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Business Approach to Law Firm Libraries

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Law Libraries – Layoff Statistics

Layoffs - U.S. Law Firms

Year	Lawyers	Staffs	Total
2008	~1000	~1000	~2000
2009	~4500	~7500	~12000
2010	~500	~500	~1000

Source: Law Shucks – Layoff Tracker

- U.S. law firms (AALL):
- 30% library staff reduction
- 72% need to run libraries like businesses

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Think & Act like a Business Unit

1. Revisit your objectives
 - Focus your priorities to the firms' priorities
 - Business decision: maximize the value of your contributions
2. Align with priorities & drivers that you can contribute
 - Mid-market new clients/Sales
 - Cross-selling/Billing lawyers
 - Lateral hiring/Practice head & H.R.
3. Proactive: approach drivers to make sale
 - Sample reports; e.g., company profiling report for Sales
 - Work to get work

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Understand Clients Needs: Repeat Business

1. Understand different "behavioral" info needs
 - E.g., Sales: "just the essentials"
 - Adapt to new expectation, challenge comfort zone
 - 80-20 rule
 - Understand objectives (vs. tactics)
 - Suggest key info
2. Provide value-adds:
 - Package info, executive summaries, story boards
 - Analysis, recommendations
3. Focus on providing value-add services that others can't do to critical businesses: justify our existence.

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