Transforming Libraries

The New Knowledge Services: From Collections to Connections

Soutron Global Seminar
Special Libraries Association
Annual Conference
Vancouver, British Columbia Canada
June 10, 2014
Presenters: Deb Hunt & Guy St. Clair

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Today’s Presenters

Guy St. Clair
Tony Saadat
Deb Hunt
Our presenters—Deb Hunt and Guy St Clair—will discuss:

1. Do other business units/departments in your organization collect and deliver information to users? If so, do you have a relationship with the managers of those units?
2. Are you responsible for the company's knowledge assets? Or closely connected with the people responsible?
3. With respect to the ILS or other information management system used in the business unit where you work, what are your expectations?
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“Our goal at Soutron Global is to partner with our clients to manage the library transformation by introducing the best technology in the most cost effective manner.....

We have created a collaborative culture that is differentiated and unique.....”

Tony Saadat
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The New Knowledge Services: From Collections to Connections

Guy St. Clair

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Knowledge Services Evangelist

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Deb Hunt

Principal
Information Edge
Transferrable Skills Evangelist

Library Director:
Mechanics’ Institute Library, San Francisco

Co-author: The Librarian’s Skillbook: 51 Essential Career Skills for Information Professionals, 2013
Knowledge Services

Knowledge Services

Roles
- Information Professional
- Information Facilitator / Consultant
- Strategic Knowledge Professional
- Knowledge Thought Leader

Approaches
- From Reactive to Proactive
- Interactive and Integrated

Cloud-based Library, Information, and KM/Knowledge Services Solutions

- Strengthened Research
- Contextual Decision-Making
- Accelerated Innovation
- Successful Knowledge Asset Management
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The Soutron Product
The Knowledge Services Framework
Strategic Learning & Collaboration

The KD/KS Result

Cloud-based Library, Information, and KM/Knowledge Services Solutions
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The New Knowledge Services: From Collections to Connections
Making the Move to a Connections-Focused Library: “Big-Picture” Steps

- Establish an enterprise-wide knowledge culture (use your leadership skills)
- Measure and react to the increasingly holistic role of the specialized library
- Build a knowledge-centric learning framework, based on the functionality of the specialized library
- Re-structure the library as an opportunity-focused and results-focused corporate knowledge nexus
What do we bring to the organization?
Are we stepping up to the plate and MAKING things happen rather than WAITING to be asked?
Are we aligned with the goals and mission of our organization or that of our clients?
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Four conditions apply, as we move to “connecting”:

1. Enterprise-wide leadership and management recognize value
2. Specialized library = corporate knowledge nexus
3. Specialist librarian = corporate knowledge strategist/knowledge thought leader
4. KM/knowledge services tools support enterprise-wide (or departmental) content management and enable collaboration
The second of our three questions / talking points:

Are you responsible for the company's knowledge assets?

Or closely connected with the people responsible?

And who are those people (or that person)?
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Enterprise Content Management (ECM) + Information Technology (IT)

Knowledge Management/Knowledge Services/Knowledge Strategy = KD/KS

Cloud-based Library, Information, and KM/Knowledge Services Solutions
The third of our three talking points: With respect to the ILS or other information management system used in the business unit where you work, what are your expectations?

- Efficient, accessible, and effective delivery of core ECM services - regardless of content format
- KM/knowledge services delivery and applications with established ROI
- People-to-people connectivity with strong personal interactivity (depending on individual workplace requirements)
- User-focused (user-friendly) information access, including cutting-edge DAM capability
- Enterprise-wide functionality supporting enterprise-wide knowledge value recognition
- Streamlined, financially viable operational framework
Is There a Knowledge Services Opportunity?

Your job is to scope out the firm: How do things “work”?

- Who are the information/knowledge “gatekeepers”?
- What’s is firm leadership’s “take” on KM and knowledge services?
- Is there a firm-wide knowledge strategy?

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Is There a Knowledge Services Opportunity?

In different departments and business units, what’s been done? What resource requirements are in place?

- When was the last time someone at the firm tackled KD/KS?
- Is there a management leader in charge of keeping information, knowledge, and strategic learning current?
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Is There a Knowledge Services Opportunity?

Make your case.

- What’s the firm’s KD/KS vision?
- Is it well articulated? Communicated wisely? Clearly?
- Has there been future planning for KD/KS? Does everyone know where they are going with KD/KS?
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So how do we begin?

1. Develop a knowledge services strategy incorporating a master plan for the specialized library as the company's knowledge nexus
2. Establish service delivery value with key leaders and collaborators (conduct a knowledge audit and create an on-going measurement strategy for evaluating service delivery
3. Figure out how to lead the change management process (it will be required)
Do you want to change the world?

Chadhymas.com
The Librarian’s Skillbook: 51 Essential Career Skills for Information Professionals

Deborah Hunt and David Grossman

SLA 2013 Conference Special Limited Edition
And to Change the World We Must Make Choices

I was a mid-level associate, my mentor taught me a trick to manage career and business development frustration. She would hold her arm in the air with a fist, then exhale slowly while simultaneously opening her hand as if releasing something. "Let it go," she would say.

- Ari Kaplan
  Motivational Leader/Author
  in Legal Services

Cloud-based Library, Information, and KM/Knowledge Services Solutions
Perhaps of Interest

THE SLA/SMR INTERNATIONAL KM/KS CERTIFICATE PROGRAM

The Courses

- KMKS102 The Knowledge Audit: Evaluating Intellectual Capital Use (online August 11-27, 2014)
- KMKS101 Fundamentals of KM and Knowledge Services (online September 8-24, 2014)
- KMKS105 Change Management and Change Implementation in the Knowledge Domain (online October 14-29, 2014)
- KMKS103 Knowledge Strategy: Developing the Enterprise-Wide Knowledge Culture (online January 12-26, 2015)
- KMKS104 Networking and Social Media: Technology-Enabled Knowledge Sharing (online February 9-25, 2015)
- KMKS106 Critical Success Factors: Measuring Knowledge Services (online April 6-22, 2015)

Contact: http://www.sla.org/learn/certificate-programs/cert_knowledge_mgmt/
Contact information

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Thank You

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