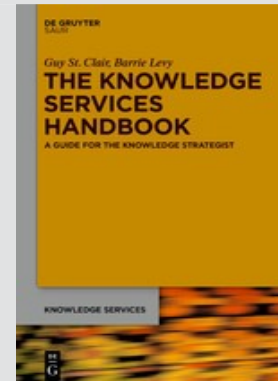


Guy St. Clair and Barrie Levy

# THE KNOWLEDGE SERVICES HANDBOOK

A Guide for the Knowledge Strategist



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

*The Knowledge Services Handbook* is a practical guide for the working knowledge strategist or anyone else working with knowledge services and knowledge strategy, designed to guide them as they embark on new knowledge-sharing projects or seek to strengthen knowledge-related practices already in place. The book is co-authored by Guy St. Clair, Series Editor for Knowledge Services and Lecturer in knowledge services at Columbia University in New York, NY, USA, and Barrie Levy, Knowledge Services Coordinator for Kohn Pedersen Fox Associates, Architects, and Associate Lecturer in knowledge services at Columbia University.

*The Knowledge Services Handbook: A Guide for the Knowledge Strategist* is the first title in De Gruyter's new series on knowledge services. The series presents and discusses new and innovative approaches to knowledge sharing used by organizational management in all fields of work. The authors for the series are chosen to provide critical analysis of issues and to present solutions to selected knowledge leadership challenges in all workplace environments. The 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 knowledge sharing within the organization.

## Knowledge Services

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## The Authors

Guy St. Clair and Barrie Levy Guy St. Clair and Barrie Levy are affiliated with Columbia University in the City of New York, with both teaching *Managing Information and Knowledge: Applied Knowledge Services* for Columbia's School of Professional Studies (SPS). Guy is the Lecturer for the course, and Barrie is the Associate Lecturer.

Guy is the author of *Knowledge Services: A Strategic Framework for the 21<sup>st</sup> Century Organization*, published by De Gruyter in 2016. He is the Series Editor for De Gruyter's *Knowledge Services*, for which *The Knowledge Services Handbook: A Guide for the Knowledge Strategist* is the first title. He is the Founding President and CEO of SMR International, the New York-based knowledge services consulting firm, and for many years he has been recognized as a strong knowledge services "evangelist" for the profession.

Barrie is a member of the 2015 graduating cohort of the Columbia's School of Professional Services M.S. in Information and Knowledge Strategy program. She is the Knowledge Services Coordinator/Knowledge Strategist for Kohn Pedersen Fox Associates, Architects.

## "Other Voices" Contributors

James Brogan, AIA RIBA NCARB, is Principal/CIO at Kohn Pedersen Fox Associates, Architects in New York, New York, writes on Knowledge Management @ KPF: The Knowledge Strategist

John Callahan, Chief Knowledge Officer and Global Managing Director, and Molly Forester, Managing Director, CoRe Knowledge Services at Deloitte Global for Deloitte Touche Tohmatsu Ltd. spoke in an interview about the Organization as a Knowledge Culture.

Stan Garfield, a seasoned KM/knowledge services professional and one of the most recognized and influential authorities in the field, spoke about Collaboration and The Knowledge Sharing Culture in an interview.

Sue Henczel provides training and consulting services to libraries, information organizations, and professional associations. Her professional specialties are strategic and project planning, information and knowledge audit, impact assessment, statistical frameworks, performance measurement, service review, and social research. She writes about "The Knowledge Services Audit."

Frances Hesselbein spoke about "Knowledge Sharing at Its Best" for a conference program in 2016. She is the CEO and President of the Frances Hesselbein Leadership Institute (originally the Peter F. Drucker Foundation for Non-Profit Management).

Elizabeth Haas Edersheim is with the New York Consulting Partnership. A recognized author, she is known for *The Definitive Drucker* (2007) and *McKinsey's Marvin Bower* (2004). She is on the faculty of the consulting strategies program at New York University.

Lee H. Igel is Clinical Associate Professor at the NYU Tisch Institute for Global Sport and a contributor to *Forbes*. His teaching, writing, and consulting brings insights from organizational behavior to work on business challenges in sport and society.

Anne Kershaw, Owner and Managing Director, Reasonable Discovery, LLC, and Lecturer in the M.S. in Information and Knowledge Strategy program at Columbia University in the City of New York, writes on the Knowledge Services Strategy Framework.

Kevin Manion, Amazon Web Services (AWS) Screening Manager at Amazon, writes on Human Capital, Knowledge Services, and *Real Leadership*.

Christopher Mundy, Director, Solutions Consulting, at Clarivate Analytics, writes about the Knowledge Services Thought Leader.

Kerri Rosalia writes on Management and Institutional Knowledge. She is the Director of the Mastics Moriches Shirley Community Library in Shirley, New York.

Ben Royce, Head of Performance Data Science, Global Agency at Google, New York, and Lecturer in Applied Analytics at Columbia University in the City of New York writes about Knowledge Services in Knowledge Services in Context: ECM and Knowledge Asset Management.

Valerie Sichi-Kritzman founded her company, Knowledge Sherpa, to help clients win by using knowledge as a competitive weapon. She writes about "Knowledge Strategy – A Special Weapon in Change Management."

Dale Stanley, a senior consultant at SMR International with more than 15 years of experience helping large organizations develop knowledge services strategies and 30-plus years of experience leading corporate library and knowledge management groups in a variety of industries, writes about "Managing Change – Vital to Your Project and Career Success."