



LIC 4th Quarter Newsletter

Calendar of Events March 2005

All Member IFMA Legal Council Meeting
Tuesday, March 15

12 Noon PST
1:00 MST
2:00 CST
3:00 EST

1-888-447-7153
Passcode 7347831#

**Tuesday, 22nd, Wednesday, 23rd, &
Thursday, 24th, 12 pm CST**
Special Edition Audio Seminar Series

Monday, 28th, 2 pm CST
Monthly Officer Teleconference

Past President's Message

by Donna E. Baker, CFM

There are some great things coming your way in 2005. No, I'm not clairvoyant, I was one of the lucky members who attended the Legal Industry Council Annual Meeting in person. It was very disappointing when the conference call system did not work, but encouraging that so many members wanted to participate. It is very difficult to bring such a widespread and extremely busy group of people together, so President Julie O'Loughlin's idea to invite all members to attend a quarterly LIC Board Meeting is brilliant! I encourage all of you to participate in your Council, and your officers are looking for ways to make it easier for you to join in.

Communication Chair Craig Oakman has been working on the new website, which will be AWESOME! It will have expanded features and will be a great resource tool for all members. When Craig or Cynthia Dvorak ask for membership profile updates and/or submittals, be sure and fill yours out. Membership Profiles are a great resource for other members looking for a particular expertise or regional contacts. Vice President Jim Giles and Programs Chair Tracy Morris are working on some great web-based seminars and welcome ideas on topics that are hot on member's wish list. Those that attended webinars earlier this year found the interactive program almost like being there, and a wonderful way to attend educational seminars without having to leave their office.

Plug in and get more from your membership by participating in the quarterly member meetings, sign up for the webinars, and check out the new website when it is rolled out. Stay tuned and watch for more announcements.

Donna Baker is Administrative Services Manager at Stoel Rives LLP in Seattle.

IFMA LIC President's Message



by Julie O'Loughlin

Well, no one let me know how much fun being LIC President was! You are faced with all kinds of new challenges, meet lots of interesting people and, most of all, gain a sense that you are part of a wonderful community! I did not expect the calls and e-mails that I have received from many of you expressing ideas of what you would like to see in the future for our Council, venting on what you don't want to see, and most importantly, lots and lots of good will and support.

Speaking of support, I hope you all took a minute to fire up Craig Oakman's very humorous "audio recording" of our annual World Workplace 2004 meeting that took place in Salt Lake City, Utah this year. Although we were very disappointed that our technology failed us and we weren't able to connect with the many of you who attempted to participate via teleconference, humor is the best way for us to move forward. Humor aside, we ended up having a great meeting where we decided this was the year we would get a lot of projects off the ground.

Since our meeting in Salt Lake City, it has been an exciting and productive time for us in the LIC. We're all thrilled to see the progress that our Council has seen over the past few months, between the increasing number of new members, and the soon-to-be launched website, to be revealed at our Quarterly all-member meeting (the first under my Presidency) on Tuesday, March 15, 2005 at 12 noon PST.

One area that I have received a great deal of feedback from LIC members is our Listserv. The LIC

Listserv is a wonderful resource for all of us in the legal profession, and certainly is one of the many benefits of being a member of the LIC. The Listserv is a tool to promote and enhance the competence and professionalism of legal management professionals, as well as for LIC Council members to solicit advice and recommendations from their counterparts throughout the country via an e-mail network. I have received much positive e-mail about how valuable and timely this resource truly is. I know I certainly have used the Listserv to my advantage. Recently, at a management meeting I was able to "wow" everyone by my in-depth knowledge of what law firms were doing across the nation.

However, throughout the course of our Listserv communications we have strayed into some problem areas, and I have received e-mails from concerned LIC members about possible Antitrust violations. While I know that any possible violations are simply an oversight due to a lack of information, the government doesn't know us. Therefore, I am very excited to distribute our Listserv guidelines to ensure that we don't have any future problems! Additionally, I would like to once again thank Deborah Feinstein of Arnold & Porter LLP for her tremendously informative webinar, *Information Sharing Between Law Firms-Dos and Don'ts*. I believe her exceptional background and knowledge of Antitrust matters helped resolve any questions I previously had, and I hope you all had a similar experience!

The Listserv guidelines will hopefully serve to give you all a basic structure when using this wonderful resource. Please do take a few minutes to read over the Listserv guidelines listed below. While these guidelines are in place to keep us away from raising sensitive legal issues, please don't be intimidated by any of them! If you do have any questions and/or concerns about what topics are appropriate/inappropriate, please don't hesitate to call me at 650-335-7659 or email me at jolouglin@fenwick.com.

1. All emails sent to the LIC listserv should be related to law firm/facilities management or the legal industry only.
2. The LIC assumes no responsibility for the accuracy, currency, completeness or usefulness of information in any materials on the Listserv, and it does not endorse any opinions or recommendations posted by members.
3. In order to maintain a level of confidentiality messages posted to the LIC Listserv are not to be disclosed to non-LIC members. By using the LIC Listserv you agree not to reproduce, retransmit, re-post, distribute, sell, publish, broadcast, or in any way commercially exploit any of the content.
4. The LIC Listserv is for professional communication; therefore we ask that all precautions be taken to avoid violating antitrust laws, by refraining from discussing the following in all emails, including reply email:
 - a. Agreements or understandings with competitors, such as: how much personnel is charged for parking, whether to use a particular vendor or not, or how much to charge a client for photocopying, etc.
 - b. Discussions regarding price, discounts or other competitive issues, such as those

previously mentioned.

c. Salary and/or employee benefit information

Appropriate topics of conversation include such things as: departmental structures, experiences with vendors relating to quality (but not price), etc.

Messages that raise antitrust issues, as well as messages that are unlawful, harassing, abusive, threatening, or otherwise objectionable may result in the removal of messages and/or termination of your participation in the Listserv. If you have any questions about appropriate subjects of communication, please contact Julie O'Loughlin at joloughlin@fenwick.com.

5. When sending messages to the entire Listserv, please be as specific as possible as to the subject of the email (the topic and the region and/or person(s) at which the question is most closely related should be stated in the "Re:" line). For example, "Re: CHICAGO AREA - Temporary Office Space".

On another note, I would like to once again express my appreciation and gratitude to Donna Baker of Stoel Rives LLP for taking on an additional term as LIC President. Thanks Donna!

Julie O'Loughlin
LIC President

Julie is Director of Facilities Operations at Fenwick & West LLP in Palo Alto, California.

LIC COMES TOGETHER AT WORLD WORKPLACE 2004

by Charlene Fischer, CFM

When I attend World Workplace, I always look forward to meetings with the LIC members. The most interesting, meaningful and, yes, humorous conversations take place with this group. Our problems, projects and experiences are similar. We learn from each other as well as discuss ways to promote the Facilities Management profession.

As Julie O'Loughlin mentioned in her recent annual LIC meeting minutes e-mail, two of the initiatives the council hopes to pursue to enhance the resources available to LIC members are a salary survey and a job bank. Julie noted "salary plays a large part in the quality of employee you are going to get." A salary survey and detailed job descriptions will bring to the attention of those responsible for salary decisions, the number of hats we wear and the skills required to do our jobs. If this information is readily available, it will help us to justify higher salaries for new positions as well as for existing employees who take on additional responsibilities.

As we know the ALA compiles the main resource of salary information used by law firm administrators. This year I was unable to find job descriptions for my staff. I found that one Facilities job was divided among several job descriptions. For instance, like a typical admin assistant, our admin assistant does some filing and she answers the telephone. However, she is also the first point of contact for requests for help, the purchaser of our facilities supplies, the individual who maintains the inventory of keys, the data entry clerk for our asset management database, etc. Similarly, our conference room & catering services supervisor, who falls under the description of the housekeeping-catering assistant, does much more than the job description suggests. It is often difficult to quantify an increase in salary for someone who has good time management and organizational skills as opposed to a degree but individuals with these skills are extremely important to running an effective Facilities Department. An LIC resource with salary information and detailed job descriptions would certainly be helpful to us as managers. In addition, like the ALA salary survey, those in our law firms making salary decisions would regard it as relevant.

These initiatives were reported in the January 12, 2004 officer meeting minutes. "Donna Baker reported that the first step towards rewriting the Facility Manager job description for local and national ALA salary surveys, is to gather job descriptions from members... a basis for our request for a modification of the job descriptions used for facility management positions in the local and national ALA salary surveys. As most of our salaries are based on the ALA salary report, this is where we need to encourage change."

Although the process of compiling this information will take time, it is a worthwhile project. As our staff grows and requires new skill sets, for instance in the areas of telecommunications and audio visual systems, we are responsible for making sure that their skills are recognized as such and that they are paid accordingly. An LIC salary report and job bank will make this process easier for all of us. Therefore, when we receive the list serve request for job descriptions we should respond. This will be the first step in the process.

Getting together as a group at World Workplace energizes us briefly but we tend to return to our busy offices and to forget or have trouble finding the time to participate in teleconferences, seminars, etc. Hopefully, quarterly LIC teleconferences will be a part of our schedules this 2005. The teleconferences will help us follow up on the progress of initiatives, such as the salary survey and job bank, as well as to keep in touch with each other regarding projects, problems, solutions and future trends in Facilities Management.

Charlene Fischer is Facilities & Telecommunications Manager at Cleary, Gottlieb, Steen & Hamilton in Washington, D.C.

***To enjoy pictures from World Workplace 2004, please click here:

http://www.ifmalic.org/secure/photos/04wwp/04wwp_index.htm

The Building of Our New Website

by Craig Oakman

Much has transpired in the last 5 months regarding the development of our new website. We started our design process with a few major goals in mind. The goals were simple; 1) provide a website for our members that would be dynamic, informational, interactive, and easy to use, 2) make sure that we developed the site that had a unique and attractive "brand" for the Legal Industry Council (one that could be used for all of our communications as well), and 3) provide the members with a secured, usable member e-directory with links to member profiles which would contain embedded links within the profiles to allow you to e-mail other members directly on a 1 to 1 basis.

I am proud to say that I think we have achieved these goals admirably. The Board has spent a lot of time discussing and developing the areas that have gone into the final design. Just like everyone in the Council, I always enjoy a good challenge and especially a challenge that involves construction. The building of this website has been especially rewarding as I have learned quite a bit about a type of construction that I did not have a lot of previous experience with. It also means a great deal to me to be able to help develop the tools we need to help continue to growth and development of the Legal Industry Council.

All of us on the Board are looking forward to the upcoming unveiling and, with your help and further suggestions, we hope to make <http://www.ifmalic.org> even more robust and valuable to each of us in the Council!

Happy Surfing.....
Craig Oakman

Craig Oakman is the Director of Office Services& Facilities at Phelps Dunbar LLP in New Orleans, LA.