

*Steve Lastres* – Director of Library & KM  
Debevoise & Plimpton LLP

*Emily Florio* – Library Manager  
Finnegan LLP

February 19<sup>th</sup> 2013



Becoming  
More  
Strategic:  
Creating a  
Successful  
Library  
Communications  
Strategy

# Introduction to the Topic

- Do you produce an annual library performance or management report?
- Do you have a documented library communications strategy?
  - To feed into your annual library performance report.
- Is it important or useful to document your information outputs? If so why?
- We've broken down the information outputs into the following categories:
  1. Information resource availability
  2. Information and research requests
  3. Training and Professional Development communications
  4. News alerts
  5. Usage and research charge reports
  6. Miscellaneous communications & outputs

# Information Resource Availability

*Communicate the hard copy and electronic information resources available to the firm.*

| Communication Output/Type        |
|----------------------------------|
| OPAC                             |
| Web subscriptions catalog        |
| RSS feed                         |
| Pathfinders/Research Guides      |
| E-routing options                |
| Mobile App (e.g. ResearchHub)    |
| New resource announcement emails |

## NEW RESOURCES COMMUNICATION

As part of the Library & Knowledge Management Department's (LKMD) continued effort to significantly expand the library's digital footprint, we have partnered with the *New York Law Institute* to provide access to over 54,000 E-book titles in ELI, the firm's online catalog. These e-Books can be read on your computer or downloaded to a portable device (laptops, smart phones and tablets). All titles can be borrowed for up to 14 days.

Recently borrowed e-book titles include:

1. *Judicial Recusal*. Author: Hammond, R Grant. Publisher: Oxford : Hart, 2009.
2. *Evolution in Investment Treaty Law and Arbitration*. Published: Cambridge : Cambridge University Press, 2011.
3. *PIPEs*. Author: Dresner, Steven. Publisher: Hoboken : John Wiley & Sons, Inc., 2010.

### ACCESS

To access the e-Book collection, Search ELI, the library's online catalog (accessible from Research Links on the DebWeb home page) and filter on **Material Type: e-book**. Once you have found an e-book title of interest, follow the link below for detailed instructions on downloading e-books to your computer, laptop, smart phone or tablet.

[http://debweb/library\\_km\\_v2/Pages/Electronic/ELI/ELI\\_NYLI\\_eBooks.aspx](http://debweb/library_km_v2/Pages/Electronic/ELI/ELI_NYLI_eBooks.aspx)

Advanced Search | Web Subscriptions | My Subscriptions | My Checkouts | Ask ELI

Powered by EOS International®

Search Start Over

Select search collections:

- Both print and electronic resources
- Library print resources only
- Electronic resources only

Limit/view search results:

Office: Select locations

**Material type:** e-book e.g. videorecording

Collection: Select collections

Go

### HELP

If you have any questions or need assistance downloading the e-book software, please email [Library-Circulation](#) or call the Circulation desk at ext. 8318.

# New Resource Communication - Example

**From:** Emily Florio  
**Sent:** Tuesday, March 05, 2013 10:56 AM  
**Cc:** Library Dept.; Library Archive  
**Subject:** 2012 Texas Pattern Jury Charges Library E-News, March 2013



2012 TEXAS PATTERN JURY CHARGES  
LIBRARY E-NEWS, MARCH 2013



Library & Knowledge Information Systems now offers electronic access to the **2012 Texas Pattern Jury Charges** books published by the State Bar of Texas.

The following **Texas Pattern Jury Charges** titles are available as searchable PDFs:

- 1) *Business, Consumer, Insurance & Employment*
- 2) *General Negligence & Intentional Personal Torts*
- 3) *Malpractice, Premises & Products*

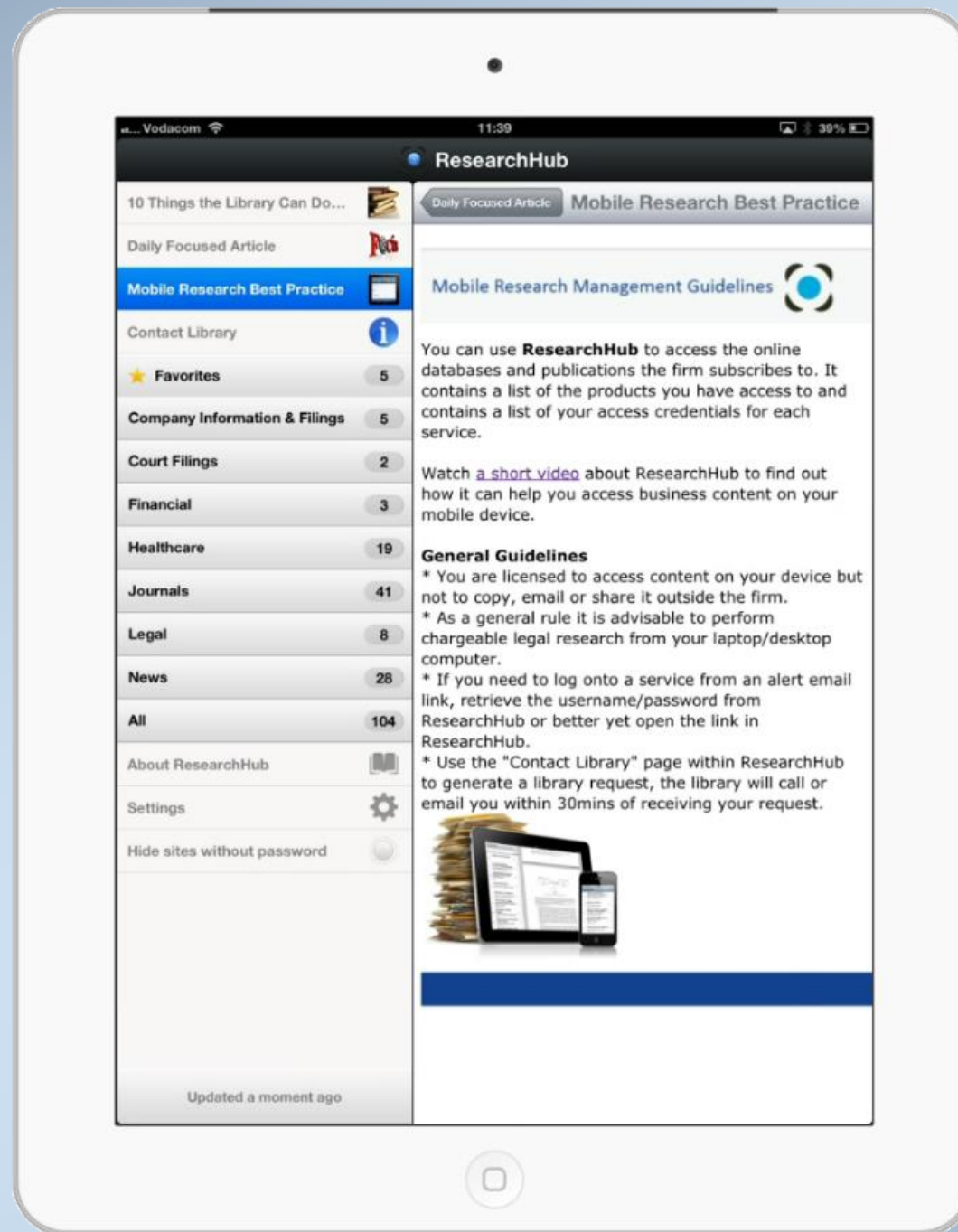
Start [here](#) to download the books to your desktop. Just one quick download and you'll have the book in searchable PDF right at your fingertips. Print copies will be added to the Austin, Dallas and Houston libraries.

Please feel free to contact [Emily Florio](#) at x2102 with any questions about this subscription.

Visit our [FishNet page](#) to learn more about our services and email the [Library](#) with any questions.

New Resource  
Communication  
- Example

# Mobile App Listing Resource Availability - Example



# Research Requests

*Fulfil information requests submitted by members of the firm.*

| Communication Output/Type               |
|---|
| Research requests                       |
| Competitive intelligence requests       |
| Admin research requests                 |
| Conflicts research requests             |
| Management/executive committee requests |
| Document delivery requests              |
| Interlibrary Loan                       |

## ASK ELI: REFERENCE DATABASE

DEBEVOISE & PLIMPTON LLP

Search Lists My Account

### Search

Simple Search  
Browse Search  
Power Search  
My Searches  
Ask ELI  
Special Searches

Simple Search

Browse Search

Power Search

My Searches

Ask ELI

Special Searches

100 p

Select

Bo

Search by key words or category (Practice Group)

Category: Real Estate  
Contains: section 8  
Go

View Clear

FAQ: 1 - 1 of 1

Page: << [1] >>

0 Selected Request Date Sort: Not Sorted 100 Per Page

1.  11/11/2008 Question: How is Section 8 housing assistance administered in New York City?

Category: Real Estate

## CONNECT: ELECTRONIC RESOURCES

FAQ: 1 of 1

<< [1] >>

Close

### Record

FAQ: 1

Linked Media



Reference ID: 0000010329

Request Date: 3/1/2009

Question: What is Smart Grid and where can I find background information on it?

Answer: Smart Grid is an electric grid that delivers electricity from points of generation to consumers, and the electricity delivery network functions via two primary systems: the transmission system and the distribution system. Information on Smart Grid can be obtained through a number of sources, including the DOE. For a quick tutorial on Smart Grid, see Linked Media.

Sources: US Department of energy, Various sources



File   Research Request   Insert   Options   Format Text   Review

Send   Paste   Copy   Format Painter   Clipboard

Send   Paste   Copy   Format Painter   Clipboard

Basic Text

Address Book   Check Names   Names

Attach File   Attach Item   Include

Signature

Follow Up   High Importance   Low Importance   Tags

Zoom   Zoom

To...   eos.ejournals@gmail.com; Daniel Fitz-Enz

Cc...

Subject:   Research Request:

Research Request:   Enter your research request here and it auto-populates the Reference Tracking form and alerts appropriate staff members.

Client Matter No.:   ELITE integration available!

Deadline:   4/20/2012

Note:   Additional information can be entered here and stored in your tracking record; any attachments to the email are also stored.

Category

- Acquisitions & Leveraged Finance
- Antitrust
- Banking
- Corporate
- Corporate Governance

## Research Requests – Using Outlook Forms

As an alternative method of populating the request management or ILS backend systems - in this case EOS.

# Training & Professional Development

*Highlight guidelines and opportunities for professional development.*

| Communication Output/Type   |
|---|
| Database training requests – ad hoc   |
| General Library trainings (new lawyer, targeted practice group, summer associate, etc.) |
| New lawyer communication (email)  |
| New functionality communication (email)   |

**Welcome to Debevoise  
and Plimpton LLP!**

**Research Tips**

**Asking for Research  
Assistance**

**Knowledge  
Management**

**ELI**

**Cost-Effective Lexis  
and Westlaw  
Searching**

**Ozmosys  
Alerts**

**Electronic  
Subscriptions**

**On behalf of the Library  
and Knowledge  
Management**

**Department**, welcome to  
Debevoise & Plimpton LLP! We  
hope to be a part of your successful  
career here at the firm.

Our department can assist you with  
all of your reference and research  
needs. We have a research team,  
skilled in all areas of legal,  
business, and industry research.

Please contact us for research help,  
advice, or guidance before  
embarking on a project. The  
research team is capable of  
providing cost effect research in a  
timely and efficient manner.  
Assignments must be submitted no  
later than 7:00 pm to be completed  
the same night.

The resources available to you are  
extensive. Our 12,000+ volume  
print library is open 24/7. Your  
desktop PC is the gateway to our  
collections of internal work product,  
as well as 200+ electronic  
subscriptions, including Lexis,  
Westlaw, CCH IntelliConnect,  
Practical Law Company and other  
specialized services.

Our most valuable resource,  
however, is the experienced and  
professionally trained staff of  
librarians and knowledge  
management specialists, available  
to assist with practice support,  
from simple document retrievals to  
complex research. The library is  
staffed from  
9:00 AM to 8:00 PM Monday -  
Friday and on Sunday from  
11:00 AM to 7:00 PM. The KM staff  
is available from 9:30 AM to 6:00  
PM Monday - Friday.

Please contact me directly if you  
have any concerns or  
recommendations for the Library  
and Knowledge Management  
Department.

Best wishes,

**Steven A. Lastres, J.D., M.L.S.**  
*Director of Library and Knowledge  
Management*

**Mobile apps**

**Frequently-Used  
Resources**

New Lawyer  
Communication –  
Research Guide and  
Intro to the Library

**From:** Florio, Emily  
**To:** [Jiang, Li](#)  
**Cc:** [Research Files](#)  
**Subject:** Your Westlaw and Lexis login information.  
**Date:** Tuesday, November 26, 2013 4:28:56 PM  
**Attachments:** [Cost Effective Research Tips for Westlaw and Lexis.docx](#)  
[WLNext Rate Card Aug 2012.pdf](#)

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Hello Li-

Welcome! I just wanted to let you know your Lexis and Westlaw login information (and to provide you with relevant handouts which are attached), and encourage you to check out our [Guide to Library Databases](#) and [Current Awareness Alerts](#) pages to see/sign up for other resources that may be of interest to you. Please also take a look at My Routing on [FIRST](#), our Online Catalog, where you can sign up to have various print and electronic journals routed to you and also sign up to receive available attorney desk books (Bluebook, etc.).

Our Lexis and Westlaw reps are in the DC Library on a regular basis to provide training and assistance (see [Library Calendar of Research Trainings](#)), and you can also feel free to contact me to schedule trainings. We also have 24/7 Westlaw and Lexis Customer support, and those numbers are listed in [Guide to Library Databases](#). Finally, here is a link to a short WebEx recorded by our WL trainer explaining how the charge-back structure (applicable if you're logging in using a billable client matter number) works for WestlawNext:

[Streaming recording link](#)

[Download recording link](#)

If you have any questions, please don't hesitate to contact me or email [All-Library@finnegan.com](mailto:All-Library@finnegan.com). Thanks!

**Westlaw OnePass login (works for both WestlawNext and Westlaw.com)**

***\*Rate Card showing guidelines for charge-back structure for WLNext is attached and can also be found in [Guide to Library Databases](#). Guidelines for charge-back structure for Westlaw.com and for Lexis can also be found in***

## New Westlaw / Lexis Account Details

## New resource

Thank you to everyone that attended last week's Docket Navigator training. If you were unable to attend, a recording of the training is available [here](#) and under the Announcements section on the [Library's intranet page](#).

Best,  
Emily

**Emily R. Florio**  
Manager, Library Services

Finnegan, Henderson, Farabow, Garrett & Dunner, LLP  
901 New York Avenue, NW, Washington, DC 20001-4413  
202.216.5374 | fax: 202.408.4400 | [emily.florio@finnegan.com](mailto:emily.florio@finnegan.com) | [www.finnegan.com](http://www.finnegan.com)

**From:**

**Sent:** Monday, November 04, 2013 11:53 AM

**To:**

**Cc:**

**Subject:** Docket Navigator Training on Thursday, Nov. 7, at 1:30 Eastern

Further to our below message, Amy Towell from Docket Navigator will be joining us on Thursday (see attached calendar entry with meeting information) to demonstrate how to perform various types of searches. For example, she'll demonstrate how to:

1. Find CBM decisions that instituted grounds based on section 112, first paragraph.
2. Find decisions addressing whether different types of proceedings can be joined (e.g., can an IPR be joined to a CBM? Can an ex parte reexam be joined to a CBM/IPR?)

In addition, she'll demonstrate how to perform text searches. We highly recommend that you attend this training, as Docket Navigator can be a great tool for anyone working on post-grant proceedings.

For those of you that can't attend on Thursday, note that a recording will be made available on the intranet.

Best regards,

# Training Session Announcement

# News Alerts & Curated Newsletters

*Push relevant and topical news to interested parties in the firm.*

## Traditional News Alerts

| News Alert                 | News Alert             |
|----------------------------|------------------------|
| Client alerts              | Library subscriptions  |
| Court opinions             | Firm & general news    |
| Practice group newsletters | Regulatory agencies    |
| Exchanges                  | SEC alerts             |
| Industry alerts            | Custom topical alerts  |
| Law firm memos             | New case docket alerts |

# Traditional News Alert - Example

The screenshot shows an Outlook email window with the following details:

- From:** LKMD <ozmosysalerts@debevoise.com>
- To:** Ozmosysalerts
- Subject:** Insurance Industry News (LexisNexis®), XL Insurance: In the News, SNL: All Bank & Thrift Articles, The Deal Syndication -- Finance News From The Deal Pipeline, The Deal Syndication -- Insurance & Financial Institutions PG News From The Deal P
- Sent:** Mon 11/25/2013 8:11 AM

The email content includes:

- A mobile link: <http://ozmosys.com/BB/QJW0RGhCB>
- DEBEVOISE & PLIMPTON LLP**  
*This custom news alert is provided by the LKMD.*
- Monday, November 25, 2013**
- Debevoise Alerts Help | Unsubscribe**
- INSURANCE INDUSTRY NEWS (LEXISNEXIS®)**
  - [A.M. Best Assigns Ratings to CopperPoint Mutual Insurance Company and Its Subsidiaries, Entertainment Close-Up](#)
  - [IRDA hikes car insurance by 210%, Bureaucracy Today](#)
  - [A.M. Best Affirms Ratings of Independence Holding Company and Its Subsidiaries, Health & Beauty Close-Up](#)
  - [Fitch affirms Prudential Plc ratings, SNL Insurance Daily](#)
  - [A.M. Best Affirms Ratings of Munich Reinsurance of Canada and Temple Insurance Company, Professional Services Close-Up](#)
  - [A.M. Best Affirms Ratings of Munich American Reassurance Company, Professional Services Close-Up](#)
  - [A.M. Best Affirms Ratings of Munich Reinsurance Company's U.S. Property/Casualty Subsidiaries, Professional Services Close-Up](#)
  - [Mississippi: INSURANCE EXAMINER II, US Official News](#)
  - [A.M. Best Withdraws Ratings of National Contractors Insurance Company, Inc., A RRG, Business Wire](#)
  - [Senate Banking, Housing and Urban Affairs Committee Hearing, "Housing Finance Reform: Powers and Structure of a Strong Regulator," Testimony by Kurt Regner, CFE, Assistant Director, Arizona Department of Insurance on behalf of the National Association of Insurance Commissioners, Congressional Documents and Publications](#)
- More...**  
[Top](#) | [Archive](#) | [Up-To-Date](#)
- XL INSURANCE: IN THE NEWS**
  - [FORM 8-K: XL GROUP FILES CURRENT REPORT](#)
  - [Final Glance: Insurance companies](#)
  - [Midday Glance: Insurance companies](#)
  - [Domance takes over at AIG France](#)
  - [Early Glance: Insurance companies](#)
  - [Research and Markets: Hong Kong Reinsurance Industry, Key Trends and Opportunities to 2017](#)
- CONTENTS**
  - [Insurance Industry News \(LexisNexis®\)](#)
  - [XL Insurance: In the News](#)
  - [SNL: All Bank & Thrift Articles](#)
  - [The Deal Syndication -- Finance News From The Deal Pipeline](#)
  - [The Deal Syndication -- Insurance & Financial Institutions PG News From The Deal Pipeline](#)
  - [Benefits in the News](#)
  - [The IPKat](#)
  - [Larry Bodine Law Marketing Blog](#)
  - [Securities Mosaic: Daily Securities News](#)
  - [BNA: Securities Regulation & Law Report \(Articles\)](#)
  - [CCH: SEC Today \(Issue\)](#)
  - [CCH: SEC No-Action Letter Weekly \(Issue\)](#)
  - [CCH: SEC Tracker](#)

# News Alerts & Curated Newsletters

*Push relevant and topical news to interested parties in the firm.*

## Curated Newsletters - Examples

| Curated Newsletter                   | Curated Newsletter     |
|--------------------------------------|------------------------|
| Business Restructuring and Workouts  | Mergers & Acquisitions |
| Energy E-Lert                        | Mining Matters         |
| Healthcare M&A                       | Russia                 |
| In-House Counsel and General Counsel | Sovereign Wealth Funds |
| Insurance Daily                      | Taxes                  |
| LatAM Daily                          | Trusts & Estates       |
| LF Market Update                     | White Collar News      |



# Curated Newsletters - Example

Produced by library staff “embedded” in the firm’s practice groups.

The screenshot shows the website for **DEBEVOISE & PLIMPTON LLP**. The main content area is titled **White Collar News** and is dated **Monday, November 25, 2013, Issue 609**. The page is organized into sections: **FCPA / ANTI-BRIBERY**, **SEC**, **WHITE COLLAR CRIME - GENERAL**, and **UK**. Each section contains a list of articles with titles and brief descriptions. For example, under FCPA, there are articles about an anti-corruption world gathering in Panama and distributor doldrums. Under SEC, there is an article about enforcement reports. Under White Collar Crime, there is an article about corruption currents. Under UK, there is an article about an SFO probe of ENRC.

On the right side of the page, there is a **CONTENTS** sidebar with a list of categories: **FCPA / Anti-Bribery**, **SEC**, **White Collar Crime-General**, **UK**, **Money Laundering**, **Sanctions**, **Australia**, **China/HK**, **SE Asia**, and **PREVIOUS ISSUES**.

Overlaid on the left side of the page is a **Select RSS Feeds** dialog box. It has a search bar at the top with the text **AIBICIDIEIFIGIHIIJI**. Below the search bar are radio buttons for **Begins** (selected), **Contains**, and **Ends**. There is a dropdown menu for **Ozmosys Alerts**. At the bottom of the dialog are **Clear**, **Next**, and **Cancel** buttons. The main list of RSS feeds includes:

- Selected 0
- RSS feed**
- 1. [Business Restructuring a](#)
- 2. [Energy E-Lert](#)
- 3. [Healthcare M&A](#)
- 4. [India Practice Group](#)
- 5. [In-House Counsel and Ge](#)
- 6. [Insurance Daily](#)
- 7. [LatAm Daily](#)
- 8. [LF Market Update](#)
- 9. [Mergers and Acquisitions](#)
- 10. [Mining Matters Weekly](#)
- 11. [Russia](#)
- 12. [Sovereign Wealth Funds](#)
- 13. [Taxes - The Update](#)
- 14. [Trusts & Estates](#)
- 15. [White Collar News](#)

At the bottom of the dialog are **Clear**, **Next**, and **Cancel** buttons.

# Usage and Research Charge Reports

*Generate and communicate information related to hard copy and electronic resource usage by members of the firm.*

| <b>Communication Output/Type</b>            |
|---|
| Annual usage report to Management Committee |
| Hard copy utilization reports               |
| Online research usage reports               |
| Billing partner charge summaries            |
| Billing query responses                     |
| Daily charge summaries                      |
| Excluded (out of plan) charge reports       |

# Usage & Research Charge Reports

*Generate and communicate information related to hard copy and electronic resource usage by members of the firm.*

| <b>Communication Output/Type</b>                  |
|---|
| Flat rate vs. actual (in support of AFAs)         |
| Monthly billing summary management reports        |
| Non payable charge reports                        |
| Recharge reports (for finance)                    |
| Research spending threshold exceeded              |
| Reallocation requests for non-chargeable research |

# Usage and Research Charge Reports - Example

## Screen Shot #1 - Weekly Email

From: no-reply@smartrechargehq.com  
 To: Peter Borchers  
 Cc:  
 Subject: Weekly Summary of Research Charges - Bernstein, David - 24353-1001 - \$788.25

Sent: Mon 04/02/2013 17:07

Dear Bernstein, David.

A total of \$1,079.22 in online research charges was allocated to your matters over the past week.


For more detail of the current and last months' charges by research vendor and individual researcher please click [here](#). When viewing the online report please click the individual client matter numbers to view more detail per matter.

**Summary details of last week's charges**

**Research vendors:** Lexis, Westlaw  
**Affected researchers:** Telford, Karen  
**Affected matters:** 24353-1001  
**Total of import charges:** \$1,079.22  
**Included charges (discounted):** \$788.25  
**Excluded charges (discounted):** \$203.00

Please click [here](#) to unsubscribe from these emails. If you have any questions, please contact Steve Lastres at ext. 6279.



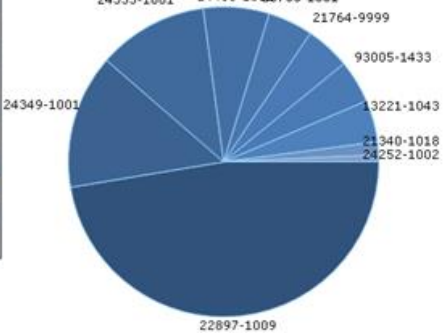

You're logged in as: superuser

This page shows you a summary of the research charges billed to your matters in the last two months

### Your Matters

| Matter     | Current Month | Last Month | This Quarter |
|------------|---------------|------------|--------------|
| 24252-1002 | \$0.00        | \$74.47    | \$74.47      |
| 93005-1433 | \$0.00        | \$456.46   | \$456.46     |
| 24349-1001 | \$0.00        | \$1,425.50 | \$1,425.50   |
| 24468-1001 | \$0.00        | \$698.45   | \$698.45     |
| 21340-1018 | \$0.00        | \$137.46   | \$137.46     |
| 13221-1043 | \$0.00        | \$442.33   | \$442.33     |
| 24353-1001 | \$0.00        | \$1,171.49 | \$1,171.49   |
| 21764-9999 | \$0.00        | \$473.89   | \$473.89     |
| 22897-1009 | \$0.00        | \$4,823.16 | \$4,823.16   |
| 23756-1001 | \$0.00        | \$476.48   | \$476.48     |

### Your Top 15 Matters - Current Month



### 24353-1001

#### Charges By Individual

| Researcher     | Lexis Charges | Westlaw Charges |
|----------------|---------------|-----------------|
| Telford, Karen | \$522.60      | \$556.62        |
| Daniel, Ronney | \$0.00        | \$85.75         |
| Kapsky, Lauren | \$0.00        | \$6.52          |

#### Telford, Karen

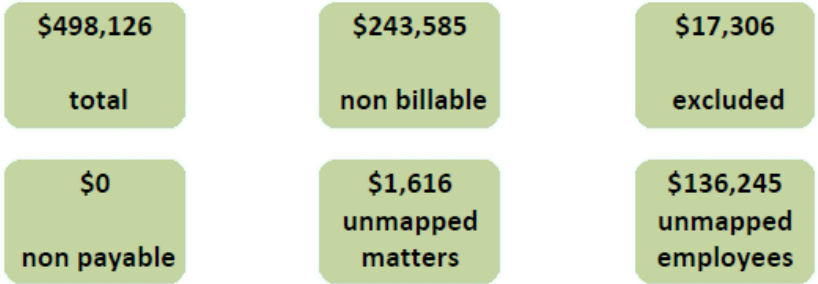
##### Lexis Charges

| Service       | Charge Description | Quantity (min) | Charges  |
|---------------|--------------------|----------------|----------|
| NEXIS SERVICE | SEARCHES           | 4.0            | \$522.60 |

##### Westlaw Charges

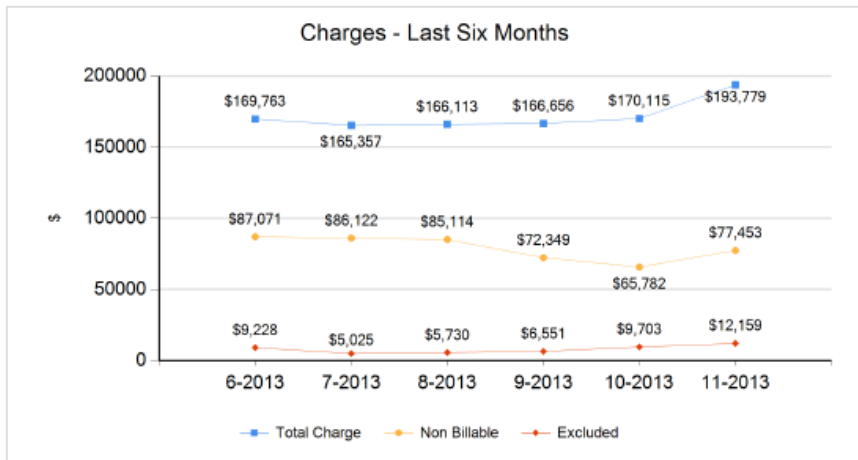
| Charge Description  | Quantity (min) | Charges  |
|---|----------------|----------|
| TRANSACTION - SEARCH : PREMIER RESERVE TRANSACTIONAL SEARCHES | 3.0            | \$55.52  |
| TRANSACTION - SEARCH : PROFILER TRANSACTIONAL SEARCHES        | 2.0            | \$165.49 |
| TRANSACTION - SEARCH : TRANSACTIONAL SEARCHES                 | 3.0            | \$335.61 |

Summary for the period 7/1/2013 - 9/30/2013



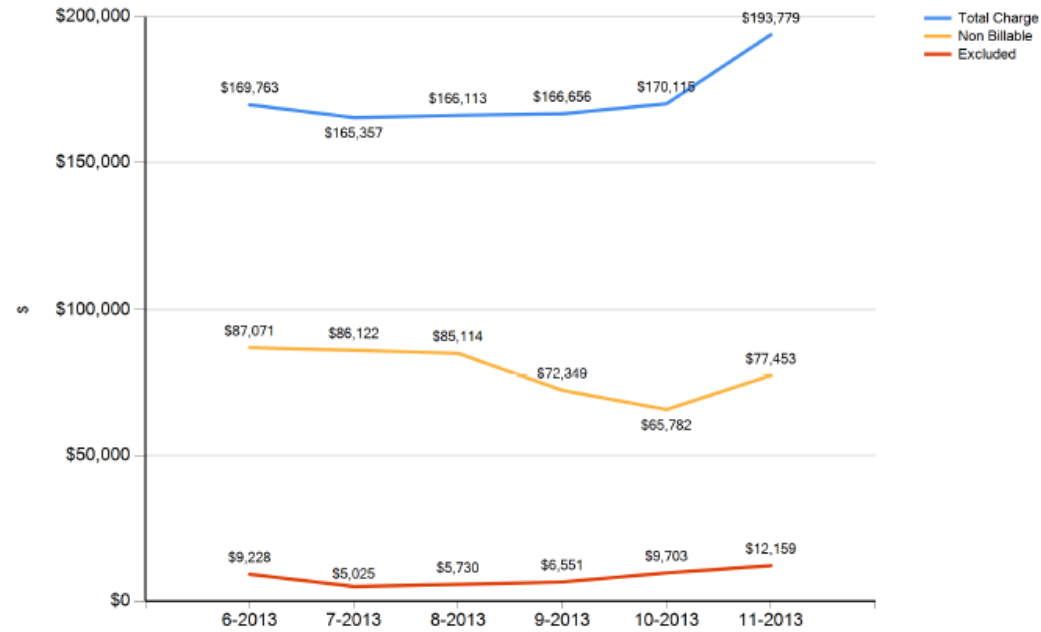
Summary for the year

| Period          | Total       | Non Billable | Excluded |
|-----------------|-------------|--------------|----------|
| Current Month   | \$193,779   | \$77,453     | \$12,159 |
| Last Month      | \$170,115   | \$65,782     | \$9,703  |
| Current Quarter | \$363,894   | \$143,235    | \$21,862 |
| Last Quarter    | \$498,126   | \$243,585    | \$17,306 |
| Current Year    | \$1,873,063 | \$838,581    | \$87,165 |

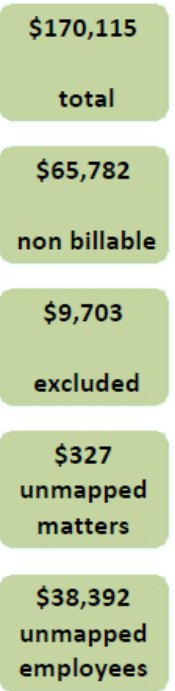


# Usage and Research Charge Reports - Example

Westlaw



Last Month



# Miscellaneous Communications & Outputs

*Miscellaneous communications related to budgets, contracts and mobile research practices.*

| <b>Communication Output/Type</b>           |
|--|
| Annual Performance Report                  |
| Monthly operations budget reconciliation   |
| Contract renewal savings report            |
| Annual budget submission                   |
| Contractual renewal figures                |
| Mobile research guidelines                 |
| Embedded librarian communications          |
| Special Events, i.e. National Library Week |
| Change in policy/procedure                 |

# Digital Resources Fair

Wednesday, June 26 | 3:00 - 5:00 | 29th Floor Library

## Lexis Services



Lexis Advance  
(Includes new Lexis  
Shepard's)

Access: [www.advance.lexis.com](http://www.advance.lexis.com)

[Key Features](#) | [User Guide](#) | [Support](#) | [Video Demo](#) | [Shepard's](#) | [Pricing](#)

Lexis Advance App: [Download info](#)  
(iPhone/iPad only)



WSJ Mobile

[Download and access instructions](#)



Matthew Bender  
Circulating eBooks

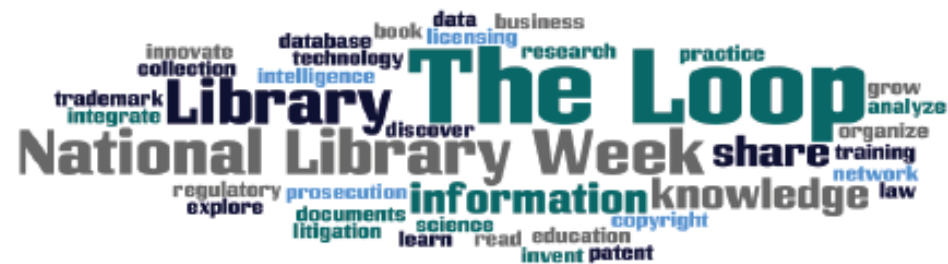
[List of available titles](#)



Matthew Bender  
Treatises

[Access](#)

Special Event  
Communication  
– Example



### Stay in the Loop on Library Innovations in Knowledge Sharing and Information Access

National Library Week is an annual celebration and will occur next week from April 14-20, 2013. Fish's Library staff have put together this email to highlight some of the resources, services and trainings currently available to the firm. An email will be sent next week regarding all NLW trainings.

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#### Headlines

##### [Trainings & Webinars](#)

Online trainings, tutorials and user guides are available for many popular databases, including WestlawNext, Thomson Innovation and CourtLink. Fish & Richardson library staff are also available for any customized or one-on-one training that you might need. Visit the [Trainings & Webinars page](#) for more information, including a listing of the Library courses available in FRED. *As a special offer during National Library Week (NLW), any training attendees will be entered to win Amazon gift cards.* See complete list of NLW trainings below.

##### [Cost Recovery Policy](#)

As a reminder, Fish no longer charges clients for included research carried out in subscribed flat fee databases (Westlaw, Lexis, etc.). Clients are only billed for any excluded/ancillary content or transactional research accessed on their behalf. The policy ties directly to the firm's vision of providing value and efficiency through innovative legal practice, law firm management and value-based billing arrangements.

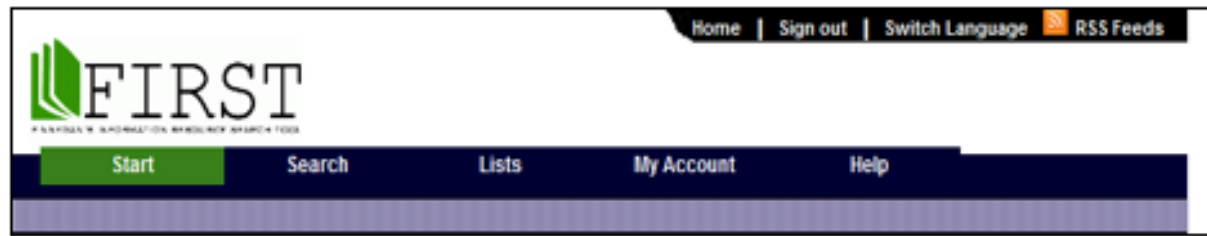
##### [LegalMetric Reports](#)

The Library subscribes to LegalMetric reports and posts them all to FishNet. The subscription includes all district reports for patent and trademark cases, which are updated quarterly and cover the cases of the active judges in each district. Reports include the following statistics, charts and much more, Number of Cases by Judge, Patentee Overall Win Rate by Judge and Average Time to Termination by Judgment. All available reports, including previously ordered judge, law firm and other special reports are [available online](#).

##### [Docket Navigator & RFC Express](#)

Quarterly  
Newsletter  
Example





SELECTING ROUTING JOURNALS & DESK BOOKS UNDER "MY ACCOUNT" IN *FIRST*

## My Routing & Desk Books



1. Go to: <http://finweb1/library/opac/>
2. Select **My Account** from the top menu bar.
3. Choose **My Routing** on the drop down menu.
4. Choose "Add" and a pop-up window will appear.
5. Check the box next to the items that you want to receive.
6. Choose Continue
7. Send

Your selections will be sent to the Library Staff. You will be added to the journal routing lists and signed up to regularly receive the attorney desk books that you selected.

*\*Please note that if you are requesting items for someone else, you must do so through **their** FIRST account by clicking "Sign Out" at the top of the page, and then signing back in under the intended recipient's 4-digit Employee ID. Alternatively, email [All-Library@finneqan.com](mailto:All-Library@finneqan.com) with your request.*

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## My Routing Example

# Annual Library Performance Report

- Should you produce it?
  - In what format? Document vs. PowerPoint
- What section should it contain?
  - “How does the library support the firm” – list the main functions.
  - “What are the libraries main library functions and outputs” (as discussed today)
    - Break these down and describe each at a high level.
  - “How does the library assist in business development”
  - “How has the library spent its budget”
  - “Notable projects and successes of the past year”
  - “What would life be like without the library” – bleak.



Thank You!

Becoming  
More  
Strategic:  
Creating a  
Successful  
Library  
Communications  
Strategy