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| 1. Record Nr. | UNINA9910155392303321 |
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| Titolo | Knowledge services : a strategic framework for the 21st century organization // Guy St. Clair |
| Pubbl/distr/stampa | Berlin, [Germany] ; ; Boston, [Massachusetts] : , : De Gruyter Saur, , 2017 ©2017 |
| ISBN | 3-11-046308-3 3-11-046552-3 |
| Descrizione fisica | 1 online resource (328 pages) |
| Collana | Current Topics in Library and Information Practice, , 2191-2742 |
| Disciplina | 026 |
| Soggetti | Special libraries - Administration Intellectual capital Knowledge management |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Nota di bibliografia | Includes bibliographical references and index. |
| Nota di contenuto | Frontmatter -- Foreword / Edersheim, Elizabeth Haas -- Contents -- Preface: Enabling the Knowledge-Sharing Culture -- Acknowledgements -- 1. Building the Knowledge Culture -- 2. Applied Knowledge Services -- 3. The Way Forward -- Epilogue: Knowledge Services. The Critical Management Discipline for the Twenty-First Century Organization -- Works Cited -- Index -- About Guy St. Clair |
| Sommario/riassunto | Knowledge services converges information management, knowledge management (KM), and strategic learning into a single enterprise-wide discipline for the benefit of the business or organization in which it is practiced. As the acknowledged framework for strategic knowledge management, knowledge services-the responsibility of the knowledge strategist-leads to excellence in knowledge sharing and ultimately to shaping the organization as a knowledge culture. Knowledge Services: A Strategic Framework for the 21st Century Organization provides guidance for the knowledge strategist and is designed specifically to serve as a reference for that management employee, and for those seeking to become knowledge strategists. |