

Managing your law firm library and information service through challenging times

Demonstrating value, cutting costs and maximising existing resources



A two-day conference designed to help you

- » Understand why this **recession** has impacted law firms and library and information services (LIS) to such a large extent
- » Manage LIS on a minimal **budget** and with a reduced team
- » Measure and demonstrate your **value** as a LIS professional
- » Hear how a partner values LIS and learn how to make LIS **more valuable**
- » Examine **outsourcing** LIS pros and cons and the impact on law firms and LIS teams
- » Identify what **opportunities** are available for LIS staff now and in the future
- » Explore the **evolution** of law firm LIS and secure the **future** of your role
- » Develop your **commercial awareness** skills to better support the business
- » Align LIS with business development, **business intelligence** and thought leadership
- » Manage your information professionals and maximise their **performance**
- » Deliver information to your fee earners "**on the cheap**"
- » Develop your **negotiation** skills to secure the best possible deal with suppliers
- » Assess the future for vendor **information provision**
- » Devise an **exit strategy** for LIS to pull itself out of the recession

Expert Contributions:

Allen & Overy LLP
AD Alta Learning Ltd
Barlow Lyde & Gilbert LLP
Charles Russell LLP
Clifford Chance LLP
Eversheds LLP
Field Fisher Waterhouse LLP
Freshfields Bruckhaus Deringer LLP
Hammonds LLP
Irwin Mitchell LLP
Lawrence Graham LLP
Linklaters LLP
Mills & Reeve LLP
Nabarro LLP
Pinsent Masons LLP
Reed Smith LLP

Highlights include:

- » How to beat the recession! Hear how Lawrence Graham manage on a budget, how a Mills & Reeve partner views LIS and how Eversheds plans to pull LIS out of the recession
- » Outsourcing LIS case studies including Clifford Chance and Allen & Overy followed by a discussion on the impact, opportunities, and pros and cons it presents
- » Facilitated development skills workshops on commercial awareness and negotiation skills delivered by Freshfields Bruckhaus Deringer and Hammonds
- » Reed Smith, Nabarro and Barlow Lyde & Gilbert on the evolution of LIS and the role and skill-set of the information professional including how to manage and maximise performance, career opportunities and training provision
- » An interactive panel discussion on the future of vendor information provision and how the current model of information provision can be improved

Delegate comments from the last event:

"This is the most interesting and relevant conference I have ever attended. All of the subject areas were relevant, provided food for thought and some good suggestions for areas of improvement/cost cutting at my firm. V. good opportunity meeting people in same position and facing similar challenges to me."

"Great for networking – better than BIALL Conference as more focused on law firms."

"Extremely 'timely' conference – more relevant than other planned conferences this year."

"A very good conference which I would recommend people at all levels attend."

"An excellent course, which can't be faulted. All of the topics were relevant and I really appreciated the networking opportunities with my peers."

"Very useful for new ideas/confirmation of current practices. Excellent opportunity to network and make useful contacts too."

"Very useful. I already knew a number of the delegates but was pleasantly surprised to meet some new people, in particular, from overseas."

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Law firm libraries and information services (LIS) are facing challenging and changing times. The recession has forced most firms to make substantial budget cuts meaning information and staff resources have been drastically reduced. Cost-saving strategies like outsourcing are on the increase and the impact this will have on LIS teams and professionals will be huge. Plus the information environment is changing with the provision of online and virtual resources increasing and the tools by which to deliver them improving by the day.

So what's the future for law firm libraries and information services? How can you steer your LIS through this period of uncertainty? And how can you ensure your role in LIS is guaranteed?

Managing Partner's **Managing your law firm library and information service through challenging times** conference will equip you with the skills, tools and strategies you need to steer your team and advance your service through the changes and challenges that lie ahead. With plenty of opportunity for participation and general interaction through panel discussions and facilitated workshops, you will be able to pose your own vital questions and hear perspectives from a wide range of leading firms.

DAY ONE: Tuesday, 16 February 2010

09:00 Registration and refreshments

09:30 Chair's opening remarks

Gwenda Sippings, Head of Information, Linklaters LLP

09:40 **Managing library and information services (LIS) on a minimal budget and with a reduced team**

- » Do law firms really need all that costly content? Reducing LIS spend while maintaining the right balance of hard copy and online resources
- » Managing with fewer information resources and making the most of them
- » Addressing lawyers' subscription addictions; weaning them onto other means
- » Fee versus free: What are the risks? What does the future hold?
- » What impact has the recession had on the LIS function and staff?
- » Realigning and refocusing LIS to cope with a reduced team
- » Prioritising business critical initiatives and managing increasing demands on your time

Karen Gray, Head of Information Resources, Lawrence Graham LLP

10:20 **A partner's perspective on LIS in the current climate**

- » Why has this recession impacted law firm LIS much more profoundly than ever before? And how are external changes such as The Legal Services Act compounding the issue?
- » How should firms balance LIS spend against the need for law firm profitability year on year?
- » How are these issues affecting the way decisions are being made?
- » How valuable is LIS to a firm and how can LIS staff add value?
- » Does the current climate present any opportunities for LIS staff?

Duncan Ogilvy, Partner, Mills & Reeve LLP

11:00 Morning coffee break

11:30 **Measuring and demonstrating your value as a LIS professional**

- » How can you measure the value of library and information services?
- » Using different matrices and producing statistics to measure and demonstrate the value of LIS and your team
- » Recording your time and charging for your services
- » What can LIS staff do to really add value?
- » How can LIS better serve the business and really drive it forward at a strategic level? Realigning LIS to make it more streamlined

Susan Dennis, Head of Information Services, Charles Russell LLP

12:10 **Promoting your service, raising your profile and selling your skills**

- » How can you ensure your firm understands the range and depth of your skills, what your role involves and what you're responsible for?
- » Communicating more with the lawyers and trying to pre-empt their needs
- » How can you get more involved in profile raising work such as tenders, pitching, intelligence gathering, and analysis?
- » Adopting a more consultative approach to delivering services and generally integrating deeper within the firm
- » Changing the perception of how you're viewed by senior decision makers

Catherine Kenwright, Head of Knowledge and Records Management, Irwin Mitchell LLP

12:50 Networking lunch break

CASE STUDIES

13:50 **Outsourcing library and information services in law firms**

Each speaker will deliver a short case study outlining the outsourcing model they employ before joining the following panel to discuss what seems to be working and how it is impacting legal library and information services teams.

Sarah Fahy, Global Head of Library Services, Allen & Overy LLP
Sara Berry, Head of Central Information Services, Clifford Chance LLP

PANEL DISCUSSION

14:30 **Examining the pros and cons of outsourcing LIS and assessing the impact on law firms and the LIS team**

- » What are the pros and cons of each law firm's outsourcing model case study?
- » What works, what doesn't and why? How feasible is legal research outsourcing?
- » How is outsourcing LIS affecting the profession and the law firm model?
- » What can LIS professionals lose and gain from outsourcing?
- » How will outsourcing affect the role and evolution of LIS staff?
- » How is outsourcing affecting law firm brand?
- » What can law firms learn from other sectors that have outsourced LIS?

Sarah Fahy, Global Head of Library Services, Allen & Overy LLP
Sara Berry, Head of Central Information Services, Clifford Chance LLP

15:30 Afternoon coffee break

FACILITATED WORKSHOP

15:40 **Enhancing your commercial awareness; a development skills workshop**

This extended workshop will be both interactive and informal enabling delegates to significantly improve their commercial awareness skills

- » What is commercial awareness? Why is it important?
- » Understanding your firm's vision, strategy, goals and forward plan
- » Recognising the changing needs of your firm's clients
- » Analysing internal and external market and business pressures
- » Spotting opportunities to grow the business
- » Demonstrating initiative, building good relationships, managing your time

Erica Wells, Head of Library and Information Services, Freshfields Bruckhaus Deringer LLP

16:40 **Aligning the library and information service with business development, business intelligence and thought leadership**

- » Working effectively with marketing and business development to support the business strategy, spot opportunities and win new business
- » Working together to support thought leadership and provide business intelligence and bespoke research

David Mantle, Library Manager, Library and Information Services, Barlow Lyde & Gilbert LLP

17:20 Chair's closing remarks

17:30 Close of day one

DAY TWO: Wednesday, 17 February 2010

09:00 Registration and refreshments

09:30 Chair's opening remarks

Gwenda Sippings, Head of Information, Linklaters LLP

09:40 Managing information professionals and maximising their performance

- » Getting the most out of your LIS staff in the current climate
- » How can you continue to motivate staff and help them to develop their roles and grow as individuals?
- » Driving the provision of training and development for LIS staff to realise their full potential
- » Identifying and managing underperformance
- » The key to successful leadership; securing staff loyalty
- » What qualities will managers of LIS need for the future?

Loyita Worley, Senior Manager of EMEA Library Operations, Reed Smith LLP

PANEL DISCUSSION

10:20 Exploring the evolution of law firm LIS and securing the future of the library and information professional role

- » How might LIS and the role of a LIS professional look in a few years' time?
- » What opportunities are there for LIS staff and how will they have to re-skill to take advantage of them?
- » What core skills will LIS professional need in future?
- » How can LIS staff secure the future of their role?
- » Evaluating career options for LIS professionals
- » Are academic institutions that teach information management aware of the changes in the legal sector and the impact this is having on the service and roles? And are they reacting accordingly?

Wendy Small, Head of Knowledge Management, Eversheds LLP
Pamela Wolffsohn, Knowledge Services Manager, Knowledge Centre, Nabarro LLP
David Mantle, Library Manager, Library and Information Services, Barlow Lyde & Gilbert LLP

11:00 Morning coffee break

11:30 Determining the best method for research skills training and delivering it effectively to the lawyers

- » Why is legal research training becoming increasingly important and what risk do lawyers pose, if any, by using the wrong sources to access information?
- » How to identify and meet the training requirements of your firm - what are the key resources lawyers need to be proficient in?
- » Overcoming the challenges of providing the lawyers with the right skills to conduct quality research and become more self-sufficient
- » Utilising training professionals to deliver research skills training and working with law schools to prepare future trainees for the work place
- » How can new learning technologies support training professionals to deliver research skills and refresher training?

Pamela Wolffsohn, Knowledge Services Manager, Knowledge Centre, Nabarro LLP & Pip Johnson, Learning Technologies Consultant, Ad Alta Learning Ltd

12:10 Delivering information to your fee earners "on the cheap"

- » Developing and maintaining cost effective tools to disseminate information for fee-earners
- » How social and open source software tools can help law firms
- » Are information professionals, lawyers and clients using social software to good effect?

James Mullan, KM Systems Manager, Field Fisher Waterhouse LLP

12:50 Networking lunch break

FACILITATED WORKSHOP

13:50 Negotiating with suppliers; a development skills workshop

This extended workshop will be both interactive and informal enabling delegates to significantly improve their negotiation skills.

- » Strategies to negotiate effectively; mastering the negotiation technique
- » Negotiating with new and existing suppliers to secure the best possible deal
- » Resurrecting a negotiation if a stalemate is reached

Phil Duffy, Information Services Manager, Hammonds LLP

14:50 Afternoon coffee break

PANEL DISCUSSION

15:20 What's the future for vendor information provision?

- » Identifying law firm and supplier concerns with the current model of online and print information provision
- » What steps can law firms and suppliers take to work together and form a better information provision model?
- » Assessing the impact of news service providers charging for content
- » What's the future for news aggregators?
- » What will the future look like for vendor information provision?

Kathy Jacob, Head of Information Services, Pinsent Masons LLP
Phil Duffy, Information Services Manager, Hammonds LLP
Further panellists to be announced

16:00 Coming out of the recession; devising a strategy for LIS

- » Identifying the direction your firm is taking and what you're trying to build
- » Securing a budget increase to get back to your original position before the recession struck
- » Retaining your current staff and recruiting the right calibre of new staff as the market picks up and competition between firms is fierce
- » Adopting a more creative and flexible approach in managing your staff in terms of remote working and job shares etc.
- » What steps can you take to pull your firm out of the recession?

Wendy Small, Head of Knowledge Management, Eversheds LLP

16:40 Chair's closing remarks

16:50 Close of conference

ADVISORY BOARD

This event has been validated and researched with a broad range of library and information professionals from across the legal profession. We are grateful for the ideas they have provided us with for the speakers and the programme content. In particular our special thanks go to the following for their invaluable input:

David Mantle, Library Manager, Library and Information Services, BARLOW LYDE & GILBERT LLP
Dean Mason, Library and Information Services Manager, SALANS
Michael Maher, Head of Information Services, BEACHCROFT LLP
Miriam Davies, Head of Library and Information Services, NORTON ROSE LLP
Susan Dennis, Head of Information Services, CHARLES RUSSELL LLP
Susan Lansdown, Head of Library & Information Services, SJ BERWIN LLP

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