



September 2007

This newsletter is a publication of the Legal Industry Council of IFMA. If you are receiving this newsletter it is because you are a member of the Legal Industry Council and the council board believes you will benefit from its content.

LETTER FROM LIC PRESIDENT CRAIG OAKMAN

Dear fellow LIC Members,

This September marks the 10th anniversary of the formation of the Legal Industry Council of IFMA. So, HAPPY ANNIVERSARY!!!!!! For your enjoyment, we have attached two old letters to this edition that were written by founding President Norma Gwin around the time that the LIC was first formed. I think you will find the letters as interesting as I did. The initial board members included Norma Gwinn as President, John Alexander as Vice President, Sheryl Yetzco as Secretary, Corey Zawadski as Treasurer, Lucy Lessane as Communications Chair, and Harry Ludwig as Events Chair. From the bold initiatives of the 20 people that signed the petition to form the Council it is very gratifying to me that the LIC has grown over the last ten years from the founding 20 to its' current **182** members. The Council now includes over 40 members from firms in The Lawyer Global 100, and over 100 members from firms in the AM Law 500!



As we turn our attention to the goals of the coming IFMA year, the Board has published its Strategic Plan for the year with IFMA. The three basic goals of the plan include; 1) Continuing Professional Development, 2) Increasing Membership, and 3) Improving Membership Services. Some of the specific means to accomplish these goals for our members are by improving our list serve, providing the educational programs requested by the membership, starting a CFM / FMP mentoring and study program to assist our members in obtaining their professional certification, preparing and distributing a Council specific benchmarking study to help the members share sensitive information in an appropriate fashion, improving our website and newsletter offerings, increasing member participation and involvement, and focusing on member retention and expansion.

I firmly believe that with your help as active members these goals will be easy to achieve this year. We are well on our way to accomplishing many of these goals already, just 1 month in to the new IFMA year. [World Workplace](#) is right around the corner, and we are putting together a fantastic schedule of events to help you get the most out of attending this great event. If you have not signed up to attend yet, we strongly encourage you to do so. There is no substitute for networking in person with other law firm facilities professionals and getting away from the office to learn something new.

I continue to look forward to a great year of building on the goals and foundations that were set out 10 years ago, and I look forward to working with you to accomplish the Council's goals.

Sincerely,

Craig Oakman

President, Legal Industry Council of IFMA
Phelps Dunbar LLP
Director of Office Services and Facilities

Legal Council Benchmarking Survey

The LIC Benchmarking Survey continues to move forward nicely. Many of you have stepped up to the plate to be a part of the Benchmarking Survey Team. The current Survey Development Team consists of the following people and lists also the topics they will be working to develop in the Benchmarking Survey:

Mark Roberts - Conference rooms / catering
Sharon Kasachkoff - Disaster recovery
Cindy Dvorak - Lawyer and legal assistant furniture standards, and Assistant Benchmarking Editor
Greg Williams - Offsite facilities, real estate
Harry Ludwig - Office / work station sizes: lawyers, legal assistants, secretaries, staff
Corey Zawadski - Outsourcing, office equipment hardware and software: e-fax, printing, scanning, copying
Norma Gwinn - Project management, ergonomics
Holy Evers - Travel services and chargebacks: copy, scan, fax, e-fax, printing, telephone
Kathy Farley - Amenities: fitness center, day care, sick room, prayer room, mother's room
Craig David Rosen - Courier services
Craig Oakman - Asset management, lease management, Benchmarking Editor
Angela Chatham - Telephony

We have started receiving submissions from the team above, and will begin assembling and preparing the question formats in the next 30 days. We could still use your help drafting some simple questions on the following specific topics: Docketing, Insurance, A/V, video conferencing, Litigation Support, Records Management, Building Maintenance, and CAFM. What this entails is developing 5 to 10 specific questions in each of these areas for insertion into the survey. Please e-mail Craig Oakman at oakmanc@phelps.com if you can help with one of the remaining topics. Thank you.

World Workplace Comes to New Orleans!

The Council Board is getting very excited about World Workplace 2007. I am especially excited because so many people have signed up to come to my hometown for the convention. Currently, we have 27 LIC members that will be attending. They are: Kathy Farley, Donna Baker, Cynthia Dvorak, Georgeanna English, Michael Lesage, Holly Evers, Gerard DiCola, Sarah Steimel, Angela Chatham, Kimberly Frandsen, Wendy Watts, Harry Ludwig, Philip Moran, Jeffrey Kunak, Julie O'Loughlin, Ty Whitehead, Donna Anderson, Dante Billups, Daniel Monaco, Vicki Armstrong, Kathleen Davis, Mark Roberts, Penny Brock, Charlene Fischer, Jennifer Gonroff, Marie Coffee and myself. We hope to have at least 30 members in attendance for the event. If you have not signed up to attend, please do so soon as hotels in town are filling up for the dates.

We have an exciting agenda on tap for WWP. The official Legal Industry Council schedule of events is as follows:

Tuesday, October 23rd:

7:00 - ??? p.m. cocktails and a casual New Orleans dinner with council members and friends

Wednesday, October 24th:

8:00 - 10:00 Space tour of a local law firm
10:00 - 11:30 LIC business meeting at Phelps Dunbar LLP
11:30 - 12:30 Lunch (From Mother's Restaurant) at Phelps Dunbar following the meeting
1:00 - 2:15 Official Welcome and Opening Keynote Address at Convention Center
2:30 - 5:00 Expo Hall Grand Opening
5:00 - 7:00 LIC Reception at the New Orleans School of Cooking**
7:00 - 9:30 IFMA's WWP Welcome Reception

Thursday, October 25th:

12:00 - 1:00 LIC "lunch together" in Expo Hall

Friday, October 26th:

12:00 - 1:00 LIC "lunch together part II" in Expo Hall

Please get involved, join the rest of those attending, and pass a good time in New Orleans!

OUTSIDE THE OFFICE

A LIC member will be featured every month in the newsletter.

MEMBER SPOTLIGHT - Paul Dinino, FMP

Paul A. Dinino, FMP, is the Manager of Office Support Services at Blake, Cassels & Graydon LLP (Blakes) in Toronto, Canada. Blakes is a firm of more than 500 lawyers with nine offices worldwide. Approximately 275 lawyers are in the Toronto office. Paul has been with Blakes for 10 years and in his current position for 9.

What is one work related achievement of which you are particularly proud?

I would have to say getting my FMP designation, which I did in May. I thought it would be a good springboard for CFM certification. I completed the entire process on line over a 13 month period. The process included doing a case study and writing an executive review of it. My study was a printer/copier and work flow assessment done in conjunction with some of our consultants. We studied what type of documents are printed and where people store them; we also studied our printer fleet environment. As a result of the study we are going to be able to reduce our printer and copier fleet and we expect to reduce our paper usage by 15% which would equate to 244 trees per year and enough paper to reach 62 feet higher than the CN tower.

What is one aspect of your personal life that you'd like people to know about?

My wife and I have two children, 3 and 5 years old. She and I like to travel and every year we plan an "adults only" trip shortly after the new year. This year we visited Cuba.

The Comedy Corner

Please submit amusing, strange or outrageous Facilities Management stories to, cfischer@cgsh.com, and genglish@cgsh.com.

Craig Rosen of Vedder, Price, Kaufman & Kammholz, P.C. came across these boxes and thought that a picture paints a thousand words...



Helpful Listserv Information

What is the listserv ?

An email network that provides instant access to LC members and allows members to stimulate conversation by posting questions, answers and opinions on various topics relating to facility management.

Send a message to the listserv

Do you want to ask a professional question of your colleagues? Send an email to the Legal Industries Council listserv at lc@listserver.ifma.org

How to Search the Listserv Archives

1. Go to listserver.ifma.org/lists
2. Click on the link "Subscriber's Corner"
3. Click on the phrase "Get a **new** listserv password"
4. Enter your e-mail address that is Registered with IFMA headquarters and select a password that you can easily remember.
5. Register this password
6. Check your e-mail for your confirmation message
7. Click on the link in the e-mail given
8. Click on Subscriber's Corner and then log in using your registered e-mail and password.
9. Click the link given.
10. Click on Server Archives on the left of the page, and then select your council for your council's archives.

This registration is a "one time only" process. From here on out you can just visit <http://listserver.ifma.org/archives/> and the site should recognize you so that you won't have to enter your information again.

Listsrv Etiquette

- Include a signature tag on all messages. Include your name, affiliation, location, and e-mail address.
- State concisely and clearly the specific topic of the comments in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Include only the relevant portions of the original message in your reply, delete any header information, and put your response before the original posting.
- Only send a message to the entire list when it contains information from which everyone can benefit.
- Send messages such as "thanks for the information" or "me, too" to individuals--not to the entire list. Do this by using your e-mail application's forwarding option and typing in or cutting and pasting in the e-mail address of the individual to whom you want to respond.
- Do not send administrative messages, such as remove me from the list, through the listserv. Instead, use the **Command Instructions** provided to you in your introductory e-mail to change your settings or to remove yourself from the list.
- Warn other list subscribers of lengthy messages either in the subject line or at the beginning of the message body with a line that says "Long Message."

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October 20, 1997

Donna E. Baker CFM
Administrative Service Manager
Stoel Rives Boley Jones & Grey
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Seattle, WA 98101

Dear Colleague,

I have been back from World Workplace just one short week and I am bubbling over with enthusiasm about the coming year for the Legal Industry Council. On Sunday, October 5, eighteen of us came together from all over the United States to meet and discuss what our goals will be for 1998; what role each of us will play in the group and what benefits we expect the group to bring to us as individuals. We elected the following officers for the coming year:

Norma Gwin, Nutter, McClennen & Fish, LLP, Boston	President
John Alexander, Shook, Hardy & Bacon, LLP, Kansas City	Vice President
Sheryl Yetzco, Long, Aldrich & Norman, LLP, Atlanta	Secretary
Corey Zawadski, Alston & Bird, Atlanta	Treasurer
Lucy Lessane, Cahill & Gordon, LLP, New York City	Communications Chair
Harry Ludwig III, King & Spaulding, Atlanta	Events Chair

During the conference, we continued to gather for informal get togethers, dinners and lunch each day. By the third day, our group had grown to twenty-six. Our visibility heightened when the promotional piece, describing our council, was distributed at the Council Table. As the conference drew to a close, John Alexander and I attended the annual council meeting with the heads of all other councils across the country. A consultant, Rosanne Barone, who was engaged by the National office of IFMA to address council needs and how councils *fit* in IFMA, spoke to us to find out what we need from IFMA and what benefits our councils can offer to perspective members. This was a lively discussion and there will be follow up information distributed. When the project is concluded, I will pass along the results.

This year, IFMA made a major commitment to councils to succeed and flourish and will continue to do so in the future. By the response we received and experienced at World Workplace, we have also done the same for our council. It is a very exciting time for us to begin to network with our peers across the miles and to have a myriad of resources from which to find answers to our

NUTTER, McCLENNEN & FISH, LLP

questions and better information to benchmark. It is now our responsibility, as your officers, to ensure we do not lose this momentum. Consequently, this is our plan for the coming year:

1. I will provide to you a list of all member's names, firms, addresses and communication numbers to enable us to interact with one another. *It is very important to keep this information current, especially E-mail addresses.*
2. I will work with IFMA National to get a "List Server" up and running. This will provide us with an electronic bulletin board for quick and easy access to one another on an as-needed basis.
3. As the Communications Chair, Lucy Lessane has made a commitment to represent our Council in the monthly national teleconferences with the heads of other councils across the country. They are held the first Tuesday of each month.
4. I will set up quarterly teleconferences with IFMA National for those members who wish to participate. I will let everyone know the dates they are scheduled, the phone number and the agenda as soon as I have the details.
5. I will do one last mailing to all law firms over 100 lawyers to ensure we have contacted everyone who may want to join our group. If you know of anyone who would like to become a Legal Industry Council member, an application form can be sent to them or if you would like to keep a master blank form on hand for potential members in your area, please let me know. Once completed, all membership applications should be sent to me so I can pass them on to IFMA National to list their names on the main database.
6. Harry Ludwig, as Event Chair, is working with Legal Industry Council members in the Chicago area to plan something special for next year's World Workplace. We hope to announce plans early next year to encourage more people to participate both in World Workplace and in our networking events.
7. There may be a possibility of regional Legal Industry Council Meetings which could be held in conjunction with the Mega-Regionals across the country. This would afford those people, who cannot come to World Workplace, the opportunity to meet and those who can, the opportunity to meet on a semi-annual basis with members from their respective regions. As these events draw near, these semi-annual regional meetings may take shape.

Overall, those of us who met at World Workplace, decided that our charter this year is to be a resource to one another. This will enable us to bounce ideas off each other, to resolve issues more quickly and to obtain feedback for new projects. We agreed to take *baby steps*. This year we will *walk*; next year, maybe we will *run*.

I hope for those of you who were unable to attend the conference in Dallas, you can meet with us throughout the year via E-mail and teleconferences. Even an occasional question or answer is of value to the member who needs help.

Sincerely,



Norma M. Gwin, CFM
President

NUTTER, McCLENNEN & FISH, LLP

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RECEIVED

AUG 05 1997

STOEL RIVES III

DIRECT DIAL NUMBER

July 24, 1997

Stoel Rives Boley Jones & Grey
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Administrative Service Manager
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Dear Ms. Baker:

This letter may be an introduction or a reminder as to who I am and why I am writing to you. My name is Norma Gwin. I am the Director of Operations at Nutter, McClennen & Fish, LLP in Boston Massachusetts. I am also the President of the forming committee of the IFMA (International Facility Management Association) Legal Industry Council and in that endeavor, I have been working feverishly to obtain the initial 20 signatures necessary to officially formalize our Council.

In my capacity as Director Operations at NMF, I face similar issues as you do and the solutions are often the result of information I receive through my law firm network in Boston. In addition, my membership in IFMA enables me to gain a broader base of knowledge. Ideally, the ability to network, within my specific industry nationwide, would be the best of both worlds.

A year ago, I sent a letter to a small group of law firm professionals across the country to ask whether they were interested in gaining that external perspective by joining together to form a Legal Industry Council within IFMA. The response was positive and a few of us met at World Workplace in Salt Lake City last October. We elected officers and talked about the future. Since that time, Sheryl Yetsko from Long, Aldrich and Norman in Atlanta and I have been working diligently at making this happen. Your name was obtained from one of two places: (1) You are an IFMA member who works in a law firm. *That information was obtained from comparing the IFMA Directory listings to Martindale-Hubbel* or: (2) You are not an IFMA member, but you perform a "facility management" function for a law firm or a legal department of a corporation. *That information was determined by reviewing the recent ALA Directory. By the way, there are very few of us who are also members of ALA.*

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Those of us who belong to IFMA are aware of the various benefits of membership including educational publications, local and national seminars, educational workshops, free subscriptions, resume bank, to name a few. I see the most important benefit to be the vast network from which we can gain as little or as much knowledge; obtain as specific or as general information; and keep in touch with our profession as frequently or on an as-needed basis. Many of the clients of our firms own or work for IFMA member firms. Since our main function is to service our *clients*, the attorneys, we owe it to ourselves and to them to be the best we can be! A global network can help us in this effort.

The forming Committee's goals are: (1) Obtain the 20 signatures necessary to formalize our council. (2) Create an electronic bulletin board to provide an initial platform on which we can begin to share. (3) Participate in teleconferences with an informal agenda on a routine basis. (4) Have our first formal meeting at World Workplace in Dallas, October 4- 7. (5) Create a directory for everyone to use, including projects we may be working on, at the time to help others with theirs, i.e. Who is doing a relocation; who may be installing video-teleconferencing. (6) Discuss the appropriate avenue to get the word out that we exist and work with IFMA National to receive names of new members who work in the legal industry, as they join.

I know this will work! I can feel it! We just need to begin! You can help us and benefit too! If you already know you would like to be a member, fill out the enclosed sheet and return it to me signed by mail or by fax at 617-973-9748. If you would like more information before you commit, call me at 617-439-2386 or E-mail me at nmg@nutter.com. Your comments and suggestions are greatly appreciated. For those of you who were part of my first mailing and those elected officers, I apologize for yet another letter; however, it is important that you officially sign up, if for no other reason than to stop those cards and letters from coming!!!!!!!

Sincerely,



Norma M. Gwin, CFM
Director of Operations

Enclosure