...ledge Management & Libraries

TAMING THE KM MONSTER

Jaye A. H. Lapachet
& Camille D. Reynolds

Internet Librarian
October 18, 2011

NOSSAMAN LLP

COBLENTZ,
PATCH, DUFFY
& BASS LLP ATTORNEYS AT LAW

Real World KM

I want to find THIS top

TANK TOP   SEARCH

COUNT / SIGN IN   SHOPPING BAG

OVERSTOCKS   LANDS'END CANVAS

TOP RESULTS: Tank Swim Suits

MATCHING ITEMS

Women's All-over Control Slender Tunic Swimsuit

Women's All-over Control Slender Grecian Swimsuit

Women's Tugless Tank One Piece Swimsuit
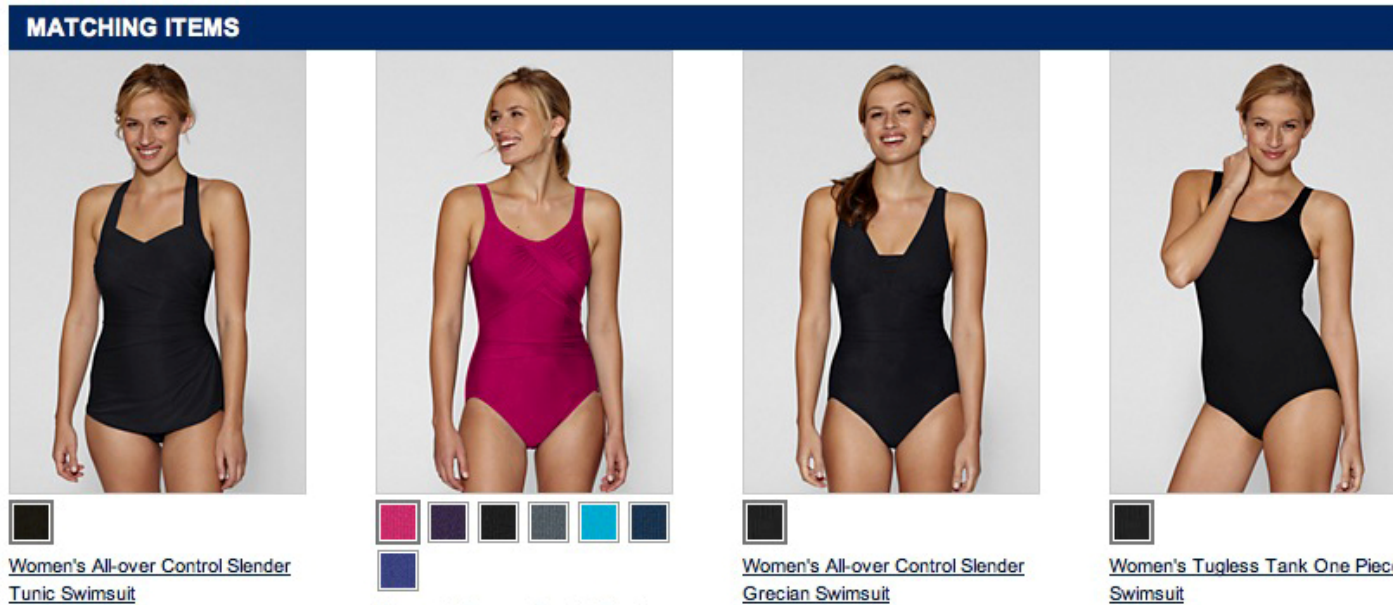
BOTTOM RESULTS: Mesh Jerseys
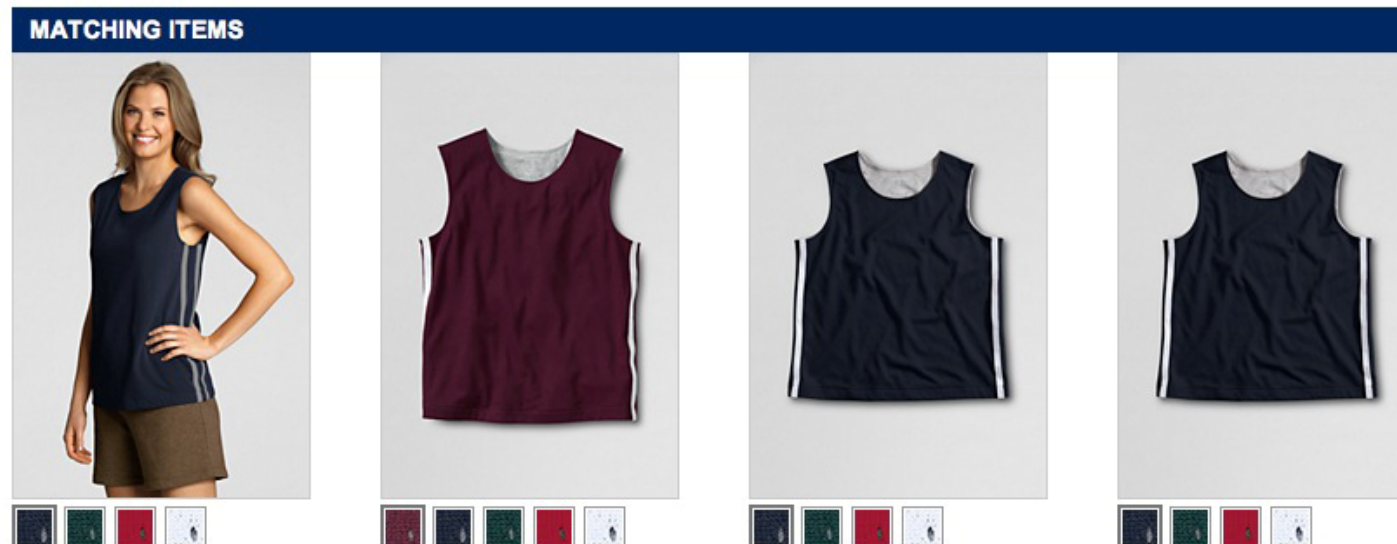
MATCHING ITEMS

Thinking of new terms

–**Tank**

–**Tshirt**

–**top**

–**sleeveless**

Desperation Search: Tshirt

Search Terms: Sleeveless Tank

Yay! Some results that look like what I want

Found it!

Now $12.59 - $13.99
Rating

Rating

Drifter

Women's Plus Size Sleeveless Rib Crew T-shirt
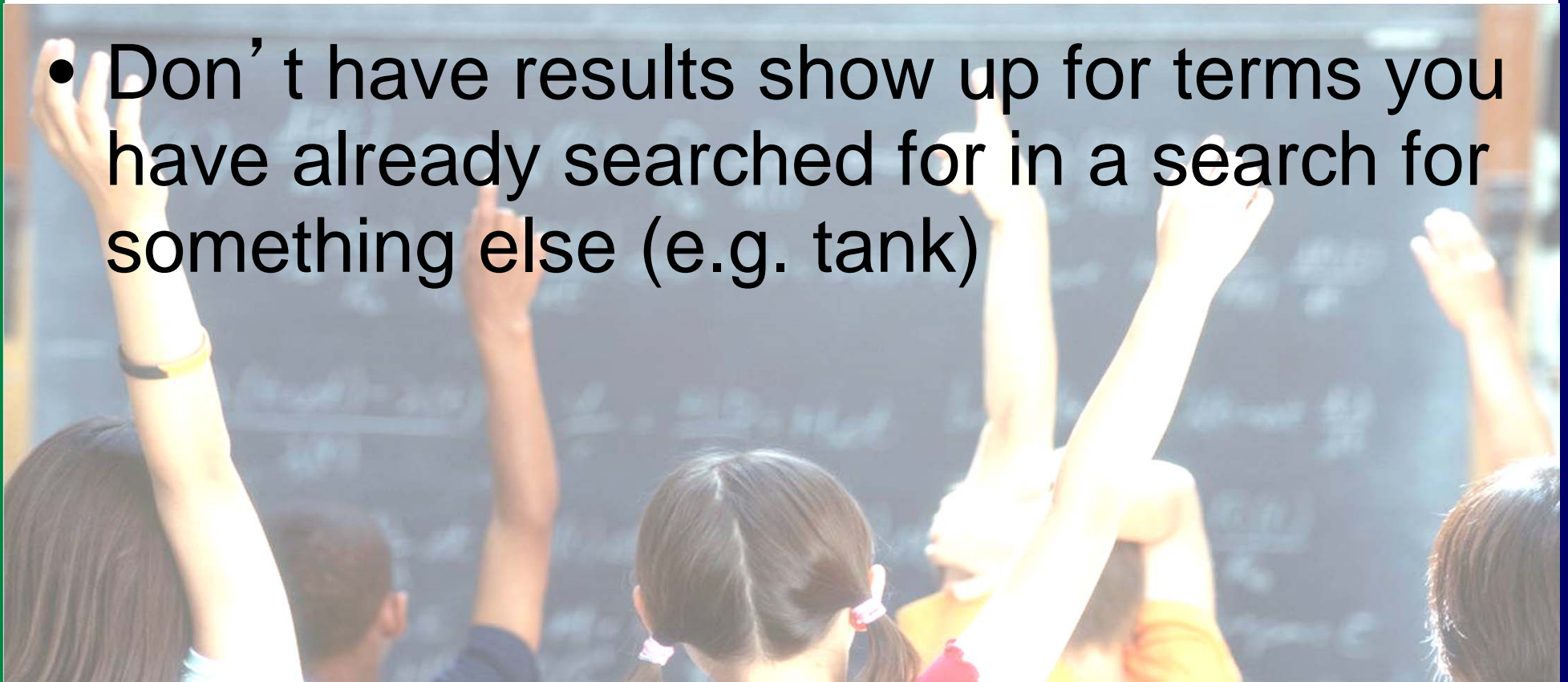Was $19.50 **Now $9.09**
Rating

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
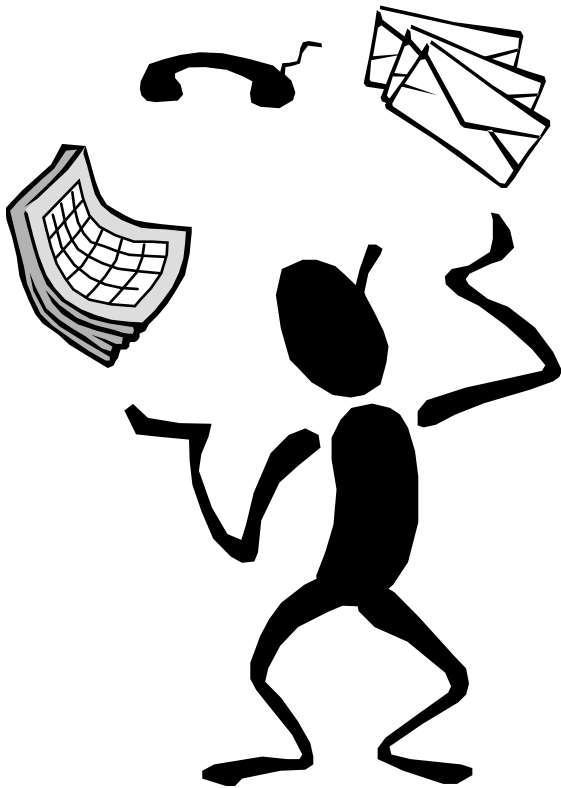
- Magic
- Technology alone
- Easy

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 <u>changing the way people think</u>.

– 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:

[_____] GO

Lexis Find a Citation:

[_____] GO

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 Speclialist LA x8354
    Records Specialist SF x7495
    Records Specialist LA x8349
    Data Quality Specialist SF x7249

- Need Research Help? Email Library
- Need Docket Help? Email DocketSpeclialist
- 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:

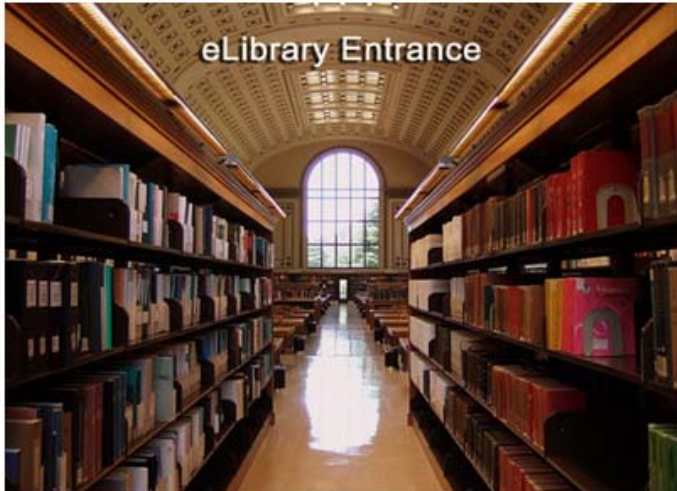- Check out our NEW eLibrary to locate all your favorite titles from your desk
- Check out our new LIBRARY & RESEARCH PAGE full of tips, training information and more
- Learn more about T.R.A.S.H. via the RECORDS PAGE
- Check in on notices from the courts on closures and procedure changes via the DOCKET/CALENDARING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

Nossaman's eLibrary

NOSSAMAN LLP

Knowledge Management eLibrary

Litigation

Real Estate & Environmental

Insurance

Employment

Healthcare

Corporate & Financial

Forms

Bankruptcy & Finance

Rutter, Witkin & Digests

Construction & Infrastructure

KNOWLEDGE MANAGEMENT DEPARTMENT

KNOWLEDGE

LIBRARY

Select a Practice Area

| Litigation | Real Estate & Environmental | Insurance | Employment | Healthcare |
| Corporate & Financial | Forms | Bankruptcy & Finance | Rutter, Witkin & Digests | Construction & Infrastructure |

NOSSAMAN LLP

Knowledge Management eLibrary

Litigation

Real Estate & Environmental

Insurance

Employment

Healthcare

Corporate & Financial
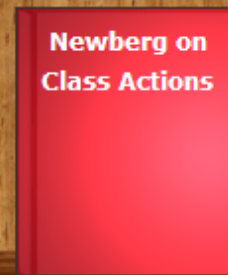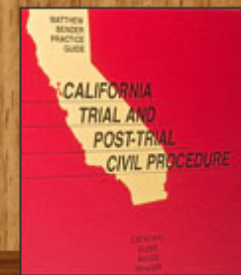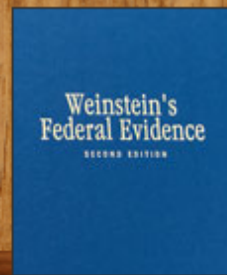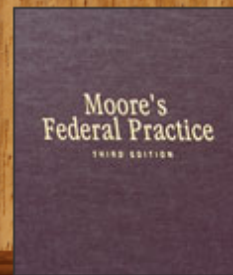
Forms

Bankruptcy & Finance

Rutter, Witkin & Digests

Construction & Infrastructure

KNOWLEDGE MANAGEMENT DEPARTMENT

Knowledge

LIBRARY

Litigation

Moore's Federal Practice
THIRD EDITION

Weinstein's Federal Evidence
SECOND EDITION

California Forms of Pleading and Practice
LexisNexis

California Points and Authorities

CALIFORNIA TRIAL AND POST-TRIAL CIVIL PROCEDURE

CALIFORNIA PRETRIAL CIVIL PROCEDURE

CALIFORNIA E-DISCOVERY AND EVIDENCE

Newberg on Class Actions

Application to Internal Content

```
[+]📁 060231-0103-Client A - Discovery
[+]📁 060231-0103-Client B - Pleading
[+]📁 120151-0107-Client C - Docuemnts
[+]📁 120151-0107-Client D - Financial
[+]📁 400766-0001-Client E - eDisovery
[+]📁 400766-0001-Client F - CompIntel
[+]📁 400766-0003-Client G - Matters
[+]📁 400766-0003-Client H
```

Online eFiling of court documents directly into DMS

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

Connecting Repositories

Connecting Repositories

Real Estate

Topics:

1. Lease Termination

To add a topic, 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!

Camille Reynolds
Director of Knowledge Management
Nossaman LLP
San Francisco, CA

linkedin.com/in/camillereynolds

Jaye A. H. Lapachet
Manager of Library Services
Coblentz, Patch, Duffy & Bass LLP
San Francisco, CA

linkedin.com/in/jlapac

NOSSAMAN LLP

COBLENTZ,
PATCH, DUFFY
& BASS LLP ATTORNEYS AT LAW