

## FROM YOUR PRESIDENT....

*Hello Legal Industry Council Members,*

*Please enjoy your winter newsletter.*



*Time goes by so quickly. Thanksgiving and Christmas are just a memory. The New Year 2020 is upon us. A toast to you that 2020 will bring you joy and accomplishment.*

*Several years ago discussions concerning automation and artificial intelligence in the workplace was huge. Today many of those trends have made their mark. In addition many of those who have put in their 30-40 years of service are ready for retirement. Our firm has witnessed several of these events. Our firm has consolidated its practice of law and our numbers have gone down drastically. Over the past year for instance our library which at one time encompassed 1/2 of an entire floor is now simply a small semblance of itself. Many of our co-workers have retired and our attorneys have moved on where their practices are needed. At the same time we are relinquishing our floors back to the property managers while at the same time subletting where we can. It is a vicious circle.*

*As Facility Managers, all of these events keep us excruciatingly busy. We are busy relocating attorneys and staff to those floors we intend to occupy. We are assisting those who choose to leave by working with those other firms arranging pickup and delivery of furniture. Many changes will continue this upcoming year 2020. Our job is to continue to handle these changes professionally and with some degree of decorum. We are in the midst of transition. These next months will determine the outlook for this office in 2020. My advice to all is to keep on smiling, do your job to the best of your ability and good things will continue to happen.*

*Thank you all for being part of the Legal Industry Council. I look forward to renewing our friendship at WWP in Chicago.*

*Ernie Casas  
LIC President*



For more information regarding IFMA's Facility Fusion visit  
<https://facilityfusion.ifma.org/>



# Newsletter January 2020

## WELCOME NEW MEMBERS

M.Sanders Hubert  
Kenneth Beaver

## IFMA JOIN DATE ANNIVERSARIES

### JANUARY

Deborah Johnson  
Jeffry Schelinski  
Paul Dinino  
Ernesto Casas  
Shelly Ortega  
Aubrey Bolling

### FEBRUARY

April Liggins  
Carol Monzon  
Kim Daugherty  
Jamie Hollingsworth  
Arlene Woodyard  
Luis Zamora  
Carol Oliver  
Mary Hester

### MARCH

Jeanne Wessely  
Bonnie Wedel  
Vivian Medina  
Michael Lesage  
Paul Pellegrino  
Phil Aubuchon  
Mario Deleon  
Jason Schaub  
Chris Guttinger  
Howard Lane

## Support our Sponsors:



If you wish to reach out to one of these sponsors, please visit our website [ifmalic.org](http://ifmalic.org) for

### ANNUAL CALL RECAP:

Our annual call was held on Tuesday, December 3. Members were reminded and informed of this past years events and highlights. The Legal Industry Council are here to promote networking, education and to discuss the challenges of the legal office environment. We are here to support you with webinars, round table discussions and a variety of presentations of interest requested by the membership. We offer scholarships to members to attend World Workplace and will provide financial aid towards those interested in obtaining a credential such as SFP (Sustainability Facility Professional, the FMP (Facility Management Professional) or CFM (Certified Facility Manager). Please do not hesitate to reach out if you are interested. What we have done in the past is to work as a group so there is assistance constantly available.

We thanked our sponsors for the year 2019.

- IA Interior Architects...IA is our Diamond Sponsor
- Our Gold Sponsors are Herman Miller, Mattern & Associates and Royal Cup.

We reviewed events which occurred over the past year.

- 3/27 Stephen Cole, Director of Client Technology and Strategy with Mattern & Associates presented on Cost Recovery.
- 4/8-4/10 Facility Fusion...Bridget Massengill of Herman Miller hosted a lunch & learn for LIC members in Atlanta.
- 5/15 World FM Day...panel discussion on FM Trends in 2019
- 6/19 joint meeting between IFMA NY and ALANY on day to day tasks, common and best practices for FMs overseeing their facilities
- 9-13 Webinar presented by LIC past president Joseph Geierman and Buzz Riley Managing Director of IA Interior Architects a live session entitled "The Law Firm Design Revolution".
- 10/16-10-18 World Workplace in Phoenix, AZ.

Membership was discussed.

- The LIC is comprised of only Legal Industry Professionals. There are currently 109 members of the LIC.
- This year 2019 we had 14 new members and at the same period we had 21 members who dropped.
- The council reached out to our new members to welcome them and we reached out to those who dropped as well.
- Regarding our members who dropped we found several reasons why... they simply forgot to renew, they are no longer in legal or simply did not engage.

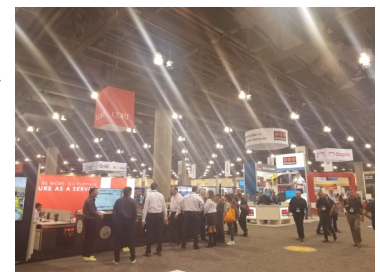
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### RECAP OF WORLD WORKPLACE

This years World Workplace event happened in October and was held in Phoenix, AZ.

World Workplace is what you make it. It is a great way to recharge. The sessions while not directly connected with the legal environment can provide you with priceless information regarding how to be successful leaders. For those of you who have had the opportunity to travel to World Workplace you are then familiar with the Expo Floor and the many sessions available on Wednesday, Thursday and Friday. Some of the sessions are spectacular where others not so much. Often You find yourself running from one session to the next to avoid having to stand. There is not much of an opportunity to network during the day unless you find yourself in a session where part of the session allows you some networking opportunity as part of the session. As a result Work Workplace has a Welcome reception and the CORT party providing you with time to network and meet new friends. The CORT party is the party to attend where there are drinks, food and live music and usually dancing all night long. The CORT party is the party not to be missed. However, as spectacular as this event always turns out to be it could not have matched the LIC dinner extravaganza. At least 10 LIC members met for dinner prior to the CORT Party. We did have good intentions to attend the CORT Party. Not only was the venue excellent but the food was unbelievable. But even more exciting was the networking at the dinner table. For three hours we ate, drank and laughed till we cried. There is no way the CORT party could have been any better than what we experienced at the LIC dinner. This is why we attend World Workplace. The opportunity to meet our fellow peers, renew friendships, make new friends and share our horror stories over a glass of wine or beer. It was an evening I will not soon forget.

For those of you who have not had the opportunity to attend World workplace, The Legal Industry Council does offer to cover the event cost for members. I encourage you to get involved.







Congratulations to past president of the LIC, Joseph Geierman on his nomination as Mayor of the City of Doraville.



### Legal Industry Council Dinner

Arlene Woodyard, Ernie Casas, April Liggons, Carol Monzon, Christina Avila-Renteria, Diane Brummel, Phyllis Medler and Kim Daugherty



### World Work Place 2019-Phoenix AZ

Carol Monzon, Patrick Weldon, Diane Brummel, Arlene Woodyard, Christina Avila-Renteria, April Liggons, Kim Daugherty and Ernie Casas



### 2019-2020 LIC Board

Ernie Casas-President, Phyllis Medler-Treasurer, Carol Monzon-Secretary, Kim Daugherty-Vice President



### The After-Party

Phyllis Medler, Arlene Woodyard, Diane Brummel, Ernie Casas, Carol Monzon

## GOOGLE GROUP QUESTION SUMMARY:

### Looking for feedback on Uber for Business

- ◇ Highly recommend it. The Firm puts out the app and you can join it. All Firm business expenses are directly paid via Firm credit card, with proper client/firm coding and for personal use you can include a personal credit card that your charges are directly billed to you. It's great for travel purposes at airports. Less expensive than black cars. I have had great experience with using it.

**Locks or Card Readers on Amenity Areas?** This question was asked by an LIC member who is designing for new offices and wanted to know if sick rooms, nursing rooms or shower rooms were controlled by a key or access card. 12 members responded with summary of responses area below:

- ◇ ***Nursing rooms.*** All members who responded have key lock on nursing rooms. These rooms all lock from the inside – and with some firms, they issue keys to people for the time that this area is needed.
- ◇ ***Sick Rooms*** – All members who responded indicated that these rooms are locked by the person using the room. No physical key or access card needed to use room.
- ◇ ***Shower Room*** – The members who responded indicated access card readers to enter the shower room (or is often part of a fitness center, which has a card reader).

**Conference Room Scheduling Software** – A member was asking for recommendations for a new conference room scheduling system and benefits. Five members responded with answers below.

- ◇ ***Condeco*** – One members uses Condeco across all offices for room reservations/visitor offices/hot desks & hospitality/catering/facilities/audio visual services. We don't use room screens but we do use desk screens in hot desking areas. We do not allow any self-service for the end users as we use a concierge/reservations team to handle and manage all reservations requests & intake. Support is average and can be slow as it's all funneled to Condeco's offshore call center, account reps are OK. Workflow in regards to dashboards/notifications for Hospitality, Catering, Facilities, are just OK, not great. Reporting/Metrics, in terms of reporting weekly/daily schedules functionality is good, reporting room metrics/utilization is average, reporting capability on room services is below average. Condeco is a SaaS/Web based service. In a perfect world my preference is to be on one fully integrated IWMS vs multiple systems we currently use to manage Workplace/RE/Room Reservations.
- ◇ ***EMS.*** Three members us EMS. Everyone has the ability to reserve conference rooms. Reception and a few of us have the ability to change or delete reservations. We also have a more detailed version than what the general public has. Overall it's a good system but we did have growing pains at the beginning. We like it. It can be customized. We use it for booking conference rooms, food/beverage orders, AV/IT requests and room set ups/equipment requests (easels, white boards, etc.). All offices globally are on it and everyone can access it. Each office has someone who confirms requests back to the requestor. Each office's Catering, IT and Facilities team have access for seeing what is requested from their particular area. It's very customizable. A few concerns with support. have had some issues with support.
- ◇ ***Meeting Room Manager*** – One members uses Meeting Room Manager. Everyone has the ability to reserve conference rooms. Reception and Facilities staff have the ability to delete and change reservations. We can order catering and AV with this system.

**GOOGLE GROUP QUESTION SUMMARY:**

**Screens for Nursing Mothers** – A question was asked about a folding screen to provide privacy for glass front offices for nursing mothers. Three responses below:

- ◇ In our office all individual offices have a side light glass panel adjacent to the door . It is about 30” wide and 7’ tall. About 3” above that is a ledge and then clearstory class to the ceiling. We had a Drapery company make drapes slightly larger then the Glass dimensions and Velcro sewn in at the top. When a mother returns from leave we just attach the opposite Velcro to the top of the ledge and attach the curtain to that. Then install a contact strip hook to the wall so she can move the curtain aside when not in use. The whole installation takes 5 minutes and when she no longer needs it, removal leaves no marks.
- ◇ We have started to install privacy curtains across glass office fronts for Partners/Associates. They are mounted by attaching the sliding track to the ceiling grid. All others that work in open plan OR wish not to have the privacy curtains installed use wellness rooms throughout the floors. We initially had five set ups fabricated, keep the tracks, hardware, and drapery panels on site. We have the drapery vendor come in and install/remove as needed, takes less than 30 minutes when they install/remove, provides 100% privacy across office fronts, looks clean and fully integrated into the workplace.
- ◇ We initially started out with 2 Mothers’ Rooms but found they were rarely used as people wanted the privacy of their office (if in an office). So, for private offices , while in need of, we simply place white paper over the glass and provide an office door. The white paper is exactly like the brown rolls of paper a mailroom might use but in white. It blends into the painted wall just fine. We in general do not have locks on private offices. Have a “pool” of office locks we use for nursing mothers’ doors. Once it is no longer, we simply remove the paper and office lock.

**Feminine Hygiene Products** – A member asked who provides these products (firm or landlord), how they are dispensed, who pays for products (individual, firm or landlord) and who selects products. Summary of 10 member responses is below:

- ◇ In most cases, the products are provided by the janitorial company or landlord.
- ◇ They are usually in dispenser – either with a cost – or no cost – to the user.
- ◇ Most firms are billed for product used with their rent bill.
- ◇ In most cases the janitorial/landlord selects the products – but in some cases, the firm will request the specific product.
- ◇ In a few cases, the firm purchases and stocks the products in all restrooms.

**Fax Machines** – A member asked how firms provide outgoing fax services. Seven members responded with similar answers as follows:

- ◇ MFD with fax capabilities.
- ◇ Electronic faxing options.
- ◇ Office Services Department receives faxes and can send faxes.

***Have a question to ask your law firm peers, e-mail [ifmalic@googlegroups.com](mailto:ifmalic@googlegroups.com).  
This is a great way to solicit and share information with other law firms.***