About the Contributors

**Ulla de Stricker** uses her experience in the information industry and in information-related operations, gained since 1977, to focus her consulting engagements on strategic planning for an organization’s information and knowledge-management policies, practices, and delivery mechanisms (including, where relevant, specialized information/knowledge centers). Frequently, her engagements involve modernizing existing information operations or developing strategic plans for new information services and relationships tuned to the practices of today’s intellectual workers. In consulting practice since late 1992, Ms. de Stricker has built a strong track record executing numerous information audits and needs assessment studies and recommending approaches for dealing with information services and knowledge management challenges. Prior to 1992, she held senior positions in the information industry in customer facing and product development roles. Ms. de Stricker is known for her simultaneously visionary and practical approach to her clients’ challenges and development projects and for her special attention to the impact of corporate culture and extrinsic pressures on the day-to-day practices of knowledge workers. A particular area of professional concern is the considerable challenge of capture, protection, and availability of intellectual capital. In many projects, she identifies for clients new opportunities for establishing practices and reward mechanisms to foster a knowledge friendly culture supporting innovation and leverage of learning. Ms. de Stricker is a popular speaker and workshop leader, frequently appearing at information management related conferences, and she contributes regularly to information industry journals. In 2009, she received the Association of Independent Information Professionals’ Sue Rugge Memorial Award for her support to colleagues. Active in professional associations for decades, Ms. de Stricker served (2011-2013) on the Board of Directors of SLA, an international association of specialized information professionals. She is the author of three career-oriented books: *The Information and Knowledge Professional’s Career Handbook: Define and Create Your Success* (with Jill Hurst-Wahl), Chandos Publishing, 2011 (http://www.woodheadpublishing.com/en/book.aspx?bookID=2101&ChandosTitle=1), *Business Cases for Info Pros: Here’s Why, Here’s How*, Information Today, 2008 (books.infotoday.com/books/BusinessCasesforInfoPros.shtml), and *Is Consulting for You?*, American Library Association, 2007 (www.alastore.ala.org/detail.aspx?ID=401).

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**Constance Ard** has been an information professional with specialized library experience since 1993. She offers business information and content management solutions through her consulting practice, Answer Maven. Before launching the consulting practice, Constance served as a law librarian for 12 years. Constance served as the Conference Planning Chair for the 2013 Association of Independent Information Professionals. She received the Outstanding Chapter Member Award from the Kentucky
Chapter of Special Libraries Association in 2006 and the Professional Member Award in 2008. She received the Kentucky Libraries Special Librarian of the Year Award in 2007. As a respected information professional, Ms. Ard has spoken on topics ranging from legal research for non-legal researchers to e-Discovery preparation and big data text analytics. Constance contributed to the open source search company profiles commissioned by IDC in 2012. Constance is the author of two books published by Ark Group: *Adding Value in Corporate Libraries and Information Services* and *Next-Generation Corporate Libraries and Information Services*.

**Connie Crosby** is a former law firm library manager who started Crosby Group Consulting (http://crosbygroup.ca) in 2008 to provide consulting services in knowledge management, information management, social media, and library management. She is also currently in start-up mode along with business partner Stephanie Barnes, developing the coaching service Law Firm KM (http://lawfirmkm.com), geared to bringing knowledge management advantages to small law firms. In addition to consulting, Ms. Crosby is a teacher, part-time professor, author, and blogger. She is winner of the iSchool Institute Award for Outstanding Teaching 2010-2011 for continuing education courses on social media and strategy at the University of Toronto’s Faculty of Information. She is a part-time professor at Durham College in Oshawa, Canada, teaching communication, knowledge management, and social media in the Legal Research and Information Management certificate program. Ms. Crosby is a prominent law library blogger, blogging at http://conniecrosby.blogspot.com since 2004, and a core contributor to the popular law blog http://slaw.ca. She is co-organizer of the monthly knowledge management speaker series Knowledge Workers Toronto. She is the author of a social-media related book: *Effective Blogging for Libraries, Tech Set Series, Neal-Schuman Publishers* (American Libraries Association, 2010). These chapters have appeared in industry publications: “Applying social media for maximum benefit” (Ark Group, 2012) and “Working as a consultant” (LexisNexis Canada, 2012).

**Karen Huffman** has worked, since 1985, for National Geographic Society in various roles and divisions. She is currently manager of SaaS/Cloud Apps and Collaborative Technologies for National Geographic Society’s Campus Technology team, supporting the enterprise and its business needs through hosted solutions such as Google Apps for Business and real-time collaboration and communication tools. Karen’s specialties include facilitating conversations and developing engagement strategies using knowledge management methodologies focused around conversations and collaboration, streamlining and managing workflows to improve business processes, and training and development to encourage experiential learning and knowledge retention. For additional details on educational background, contributions to her professional commitments, and personal interest, visit Karen’s vitae, available on her Website: https://www.cybersailors.com/vitae.html or her LinkedIn profile at https://www.linkedin.com/in/khuffman. Her recent initiatives and publications include: *Importance of Communities: Influencing Change by Working Together* (2012); *20/20 HindSite: Best Practices with Google Sites* (2012 Google Customer Connect Conference, 2012); Co-led embedded information services, a continuing education course with Mary Talley, and several unconference sessions during SLA (2011); *SLA Future Ready Toolkit* (2011); *Growing Virtual Communities within Your Organization to Reach the Future FIRST* (KMers.org, 2010); *Real-time Collaboration Tools* (Computers in Libraries, 2010); and Wikis: *Developing Collaborative Communities on a Shoestring Budget* (Computers in Libraries, 2010).
Deborah Keller is the Principal of Keller & Associates, founded in 2013. The firm provides strategic planning and knowledge management consulting along with training on research skills and leadership and professional skills for librarians and knowledge managers. Ms. Keller articulates the value of information professionals and crafts personalized solutions for her clients’ knowledge challenges. With more than fifteen years of experience in a variety of academic and federal settings, Ms. Keller focuses on developing user-centric knowledge management strategies and streamlining the acquisition of information. Ms. Keller’s expertise is bringing the structure and services of traditional libraries and librarians to non-traditional settings. She works with clients to understand the directions they want to take along with the challenges they face, recommending strategies and partnerships to help them move forward. She has experience developing library services for distributed organizations, structuring content repositories, and creating user experiences and interfaces. She follows projects from their initial design, manages their development, and crafts communication and training on completed products. She emphasizes developing solutions that have rigor and bases her recommendations on scholarly research, industry proven practices, data mined from quantitative and qualitative sources, and a variety of analytical techniques. Ms. Keller is an authority in the special libraries and knowledge management arenas, speaking at Computers in Libraries, the SLA Annual Conference, and other professional venues. Her writing has been featured in Best Practices for Federal Libraries for several years. She served on the Board of SLA’s Military Library Division for many years, planning its Division’s 2010 Military Libraries Workshop. She is active on the Board of SLA’s Knowledge Management Division, serving in various roles from 2011 to 2015 (including Chair). Deborah has served in libraries in U.S. federal government agencies since 2003, holding positions ranging from cataloging librarian to reference librarian to deputy program manager. She began her library career as an academic librarian. Deborah holds a Masters in Library and Information Sciences from Rosary College and a Masters in History from the Pennsylvania State University. She graduated with High Honors in Chemistry and History from Mount Holyoke College.

Cynthia Shamel concentrates on delivering the content and strategic guidance that helps organizations meet their goals and builds upon the foundations of proven information management practices. In some cases, this involves complex research and analysis projects that address a specific information need. Often the work requires taking a broader view of enterprise-wide information requirements and crafting customized solutions. Always, the approach involves interaction and collaboration to foster the best possible outcome. As a consultant since 1998, Ms. Shamel has built a reputation for discerning the goals of a project and moving toward them. In addition, she has proven abilities to identify challenges and propose creative solutions. Her understanding of organizational dynamics, combined with tact and leadership skills, leads to workable solutions with successful implementation outcomes. Prior to 1998, Ms. Shamel updated and taught a course for paraprofessionals on reference sources and services at the community college level. She regularly writes for the professional literature, focusing on monitoring trends and issues as seen at professional conferences. In 2012 she received recognition from the Association of Independent Information Professionals (AIIP) for programming and hosting professional development Webinars for members. She regularly coaches new business owners and in 2006 received the AIIP Sue Rugge Memorial Award for mentoring. Dedicated to professional development and leadership, Ms. Shamel served as AIIP President in 2003-2004 and SLA San Diego Chapter President in 2009.
About the Contributors


**Gordon Vala-Webb** is National Director, Innovation and Information, with the Canadian law firm McMillan LLP. His passion is working with leaders to improve their organizations’ results by helping them transform how their people collaborate, innovate, and share what they know. Gordon is an award-winning enterprise social networking and knowledge thought-leader/practitioner with more than 13 years of experience working with large/complex public- and private-sector organizations. Most recently, he was National Director of Knowledge Management for PwC Canada. As part of the selection and rollout of a global social networking platform across PwC’s network of firms (175,000 people in 150+ countries), Gordon led the Business Value/Design team; that platform won “New Way of Business” (best in show) at JiveWorld in October 2014. He has a Masters in the Management of Technology (Faculty of Engineering, Waterloo), a M.A. (Politics) from Queens University, and was certified as a Human Capital Strategist (HCI). Gordon lives in Toronto and blogs at www.DynamicAdaptation.com.