



Legal Industry Council Brief

Legal Industry Networking & Communications Channel

2nd Quarter 2004

IFMA LIC President's Message



by Donna E. Baker, CFM

It is with sadness and relief that I write my last President's Message. By the time the next newsletter is published, the members of the Legal Industry Council will have selected a new President. It has been my privilege and honor to serve as your President for the last three years, but enough is enough and I am ready to take on a new role within the Council.

It has been encouraging to see this Council grow from 20+ members in 1996 under founding President Norma Gwin's authorship and leadership, to 80+ members in 2004. To ensure the growth of our Council, I will continue to work with Cynthia Dvorak, LIC Membership Chair, and Julie O'Loughlin, current LIC Vice President, in planning and implementing a membership drive that will draw in new members to add to our already awesome skill and resource bank.

Phase I of the membership drive will be to identify existing IFMA members that work in the legal environment and encourage them to check out the LIC and join. LIC membership brochures will be designed and sent to law firms that have facility managers or directors. The Council continues to count on you as members to spread the word in your community. If you would like to work on the brochure design, and/or would like a supply of brochures, please contact Cynthia Dvorak at cdvorak@sidley.com or myself at debaker@stoel.com.

The LIC will continue to offer audio and web-based seminars to educate our members and encourage their guests to check out the benefits of membership. James

Gile, LIC Program Chair, will bring together a wide array of speakers and topics for this coming year. If you have a hot topic or know of a dynamic speaker, please contact James at james_gile@aporter.com.

Another tool we will be using will be our website. Craig Oakman, LIC Communication Chair, is working with a web designer to update and improve our website. The LIC membership base is spread across the United States and Canada and the website will provide a hub to attract and inform potential members while connecting existing members with member bios, calendar of events, newsletter, and an archive of listserv questions and responses.

Phase II of the membership drive will involve collecting job descriptions for a job resource bank. We hope to develop a better array of job descriptions to present to the Association of Legal Administrators to encourage them to change the facilities management job descriptions in their annual salary survey. While many of the IFMA LIC members do not belong to ALA, the administrators from their firms most likely do and they rely on the ALA Salary Survey to set salary levels and annual evaluation raises. The present ALA job description does not adequately represent the industry standard for facility managers or directors. We hope to change that by strengthening our numbers to make an impact on this area of legal administration.

As we all work towards a brighter professional future, we hope that the officers of the LIC serve your interests and help promote facility management recognition in law firms. Please join us in this endeavor by getting involved with your local IFMA chapters and the Legal Industry Council.

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

Renovations: Who's in charge?

by Craig David Rosen

Recently there was a posting on the Council Listserv asking about who is in charge when renovations are being done in a branch office. Many of the home offices take charge of this process and ultimately make the final decisions. I had responded in favor of the branch office having more control over the process from planning to overseeing the construction as we have a better understanding of our day-to-day operations and what will best suit our needs. We also have a better understanding of the construction process in our specific city.

My office recently underwent some minor construction as we added more office space to our location. Being the branch office of a large Chicago based firm, there were many hands and minds involved in this project. At first, the main office felt it necessary to have the primary input into the planning and expediting of the work, although they were in constant contact with my office manager and myself seeking our input. This was due to the fact that there needed to be a uniformity to both offices. I totally understand this position, yet as I previously stated, there needs to be flexibility for the branch office to be "competitive" within their city.

Communication is the key to any successful undertaking. The final outcome of this project has been a positive one for both offices. Since the main office had experience with construction projects their input was invaluable. Their guiding hand was what we needed at the beginning but as time went by they realized, as parents do with their children, that at some point they had to let us walk on our own. What they learned along the way is that it is more productive, cost-efficient and time conscious to allow the office doing the construction to have the greater input into the decision making process.

At this point my office is pretty much handling the project and we keep the home office up to date with daily bulletins. We still ask for guidance when we feel we need it, but we are now in the position to make the decisions that best suit our office as well as the firm. The next time we undertake a construction project I am confident that the home office will leave much of the work in our hands, while we keep them in the loop and accept their input. We, the "children", appreciate this chance to grow and improve ourselves.

Craig David Rosen is Office Services Supervisor at Vedder, Price, Kaufman & Kamholz, P.C., New York

Kick the Tires and Take It For a Test Drive, or How To Evaluate Seating For Your Office

by Nancy Becker

Making the right choice of seating for your attorneys and staff doesn't have to fill you with angst-but you do have to take some important, yet simple, steps to improve the selection process. The Internet provided me with great resources, some of which I will share with you. The value of doing your own research will ultimately make your life a lot easier because you will have the knowledge and the tools to complete an evaluation without relying only on the manufacturer's claims. Remember that you are making a decision that affects the health, comfort, and possibly, the productivity of your workforce. Our Office Services team just went through this process so I speak from a little experience.

The top 5 ways to improve the selection process:

1. **Involve employees.** The people using the chairs should be the ones to decide which chair most satisfies their individual requirements. Narrow down the choices ahead of time to three different manufacturers that you feel provide the best in ergonomics, e.g., adjustability of arms, seat, back and lumbar support, to name a few.
- **Use an appropriate evaluation form.** The Human Factors and Ergonomics Research Group in the department of Design and Environmental Analysis at Cornell University has done a tremendous amount of work on ways to improve usability, comfort, health and performance through better ergonomic design. Their website provides an evaluation form that I would highly recommend you use in your selection process. You can locate it at: <http://ergo.human.cornell.edu/ahSEATING.html>.

Be sure to explain to your employees why the criteria listed on the form are important.

- **Test chairs in a real work environment.** Test the chair at a desk during a workday so you can accurately judge its comfort and performance.
- **Evaluate chairs for at least two to three days.** Don't plop them all in a conference room and have staff try them out for five minutes-that's like test-driving a car in your driveway.
- **Do not (yes, do not) give training on the chairs prior to the evaluation.** Training users prior to the evaluation could skew the results. Provide basic operating instructions that come with the chair.

Whether you are purchasing 10 or 200 chairs, going through an evaluation process such as this will send a strong message about your firm's concern for its workers. A small investment of your time is worth the effort for your employer and employees. Good luck.

Nancy Becker is Facilities Project Manager at Chapman and Cutler LLP, Chicago

Excerpts with permission from "Evaluating Task Chairs?", IS Designet, March 2002 and freelance writer and consultant, Kira Gould.

CFM TESTIMONIALS

Are you considering sitting for the CFM exam? Several members of the Legal Industry Council have achieved their CFM designation and lived to tell about it! See their reflections on the process and the result below.

"Passing the CFM exam gave me a huge sense of accomplishment. It provided confirmation that what I know and have been practicing meets the profession's standards and, as a result, increased my self confidence."

*Cynthia Dvorak, CFM
Facilities Management Director
Sidley Austin Brown & Wood LLP
Chicago, IL 60603*

"In preparing for the exam I participated in two study groups, a CFM Review course offered by the Northern Illinois Chapter and a CFM Exam Study Group which was organized by the Chicago Chapter of which I am a member. Both of these study groups were extremely valuable in preparing for the exam. In studying for the CFM exam I expanded my knowledge in the many different areas of Facilities Management. I was also surprised at how similar Facilities Management is across the many different industries that FM touches."

"I had not taken an important exam in quite some time and the thought of taking a 6-hour exam was intimidating. Once the butterflies settled in my stomach and I completed the first section I realized that I just needed to stay focused. I completed the exam and with the last click of the mouse I was informed that I had passed."

"I received a very positive response at my office including a communication from the Chairman to the Firm stating that I had separated myself from the pack and had joined the elite ranks of a CFM. I feel achieving the CFM has increased my confidence, credibility and has given me a more competitive edge in the field."

*Kevin M. Corrigan, CFM
Director of Facilities
Levenfeld Pearlstein
Chicago, Illinois 60602*

"After taking a year and a half Facilities Management certification course at the University of Washington, I was dismayed to find out that didn't give me the CFM designation. I still had to take the IFMA certification exam! I was running a high fever the morning of the exam and was sure I wouldn't do well, however, after several suspenseful weeks, a packet came from IFMA HQ addressed to me with CFM after my name. I was relieved that the effort paid off, and proud of the accomplishment."

"I am also a member of ALA, and at that time I received my CFM, there was no certification course for legal administrators. Since ALA has started their certification program, I have received a greater recognition for my accomplishment. The Administrator at my firm now recognizes the work and effort I put into the certification process to become a CFM."

"The CFM designation has opened many doors for me, and has been a way to educate people on Facilities Management. The question "What is a CFM?" is just the opportunity I need to tell them about IFMA and what I do. Law Firms, as tenants in high-rise buildings, have been slow to recognize the importance and necessity of maintaining the viability of their office space. The CFM designation elevates our expertise to a level that demands attention."

*Donna E. Baker, CFM
Office Services Manager
Stoel Rives LLP
IFMA Legal Industry Council President*

LIC on the Web

by Craig Oakman

We are in the beginning processes of developing a brand new re-invented Legal Industry Council Website. We will be taking over the hosting and maintenance tasks of our site (currently being hosted and maintained by IFMA). To that end, we have hired a private web designer, Tigh Malone, to design, build and maintain our website. Tigh has designed a number of exceptional IFMA chapter sites, as well as numerous private and public sector company websites. Some of his designs can be seen by visiting his website at <http://www.mister-duck.com>.

Our design objectives for the new site will be to establish a home page on the net that is accessible to the public, with a secured environment for sharing Legal Council information that is behind the home page (a member's only section). The secure section of the website will be accessible by password, and it is our intention to make this area as interactive and robust as we can. Some of the features that we hope to make available to the LIC members are a searchable member bio listing, a calendar of events, access to back issues of our newsletters, an archive of listserv questions and responses, and a links page featuring web links to all approved IFMA vendors websites. We are also hoping to be able to have new members complete their bio listings online. Some other ideas that have been discussed as possibilities for the new web are a job description resource bank, a CFM mentors area, a LIC seminar materials repository and a best practices documents section for sharing information with each other such as RFP's, disaster recovery plan outlines, furniture standards, policies, etc...

By majority vote of the board members, we are hopeful that the website will be established with a URL of <http://www.ifmalic.org>. I welcome your thoughts and ideas as we move forward. Please e-mail me at oakmanc@phelps.com with any ideas or suggestions. As our development progresses, we will keep you posted!!

Happy surfing.....

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

IFMA Legal Industry Council Officers Meeting Minutes

March 2004

Attendees
Cynthia Dvorak
Jim Gile
Julie O'Loughlin
Craig Oakman
Mark Roberts
Craig Rosen
Leslie Scantlebury

- **Treasurer Report** - We had an increase of \$75.30 and our total balance is \$3647.74.
- **Website** - proposal was made to develop the Website for \$3,000.00 with a \$50.00 per month maintenance fee.. That cost was thought of as high. It was asked that we look for a more cost efficient proposal. Craig Oakman asked for suggestions for any other web developers. Leslie mentioned that she would check to see what other councils are paying for their Websites. Craig thought we could use the original site as a template, and then continue to build on it. It was suggested that we have a deadline on making a decision. It was mentioned that our funds come from our membership and that this is what we would use to support the Website. When asked how much was spent out of our funds last year, only one check was written and this was a gift IFMA. It was discussed that the Website is the best way to bring in new members, and membership is the only way to keep funds coming in. We have been discussing this project for two years. Craig directed all to a site by the Webmaster (Mr. Duck) to see samples of his work. Specifics of the future were discussed such as password protection, e-mail attacks, access in general.
- **Membership** - List of American Law Journal top 200 firms will be targeted for recruiting potential members. There will also be an e-mail that links to our Website that will be sent out to potential members. It was suggested that we wait on the letter until the Website is complete.

- **Salary Evaluations** - This project still needs to get off the ground. We need to revisit and see what the issues are for sharing information.

Meeting Adjourned.

June 2004

Attendees
Donna Baker
Esther Diamond
Cynthia Dvorak
Jim Gile
Julie O'Loughlin
Mark Roberts
Craig Rosen

- **May 25th Webinar** - Audio/Video Webinar was well received. Attendee's were enthusiastic and it was mentioned that there were attendee's from Gensler Associates. It was asked by Craig Rosen if there were any handouts available. Donna said that these Webinar's might be available down the line on CD or even on the website. There was mention of another Webinar being offered in September on Emergency Planning.
- **Treasurer Report-** As of April 30th our balance is \$5828.31.
- **Membership-** Renewals have been strong at the end of the month, but new membership has been weak. A link to our Website on the IFMA website was mentioned as well as the possibility of sending out flyers, as tools to increase our membership.
- **Newsletter-** we should be publishing by the end of this month and once again, we need articles. Esther asked for a short article on the A/V Webinar from anyone who attended.
- **Website** - a fee of \$2250.00 has been proposed for the design and construction of the site, and then a monthly fee of \$80.00 per month to maintain and update the site. Once again, the advantages of having a Website were discussed. Terms of the contract were discussed, and it is a one-year contract. It was asked if the contract included purchasing the domain name/host site and Donna mentioned that this would be an additional fee. Craig said that he thought the "host site" was included as per Craig Oakman. There

was also some discussion as to whether the \$80.00 fee would be worth paying because we do not have many updates. The rebuttal was that we do not have updates because we do not have a Website to utilize.

- **Officers** - Donna Baker announced that she would be "passing the baton" to Julie O'Loughlin and all other officers announced their decision to stay on. The one position we are still looking to fill is Vice President.
- **Certification** - Donna asked Mark to provide minutes for the February/ March meetings and asked Craig Rosen to get our financial documents in order for submittal.
- **World Workplace 2004** - Donna offered a host site for Salt Lake City and the Saturday versus Friday afternoon meeting was again broached. It was mentioned that the House of Delegates meeting was scheduled for Saturday at 2:00 PM.

After some minor discussion about the Vice Presidency position, Service Excellence Awards and upcoming LIC meetings, this meeting was adjourned.

IFMA Legal Industry Council

2003-2004 Officers

President	Donna Baker, CFM Stoel Rives LLP debaker@stoel.com		<u>Past Presidents</u> <u>Chamber</u>
Vice President	Julie O'Loughlin Fenwick & West LLP joloughlin@fenwick.com	1999-2000 & 2000-2001	Lucy Lessane Cahill Gordon & Reindel llessane@cahill.com
Secretary	Mark Roberts King & Spalding mroberts@kslaw.com	1998-1999	Harry Ludwig III King & Spalding hludwig@kslaw.com
Treasurer	Craig Rosen Vedder, Price, Kaufman & Kammholz, P.C. crosen@vedderprice.com	1996-1997 & 1997-1998	Norma Gwin Nutter, McClennen & Fish LLP ngwin@nutter.com
Membership	Cynthia Dvorak, CFM Sidley Austin Brown & Wood cdvorak@sidley.com		
Communications	Craig Oakman Phelps Dunbar LLP oakmanc@phelps.com		
Programs	James Gile Thelen Reid & Priest LLP jgile@thelenreid.com		
ENews	Esther Diamond Lord, Bissell & Brook ediamond@lordbissell.com		