well known as an evangelist and advocate for knowledge services.

In his consulting work, Guy is most closely associated with [SMR International](#), a New York-based consulting firm focused on change and its impact on people, organizational effectiveness, and the management of intellectual capital within the larger enterprise. SMR International specializes in helping institutions and organizations explore alternative future programs and then assists in crafting these visions into functional definition.

Much of the firm's work is in helping organizations re-conceptualize, transform, and support the management of knowledge services, particularly in transitioning organizational information- and knowledge-focused business units into enterprise-wide knowledge asset management functional operations. The goal is to help clients develop a strengthened framework for enterprise-wide knowledge development, knowledge sharing, and knowledge utilization (KD/KS/KU), the foundation of organizational effectiveness.

SMR International offers expertise in strategic briefing and planning for new ways of managing and delivering information, knowledge, and strategic learning and for building a vision and framework to guide decision makers in the management of knowledge assets. Since 1984, the company has been committed to the integration of strategy, research, and management expertise, in the recognition that each informs the others.

Publications

Guy writes frequently about knowledge services, knowledge strategy development, and knowledge sharing within the organizational setting. 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, Guy provides direction for senior executives and organizational leaders for initiating and implementing knowledge services in the workplace.

Guy's 2016 book [Knowledge Services: A Strategic Framework for the 21st Century Organization](#) continues to be popular, offered through traditional and academic booksellers.

His next book – ***The Knowledge Services Handbook: A Guide for the Knowledge Strategist*** – is co-authored with Barrie Levy, Knowledge Services Coordinator, Kohn Pedersen Fox Associates, Architects, and Associate Lecturer at Columbia University in the City of New York. To be published in November 2019, the book is designed as a practical handbook for the working knowledge strategist or any other knowledge professional, providing guidance and innovative leadership advice as they embark on new knowledge-sharing projects or seek to strengthen knowledge-related practices already in place.

<p>“Wisely optimistic, with helpful hints for the management of knowledge services.” Frances Hesselbein, Presidential Medal of Freedom Recipient and former CEO, Girl Scouts of the USA</p>
