



# Knowledge Management & Libraries

## TAMING THE KM MONSTER

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& Camille D. Reynolds

Internet Librarian  
October 18, 2011

# Real World KM



# I want to find THIS top



TANK TOP

SEARCH

COUNT / SIGN IN



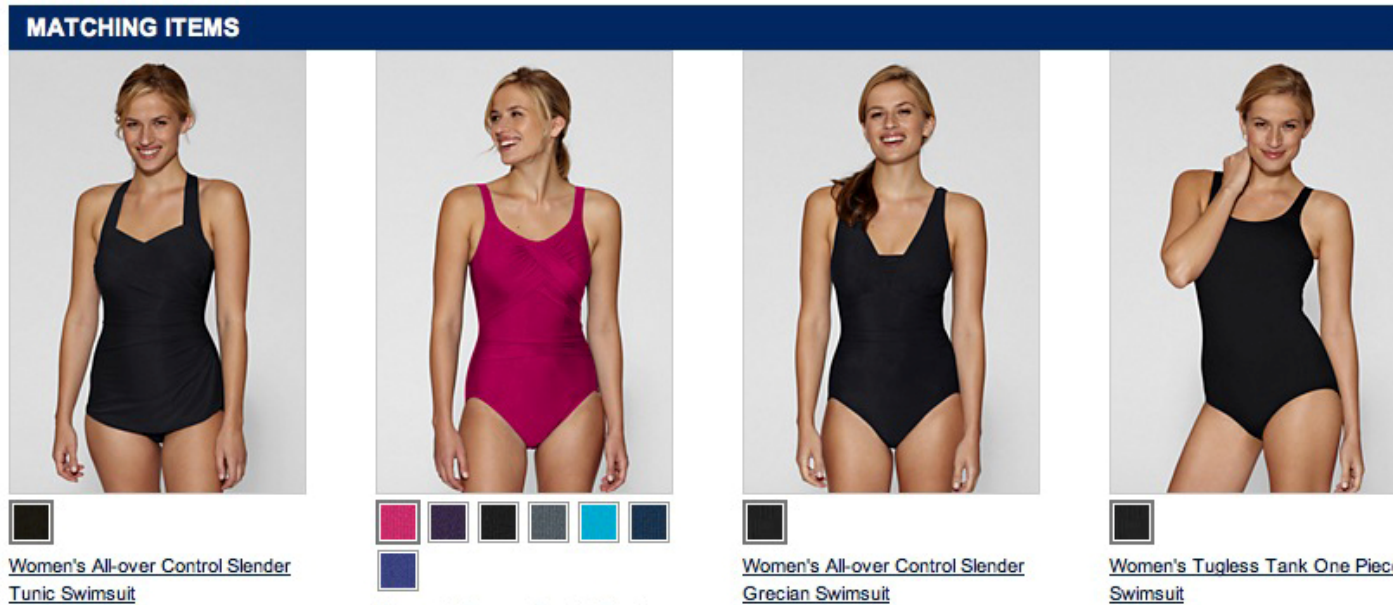
SHOPPING BAG

OVERSTOCKS

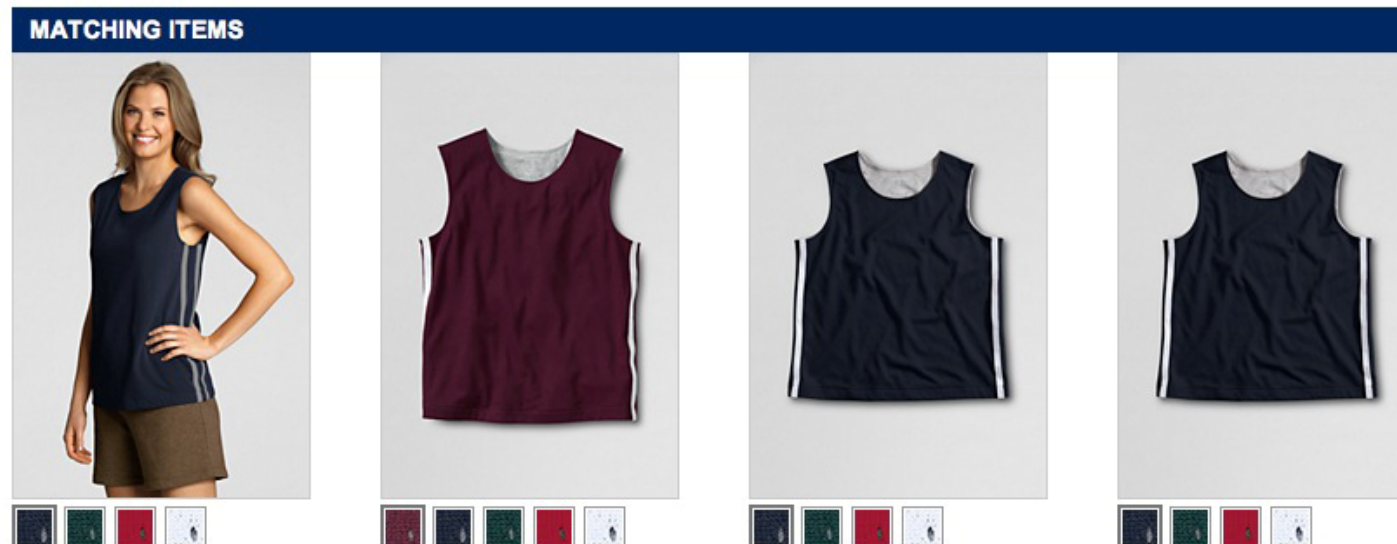




# TOP RESULTS: Tank Swim Suits



# BOTTOM RESULTS: Mesh Jerseys



# Thinking of new terms

- Tank**
- Tshirt**
- top**
- sleeveless**



# Desperation Search: Tshirt

## MATCHING ITEMS

new



new



new



# Search Terms: Sleeveless Tank

## MATCHING ITEMS



# Yay! Some results that look like what I want

WOMEN MEN GIRLS BOYS SWIM OUTERWEAR SHOES SCHOOL UNIFORMS FOR THE HOME LUGGAGE OVER

Homepage > search for "sleeveless" > Women

WOMEN Sort By: Recommended filter

- Swimsuits (1)
- Knit Tops, Polos & Turtlenecks (10)
- Shirts & Blouses (2)
- Sweaters (3)
- Dresses & Skirts (2)
- Sleepwear (1)
- Plus Size Exclusives (3)

NARROW SELECTION BY:


Size Range

Show All

(Reg, Plus, Slim, Big & Tall, etc.)

### MATCHING ITEMS


new



Women's Sleeveless Ponte Drapeneck Dress


\$69.50 - \$79.50

new



Women's Poplin Ruffleneck Shell

\$44.50



Women's Blissful Knits Layering Shell

\$19.50 - \$24.50

Rating

# Found it!

Now \$12.59 - \$13.99

Rating 

Rating 



Drifter



Women's Plus Size Sleeveless Rib  
Crew T-shirt

Was \$19.50 **Now \$9.09**

Rating 



Women's Plus Si  
Cotton Modal Em

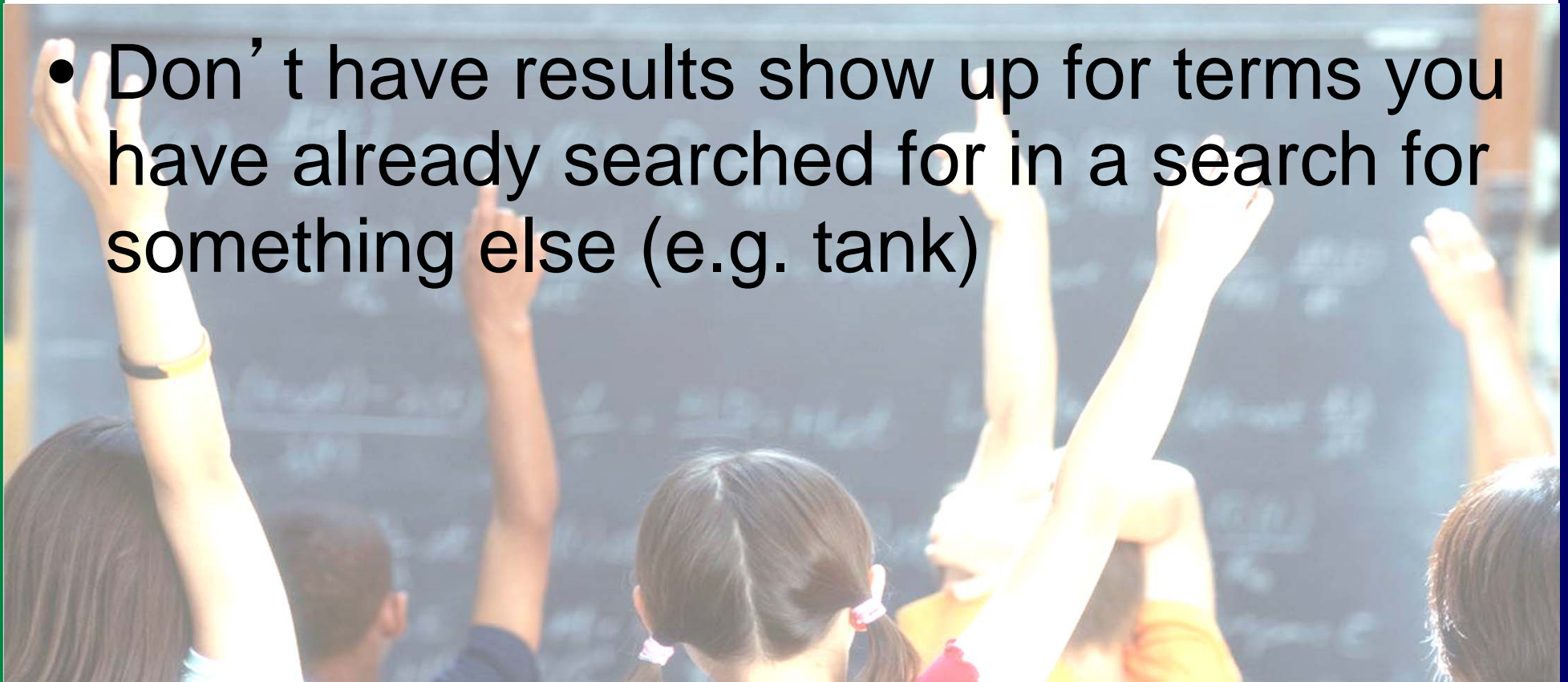
**\$54.50**

Rating 



# Lessons

- Check synonyms for terms and link them
- Consider slang; even unappealing slang
- Don't have results show up for terms you have already searched for in a search for something else (e.g. tank)



# The Evolution of KM in Law Firms

## KM in the 1990s

- Technology Focused
- Hype

## “The Crash”

- People & Process Focus
- Opportunity for Librarians



# Knowledge Management:

## What it IS and IS NOT



### What is KM?

- Capture
- Search
- Collaboration
- Analysis
- Process

### What KM is not

- Magic
- Technology alone
- Easy

# The River

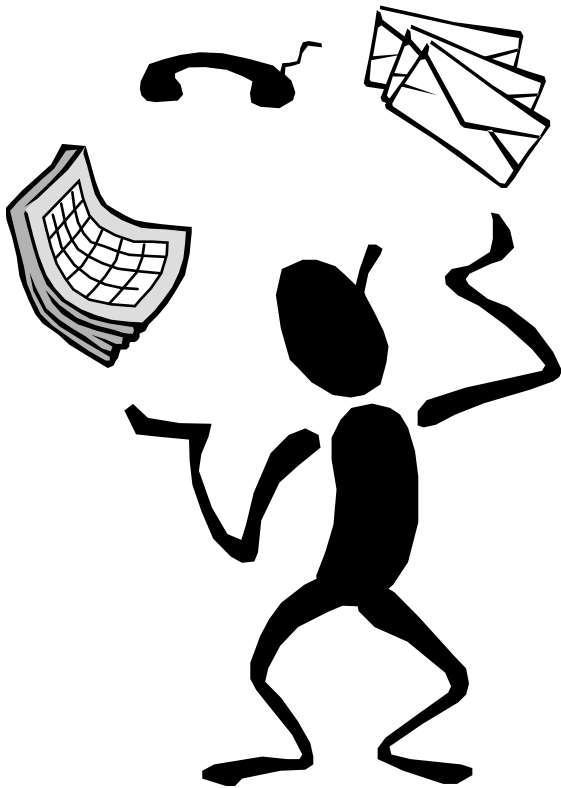
## Managing the Flow of Knowledge

- CRM InterAction
- DMS
- Intranet
- Group inboxes
- Conversations
- Relationships
- Email
- Other





# The Role of the Librarian



- Content vs. Container
  - Organize the content regardless of container
  - Organization can add more value than information itself
- Organization's content curator
- Already organize external content
  - Why not internal content?



# KM as Change Management

It's not about buying and rolling out technology, it's not about giving people new toys, and it's not about adding another task into the project framework – it's about changing the way people think.

– Knoco Stories Blog  
“Top 7 Reasons why KM Implementations fail”  
<http://bit.ly/oKUs6N>



# Must-Haves for Successful KM

- Define KM for your org
- Identify a Champion
- Solidify support from management
- Get buy-in from affected staff
- Start Small



# What Problem will you Solve?

“At its heart, KM concerns itself with solving business problems.”

– S. Lasteres *“Aligning through KM”*  
*Information Outlook (June 2011)*





# Staff Assessment

- Understand staff resources needed
- Don't overpromise
- Are there low-value tasks that can stop?



# The Right Tools



# From Library to KM

## Knowledge Management

### KM

- ▶ The Team
- ▶ Who Does What
- ▶ News
- ▶ KM Policies
- ▶ KM Documents
- ▶ FAQs
- ▶ Library & Research
  - eLibrary
  - Link Library
  - Publications/Subscriptions
  - CA MCLE Titles
- ▶ Docket/Calendar
- ▶ Records
- ▶ Competitive Intelligence
- ▶ Nossaman Connect! (InterAction) Upgrade
- ▶ KM Staff Pages
  - KM Logos and Branding

## Quick Links

[Link Library](#)  
[eLibrary](#)  
[Forms Workflow](#)  
[Docket REQUEST](#)  
[Kurt's Case Library](#)  
[Firm Policy & Procedure Manuals](#)

## Westlaw Lexis Search

Westlaw Find a Citation:

Lexis Find a Citation:

## KM

### MAKING IT KNOWN.



### KM TEAM - Org Chart

[Camille Reynolds](#), Director SF x7207

[Records Manager LA x7896](#)

[Enterprise Content Manager LA x7822](#)

[Research Librarian LA x8308](#)

[Research Librarian DC x2133](#)

[Research Librarian SF x7272](#)

[Docket Specialist LA x8348](#)

[Docket/Records Specialist OC x7657](#)

[Records Specialist LA x8354](#)

[Records Specialist SF x7495](#)

[Records Specialist LA x8349](#)

[Data Quality Specialist SF x7249](#)

- Need Research Help? [Email Library](#)
- Need Docket Help? [Email DocketSpecialist](#)
- Need Records Help? [Email Records\\_LA](#), [Records\\_OC](#), [Records\\_SF](#), [Records\\_Sac](#), [Records\\_DC](#)

The Knowledge Management Department manages the information and knowledge assets of the Firm and connects you with the people and information you need to deliver superior client service.

- [Library & Research](#), including [Competitive Intelligence](#)
- [Knowledge Management](#), including [InterAction](#), [NERD](#), and [Interwoven](#)
- [Records & Docketing](#)







### What's NEW in KM:

- Check out our [NEW eLibrary](#) to locate all your favorite titles from your desk
- Check out our new [LIBRARY & RESEARCH PAGE](#) full of tips, training information and more
- Learn more about T.R.A.S.H. via the [RECORDS PAGE](#)
- Check in on notices from the courts on closures and procedure changes via the [DOCKET/CALENDARING PAGE](#)
- Intel on Competitors via the [COMPETITIVE INTELLIGENCE PAGE](#)



# Nossaman's eLibrary

**nerd**  
Ask it. Find it. Know it.

 Site Map  FAQs  Ask a Librarian  Intranet Comments  Bridge Group  Nossaman Connect!

Practice Groups Admin Depts Firm Mgmt News People Events Calendar

**Knowledge Management** EDIT

- ▶ KM
- ▶ The Team
- ▶ Who Does What
- ▶ News
- ▶ KM Policies
- ▶ KM Documents
- ▶ FAQs
- ▶ Library & Research
  - **eLibrary**
  - Link Library
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- ▶ Nossaman Connect! (InterAction) Upgrade
- ▶ KM Staff Pages
  - KM Logos and Branding

**Quick Links** EDIT

- Link Library
- eLibrary
- Forms Workflow
- Docket REQUEST
- Kurt's Case Library
- Firm Policy & Procedure Manuals

**Westlaw Lexis Search**

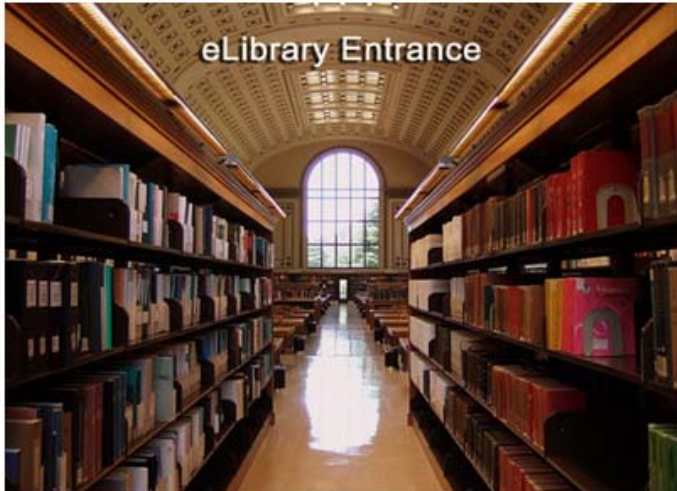
Westlaw Find a Citation:  
 GO

Lexis Find a Citation:  
 GO

**eLibrary** EDIT

### Electronic Library of Legal Titles delivered via Lexis & Westlaw

Enter our eLibrary for online access to your favorite resources. **Click on the image below to see what is on our eShelves.**



**eLibrary Entrance**

**eLibrary Terms of Use**

- All resources in the eLibrary are part of the Firm's flat rate contract and incur no additional charges for use.
- No ID or PW are required
- Clients are NOT charged back for searches done via the eLibrary titles

**eLibrary Use Tips**

- eLibrary How To Guide
- eLibrary FAQ's
- Click on the eLibrary Entrance above to access
- Click the area of law from the bookshelf
- Click the book you want from the shelf
- Once in a title to narrow your search to specific chapters put a checkmark next to the chapter or section before clicking search
- To browse the TOC select the plus sign to expand or select TOC view
- In Westlaw titles DO NOT select change database



[View All Practice Areas](#)

**Knowledge Management  
eLibrary**

**Litigation**

[Real Estate & Environmental](#)

[Insurance](#)

[Employment](#)

[Healthcare](#)

[Corporate & Financial](#)

[Forms](#)

[Bankruptcy & Finance](#)

[Rutter, Witkin & Digests](#)

[Construction & Infrastructure](#)

**KNOWLEDGE MANAGEMENT  
DEPARTMENT**



**LIBRARY**

**Select a Practice Area**

**Litigation**

**Real Estate &  
Environmental**

**Insurance**

**Employment**

**Healthcare**

**Corporate &  
Financial**

**Forms**

**Bankruptcy &  
Finance**

**Rutter, Witkin  
& Digests**

**Construction &  
Infrastructure**



[View All Practice Areas](#)

## Knowledge Management eLibrary

### Litigation

[Real Estate & Environmental](#)

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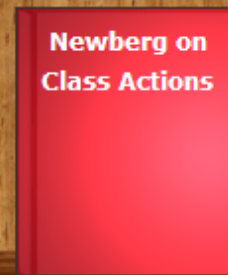
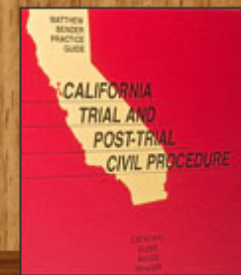
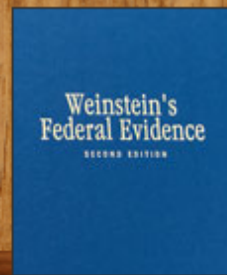
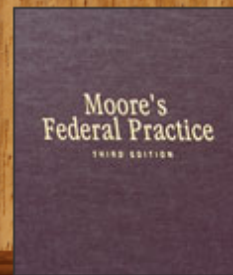
[Construction & Infrastructure](#)

### KNOWLEDGE MANAGEMENT DEPARTMENT



LIBRARY

## Litigation





# Application to Internal Content

- + 060231-0103-Client A - Discovery
- + 060231-0103-Client B - Pleading
- + 120151-0107-Client C - Documents
- + 120151-0107-Client D - Financial
- + 400766-0001-Client E - eDiscovery
- + 400766-0001-Client F - CompIntel
- + 400766-0003-Client G - Matrimonial
- + 400766-0003-Client H - Matrimonial

Online eFiling of court documents directly into DMS

External team wiki content moved to intranet for easier KM staff access

The screenshot displays the Nerd intranet interface. At the top is a green header with the 'nerd' logo and the tagline 'Ask it. Find it. Know it.'. Navigation icons include Site Map, FAQs, Ask a Librarian, Intranet Comments, Bridge Group, and Nossaman Connect!. Below the header is a horizontal menu with links for Practice Groups, Admin Depts, Firm Mgmt, News, People, and Events Calendar. The main content area is divided into two columns. The left column contains sections for KM Staff Pages (with an EDIT button), KM Wiki (with links to Beta E-Library, Documents, Healthcare Subs and Renewal Dates, and Publisher Test -- Alerts), Quick Links (with links to HeinOnline and Library Subscriptions), and Westlaw Lexis Search (with input fields for Westlaw and Lexis Find a Citation, each with a GO button). The right column features the KM Wiki section (with an EDIT button), a Quick Reference link to Interwoven Doc Numbers, a Research and Reference section, and a list of various resources including CI Tips and Tricks, Credit Check for New Clients, Alerts, Searching for Dockets, Interaction Requests, Cite Checking Training, Basic Reference Tips, Library Email Inbox Procedures & Protocols, Lobbying Research Resources, Librarians Task Force, Online Research Reporting, and an Orientation for New Attorneys/Staff section with an Orientation Checklist link.

# Connecting Repositories

**Coblentz Law** Home Dashboard **Workspaces** Everyone Admin

CPDB KM Project **FrontPage** Files Tasks People Activity Settings

★ **FrontPage**

## CPDB Practice Area Knowledgebase

Here at CPDB, in addition to relying on informal means such as a paper research binder, team- or firm-wide emails to request information, or good old-fashioned conversations, we have implemented this collaboration platform to record, store, and maintain our own custom legal knowledgebase.

The Wiki can be searched for any topic. You can also click into the practice areas below for a full list of topics. Some of the information may just be place h time.

Corporate

- [Directors and Officers](#)
- [Employment](#)
- IP
- [Venture Capital](#)

Litigation

[Real Estate](#)

Tax

- Non Profit
- Estate Planning

Templates have been created to create a general outline to every new page. Information on this workspace is continually being updated.



# Connecting Repositories

## ★ Real Estate

### Topics:

1. [Lease Termination](#)

To add a topic, [lib@cpdb.com](mailto:lib@cpdb.com) email the Library staff

## ★ Lease Termination

Updated 4/13/2011

### Topic: Lease Termination

#### Lexis Treatises, Secondary Sources, Real Estate News & Real Estate Law Reviews

[California Forms Of Pleading and Practice – Annotated](#) (Matthew Bender)

Volume 29 : Landlord and Tenant: General Introduction thru Rent Control-Chs. 330-339

Chapter 332 (The Tenancy)

Chapter 333 (Eviction Actions)

Chapter 334 (Claims for Damages)

[California Legal Forms Transaction Guide](#) (Matthew Bender)

Division 2 : REAL ESTATE TRANSACTIONS

Chapter 34b (Residential Leases)

Chapter 34c (Retail, Industrial, and Office Leases)

Chapter 34d (Ground Leases)

Chapter 34e (Shopping Centers – Leasing and Operation)

Chapter 35b (Modification & Termination of Leases)

Part IV : Transactions in Turbulent Times – Real Estate

Chapter 34 (Leases – Default & Termination)

[California Real Estate Law and Practice](#) (Matthew Bender)

PART 3. LANDLORD & TENANT

- Division 2 - Legal Considerations During the Term of Tenancies
  - Chapter 171 Rent and Rent Control
  - Chapter 172 Assigning and Subletting Leasehold Interests
- Division 3 – Taxation
  - Chapter 190 Taxation of Landlords
  - Chapter 191 Taxation of Tenants
- Division 4 – Termination of Tenancies
  - Chapter 200 Termination: Causes and Procedures
  - Chapter 200A Effect of Non-Judicial Foreclosure on the Landlord-Tenant Relationship
  - Chapter 201 Surrender and Abandonment
- Division 5 – Remedies
  - Chapter 211 Contractual Remedies

PART 7. CONDEMNATION PRACTICE HANDBOOK

CHAPTER 512 Compensation

# Challenges

- Change Management
- Money
- Staff Resources
- Time



“Do or Do Not, There is NO Try”





Librarians are from Venus  
IT are from Mars





# Measuring Success



# KM=Connections



# Questions?

Thank you!

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PATCH, DUFFY  
& BASS LLP ATTORNEYS  
AT LAW