Ark Group’s 12th Annual
Best Practices & Management Strategies for
Law Firm Library, Research & Information Services
Addressing the convergence and impact of technology and economics on evolving practice strategies — and emerging opportunities for the law firm library and information service professional
February 22, 2018 ~ SUNY Global Center ~ State University of New York ~ New York, NY

“What is the Modern Law Library?”

The role of library services within law firms and organizations has shifted. Rather than being a target of downsizing or outsourcing, librarians are moving beyond traditional roles, reinventing themselves to support the business of law.

However, administration must also embrace this evolution. Without this support, library modernization cannot be fully realized. It is critical that firm administration empower law library managers to lead—helping to inform client-facing and revenue-generating products and deliver relevant, on-point resources and research.

Legal technology is moving quickly. And KM professionals and law librarians are at the front lines of assessing new products and setting expectations for how they will perform at the firm—as digital resource budgets continue to explode, expanding the complexity of resource acquisition and renewal.

Today’s transformational challenges faced by law library and information resource professionals clearly offer a myriad of opportunities—for those who have learned to adapt, expand, digitize, virtualize, analyze and broaden their portfolio of knowledge enabling services.

Ark Group’s 12th annual Law Firm Library, Research & Information Services conference will once again provide an ideal platform for discussion and debate concerning the convergence and impact of technology and economics on evolving practice strategies—as we take a collective view at the “Big Picture” of Librarians as Disruptors, the importance of interdepartmental support and technology, how to change the stereotypical image of the librarian, and how to run the Library as a business.

The manner in which we deliver services, share knowledge, and/or demonstrate our expertise will continue to evolve, as macro shifts continue to reshape the practice and business of law. We must have the agility to respond to the transformation taking place around us, impacting people, process, and technology, reshaping our physical space, amending our budgets and forcing firm management to rethink staffing models and departmental alignment.

With Support and Contributions From:

Featuring Key Contributions From:
Greg Lambert, Chief Knowledge Services Officer, Jackson Walker LLP
Daniel Lewis, Co-founder & CEO, Ravel
Shabeer Kahn, Director of Research Services, Morrison & Foerster LLP
Nancy Rine, Director of Research Services and Conflicts, Fried, Frank, Harris, Shriver & Jacobson LLP
Stacy Pangilinan, JD, MLIS, Senior Manager, Knowledge Solutions, DLA Piper LLP
Jean O’Grady, JD, MLS, Sr. Dir of Information, Research & Knowledge Management, DLA Piper LLP
Jocelyn K. Sagherian, Reference Librarian, Fordham Law School Library
Patrick V. DiDomenico, Chief Knowledge Officer, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.
Jennifer P. Mendez, Senior Manager, KM Firm Solutions, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.
Evan J. Shenkman, Senior Manager, KM Counsel & Research, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.
Monice Kaczmarski, Vice President, Library Strategy & Innovation, Feit Consulting
Michael Feit, President, Feit Consulting
Cynthia L. Brown JD, Director Research Services, Littler Mendelson P.C.
Edward J. Walters, Chief Executive Officer, Fastcase
Kara Burza, Paralegal Manager, Mayer Brown
Tara Kim Eberhart, Director of Paralegal Services and Docketing, Dentons
Jessica L. Bengels, Managing Attorney, Manager of Litigation Services, Latham & Watkins LLP
Steven E. DeJesus, Docket Specialist, VedderPrice
Anna McGrane, COO, PacerPro
And Others!
Best Practices & Management Strategies for Law Firm Library, Research & Information Services

February 22, 2018 ~ SUNY Global Center ~ State University of New York ~ New York, NY

8:30AM  Sign-In & Networking Breakfast

9:00AM  Opening Remarks: Conference Chairperson
         TBA shortly...

9:10AM  OPENING/KEYNOTE
On the Front Lines: Assessing New Products and Setting Expectations for how they will Perform at the Firm

Legal technology is moving quickly, and so is the marketing language about AL. Separating value from the noise can be difficult. What can AI actually do today? When do you want a product built with it, and when does it not matter? What are the important questions to ask about how specific AI product works? How can you identify when the emperor has no clothes? KM professionals and law librarians are at the front lines of assessing new products and setting expectations for how they perform at the firm. Answers to these questions are essential for finding solid ground in this rapidly shifting tech landscape. Get critical insider knowledge from someone who has built and sold AI about how you can identify the good, bad, and the ugly.

Daniel Lewis, CEO & Co-founder, Ravel

9:50AM  SURVEY RESULTS & PANEL DISCUSSION
Beyond Virtualization: Transforming the Law Library

“What is the Modern Law Library?” The role of library services within firms and organizations has shifted. Rather than being a target of downsizing or outsourcing, librarians are moving beyond traditional roles, reinventing themselves to support the business of law. However, administration must be open to this evolution. Without this support, library modernization cannot be fully realized. This segment will address the steps firms need to take for maximum efficiency and delivery of legal information resources — and the role of the Modern Law Library. How is “Library Modernization” being defined? This session — inclusive of a panel discussion with key experts from the field — will speak to the “Big Picture” of Librarians as disruptors, the importance of interdepartmental support and technology, how to change the stereotypical image of the librarian, and how to run the library as a business.

Greg Lambert, Chief Knowledge Services Officer, Jackson Walker LLP,
Shabeer Kahn, Director of Research Services, Morrison & Foerster,
Nancy Rine, Director of Research Services and Conflicts, Fried, Frank, Harris, Shriver & Jacobson LLP,
Michael Feit, President, Feit Consulting,
Monice Kaczorowski, Vice President, Library Strategy & Innovation, Feit Consulting

10:35AM  Morning Networking & Coffee Break

11:00AM  CASE STUDY
Why are we Paying for That? Reinventing the Budget Process with Project Management and KM Principles: DLA Piper Case Study

Budgets can’t be managed effectively in a one-size-fits-all approach. Cost optimization is an ongoing process which should be built into your departmental workflow. Digital resource budgets have exploded over the past ten years and expanded the complexity of resource acquisition and renewal. How do you account for the cost of enterprise, local and practice group spending? How do you get practice group participation in budget accountability and cost control? Learn how one firm moved from a decentralized and painful budget process to developing a streamlined and effective tool for ROI reporting by starting with a whiteboard and workflow analysis.

Stacy Pangilinan, JD, MLS, Senior Manager, Knowledge Solutions, DLA Piper LLP (US) AND Jean O’Grady, JD, MLS, Sr. Dir of Information, Research & Knowledge Management, DLA Piper LLP (US)

11:45AM  CASE STUDY
The Knowledge Desk... A One-Stop Shop

Often law firms roll out multiple search engines, databases and portals to provide information to their lawyers, and then are surprised when lawyers don’t use them. The belief is that lawyers don’t use these tools because they are not tech savvy. In reality, it's because there are too many options and it’s difficult to figure out where to find something. Enter Knowledge Desk. Knowledge Desk was launched in 2016 and is designed to provide Litigator attorneys with a “one-stop shop” for all legal answers — copies of complaints, answers to legal questions, legal research, SMs, etc. The Knowledge Desk has handled more attorney requests in the first nine months of 2017 than in all of 2016 and is on track to respond to over 26,000 requests by year-end — a 35% increase year-over-year. In an environment where so many firms and libraries are shrinking, the Littler library has had dramatic growth without taking on new departments. In this case study, Cynthia Brown will share the secret(s) to Littler’s success.

Cynthia L. Brown JD, Director - Research Services, Littler Mendelson P.C.

12:15PM  Networking Luncheon

1:15PM  CASE STUDY
Absorbing Library Services into KM – A Case Study

In early 2016, Ogletree Deakins dissolved its library services department and absorbed all library functions into KM. Two years later, the team behind that (ultimately successful) transition is here to discuss the impetus for the change, its execution, what went well, and what went wrong.

Jennifer P. Mendez, Senior Manager, KM Firm Solutions, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.,
Evan J. Shenkman, Senior Manager, KM Counsel & Research, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.,
Pamela Mendez (Mother), Chief Knowledge Officer, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.

2:00PM  INTERACTIVE SEGMENT
Teach Your Children Well:
Preparing Law Students For Law Firm Practice

Conventional wisdom says that legal education needs to evolve to meet the current demands of the market place. But what, exactly, should change, and how can legal educators best prepare law students to hit the ground running at their firms? This interactive discussion will allow conference participants to share their thoughts with a law school librarian teaching legal practice technology at Fordham University Law School. We will begin with an overview of the current state of legal technology education in the resource and information realm. Then, we will evaluate its sufficiency based on law firm needs now and anticipated skills necessary for the future. This will be an opportunity for attendees to share their perspectives directly with the source on educating students for the modern practice of law.

Jocelyn K. Sagherian, Reference Librarian, Fordham Law School Library

2:45PM  Afternoon Networking & Coffee Break

3:15PM  PANEL DISCUSSION
Practical Magic: Read/Write AI in Law Firms

In the past, law firms could use artificial intelligence only by subscribing to software that incorporated it – read only. But today, law firms are using artificial intelligence to create their own tools and solve long-intractable problems – read/write AI. In this panel, Fastcase CEO Ed Walters will moderate a discussion among law firms who are building their own AI-enabled tools to create the data-powered law firms of the next generation.

Edward J. Walters, Chief Executive Officer, Fastcase, Others TBA

4:00PM  CLOSING PANEL DISCUSSION
The Leadership Imperative:
Leveraging Strategic Relationships Across Departments

In line with the increasing professionalization of law firms, paralegal, docketing and litigation services managers have become key sources of innovation, intelligence and change. This evolution directly impacts workflow, data capture, and the very provision of legal services by law firms; it also represents an important opportunity for law librarians interested in broadening their portfolio of knowledge enabling services to help their firms leverage existing talent and resources. This session will provide an overview of key trends in docketing and paralegal relevant to library, as well specific examples from these groups.

Kara Buzga, Paralegal Manager, Mayer Brown, Tara Kim Eberhart, Director of Paralegal Services and Docketing, Dentons, Jessica L. Bengels, Managing Attorney, Manager of Litigation Services, Latham & Watkins LLP, Steven E. DeJesus, Docket Specialist, VedderPrice — Moderated by: Anna McGraw, COO, PacerPro

4:45PM  Closing Remarks / End of Conference
**REGISTRATION FORM**

**Law Firm Library, Research & Information Services - 2018**

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Signature: __________

I have read the terms and conditions below

☐ Conference Registration $895

☐ Admission for Vendors/Solution Providers $1,495

☐ **EARLY-BIRD DISCOUNT**: I am registering before January 8th and would like to claim my 15% early bird discount! ($760.75)

**For Team Discounts please call Daniel Smallwood at 312 212 1301**

Please note: payment must be received in full prior to the event to guarantee your place

Card number: __________

Expiration Date: __________

Security Code: __________

☐ Payment in the mail (checks made payable to Ark Group USA)

☐ Multiple bookings: please invoice separately

Registration conditions
1. Registrations can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and registering early is therefore recommended. In the event that the registration is not able to be accepted by Ark Group the total amount will be refunded.
2. Payment must be received in full prior to the event.
3. All speakers are correct at the time of printing, but are subject to variation without notice.
4. Cancellations received 45 days or more prior to the event will receive a full refund.
5. All registrations submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
6. All cancellations must be received in writing (email).
7. Ark Group will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the program.
8. Please make checks payable to Ark Group USA.

**Venue and Accommodations**

This conference will be held at **The SUNY Global Center** located at 116 East 55th Street (Btw. Park and Lexington Ave) in the SUNY Global Classroom—a state-of-the-art facility with tiered, in-the-round seating. For more details please contact Daniel Smallwood at danielsmallwood@ark-group.com or by phone at 312-212-1301.

**Who Will Attend This Conference**

Ark Group’s 12th annual **Best Practices & Management Strategies for Law Firm Library, Research & Information Services** conference is developed for those involved in managing your firm’s knowledge and information resources — including but not limited to Directors of Library Services, Library Managers, Directors of Information Resources/Services, and Directors of Knowledge Management as well as IT Directors, Directors of Marketing, Business Development and Competitive Intelligence.

**Exhibition & Sponsorship Opportunities**

If you are interested in sponsorship opportunities for this (or any) Ark Group event, please contact Kevin Klein for more details at 312-212-1302, or via email at kklein@ark-group.com.

Ark Group does have a financial aid policy to provide CLE programs for certain qualifying attorneys who are unable to attend due to cost considerations. For more information please contact Daniel Smallwood at 312-212-1301.
Ark Group’s 12th Annual
Law Firm Library, Research & Information Services

THIS CONFERENCE WILL BE HELD AT:

The SUNY Global Center
The State University of New York
116 East 55th Street
(Btw. Park and Lexington Ave)
New York, New York 10022
http://global.suny.edu/building/brochure/globalclassroom.cfm

The SUNY Global Center serves as the headquarters for the (SUNY) system’s international operations, and is the public face of the state university system in New York City. This forum will take place in the Global Classroom—which is a state-of-the-art facility with tiered, in-the-round seating, and power and microphones at the desktop fostering seamless interaction between speakers and audience members.

Hotels within walking distance to the conference venue:

Marriott Courtyard New York Manhattan/Midtown East
866 Third Avenue
New York, NY 10022
212.644.1300
www.marriott.com/hotels/travel/nycme-
courtyard-new-york-manhattan-midtown-east/

Doubletree Metropolitan Hotel
569 Lexington Avenue (at 51st St)
New York, NY 10022
212.752.7000
www.metropolitanhotelnyc.com/

Omni Berkshire Place Hotel
21 East 52nd Street (between Madison & 5th)
New York, NY 10022
212.753.5800
www.omnihotels.com/FindAHotel/
NewYorkOmniBerkshire.aspx

Club Quarters Rockefeller Center
25 West 51st Street (Off 5th Avenue opposite Rockefeller Plaza)
New York, NY 10019
212.262.3200
www.clubquarters.com/loc_nyRockefellerCenter.aspzx

Affinia Manhattan
155 East 50th Street
212.751.5710

Carvi Hotel New York
152 East 55th Street
New York, NY 10022
212.752.0600
www.carvihotel.com

Marriott Renaissance
130 East 57th Street
212-753-8841
Reservations

Hotel Elysee
60 East 54th Street
212-753-1066
Reservations

St. Regis New York
2 East 55th Street
212-753-4400
Reservations
Directions, Maps & Other Details...

SUNY Global Center
116 East 55th St.
(Btw. Park and Lexington Ave)
New York, NY 10022
212-317-3500

Directions to the SUNY Global Center from primary arrival points in NYC:

**Grand Central Terminal** (MTA Metro-North Railroad): The Global Center is a .75-mile walk North on Park Avenue.

**Pennsylvania Station** (Amtrak, Long Island Railroad, New Jersey Transit): Take a Queens-bound E subway train to the "Lexington Avenue-53rd Street Station". Alternatively it is a short taxi ride or a 2.0 mile walk.

**Port Authority Bus Station**: Take a Queens-bound E subway train to the "Lexington Avenue-53rd Street Station". Alternatively it is a short taxi ride or a 1.5 mile walk.

**Parking**: The Global Center does not have its own parking facility. However, there are numerous parking garages in the area. Rates fluctuate, but you can expect to pay about $40 per day.

*Rates for all garages in the neighborhood vary greatly by day of the week and timing. You may want to use this website to find the most reasonable rates for your particular needs: Bestparking.com  -- under "City", click New York, and then can click to neighborhoods or cross street; can plug in arrival and departure times; site will calculate rates and show icons with $ amounts on a map. Click the icons to show specifics.*

Local Restaurants near the SUNY Global Center:

**American**
Houston's / Hillstone 153 E. 53rd St (At 3rd Ave) 212.888.3828 [www.houstons.com](http://www.houstons.com)

**Asian/Sushi**
Asian Station 155 E 52nd St (between Lexington Ave & 3rd Ave) 212.421.2294 [asianstationyc.com](http://asianstationyc.com/)

Tenzan 988 Second Ave. (bet. 52nd & 53rd Sts.) 212.980.5900 [www.tenzanrestaurants.com](http://www.tenzanrestaurants.com)

Lychee House 998 Second Ave. (bet. 52nd & 53rd Sts.) 212.980.5900 [www.lycheehouse.com](http://www.lycheehouse.com)

**French (Bistro)**
La Mangeoire 1008 Second Ave. (bet. 53rd & 54th Sts.) 212.759.7086 [www.lamangeoire.com](http://www.lamangeoire.com)

Deux Amis 356 E. 51st St. (bet. 1st & 2nd Aves.) 212.230.1117

Jubilee 347 E. 54th St. (bet. 1st & 2nd Aves.) 212.888.3569 [www.jubileeny.net](http://www.jubileeny.net)

**Indian**
Dawat 210 E. 58th St. (bet. 2nd & 3rd Aves.) 212.355.7555 [www.dawatrestaurant.com](http://www.dawatrestaurant.com)

**Italian**
Bar Vetro 222 E. 58th St. (bet. 2nd & 3rd Aves.) 212.308.0112 [www.vivolony.com](http://www.vivolony.com)

Bice Ristorante 7 E. 54th St (bet Madison & 5th Ave) 212.688.1999 [www.bicenewyork.com](http://www.bicenewyork.com)

Casa Lever 390 Park Ave (between 53rd St & 54th St), 212.888.2700 [www.casalever.com](http://www.casalever.com)

Fiorini 209 E. 56th St (bet 2nd & 3rd Ave) 212.308.0830 [www.fiorinirestaurant.com](http://www.fiorinirestaurant.com)

Montebello 120 E 56th Street (between Park and Lexington), 212.753.1447 [www.montebellonyc.com](http://www.montebellonyc.com)

Serafina 38 E. 58th St. (bet. Madison & Park Aves.) 212.832.8888 [www.serafinarestaurant.com](http://www.serafinarestaurant.com)

**Lebanese**
Naya 1057 Second Ave. (bet. 55th & 56th Sts.) 212.319.7777 [www.nayarestaurants.com](http://www.nayarestaurants.com)

**Mediterranean/Greek**
Ethos 905 1st Ave (At 51st St) 212.888.4060 [www.ethosrestaurants.com](http://www.ethosrestaurants.com)

Fig & Olive 10 E. 52nd St. (bet. 5th & Madison Ave) 212.319.2002 [www.fig-and-olive.com](http://www.fig-and-olive.com)

**Mexican**
Dos Caminos 825 Third Ave. (bet. 50th & 51st Sts.) 212.336.5400 [www.brguestrestaurants.com](http://www.brguestrestaurants.com)

**Steakhouse**
Maloney & Porcelli 37 E. 50th St (bet. Madison & Park Ave) 212.750.2233 [www.maloneyandporcelli.com](http://www.maloneyandporcelli.com)