

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

Emily Florio – Library Manager
Finnegan LLP

March 11, 2014



LAW LIBRARIANS' SOCIETY
OF WASHINGTON, DC

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.

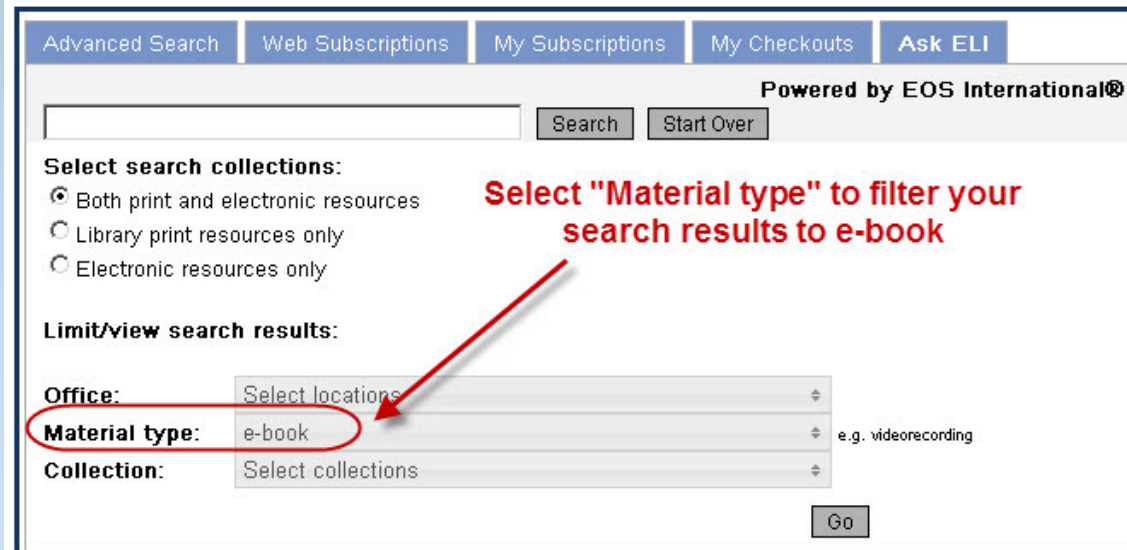
Recently borrowed e-book titles include:

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



The screenshot shows the ELI search interface. At the top, there are navigation tabs: "Advanced Search", "Web Subscriptions", "My Subscriptions", "My Checkouts", and "Ask ELI". Below these is a search bar with a "Search" button and a "Start Over" button. The text "Powered by EOS International®" is displayed. Under "Select search collections:", there are three radio buttons: "Both print and electronic resources" (selected), "Library print resources only", and "Electronic resources only". Below this is the "Limit/view search results:" section. It contains three dropdown menus: "Office:" (with "Select locations" as the current selection), "Material type:" (with "e-book" as the current selection), and "Collection:" (with "Select collections" as the current selection). A red circle is drawn around the "Material type:" dropdown, and a red arrow points to it from the text "Select 'Material type' to filter your search results to e-book". To the right of the "Material type:" dropdown, the text "e.g. videorecording" is visible. At the bottom right of the form is a "Go" button.

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*

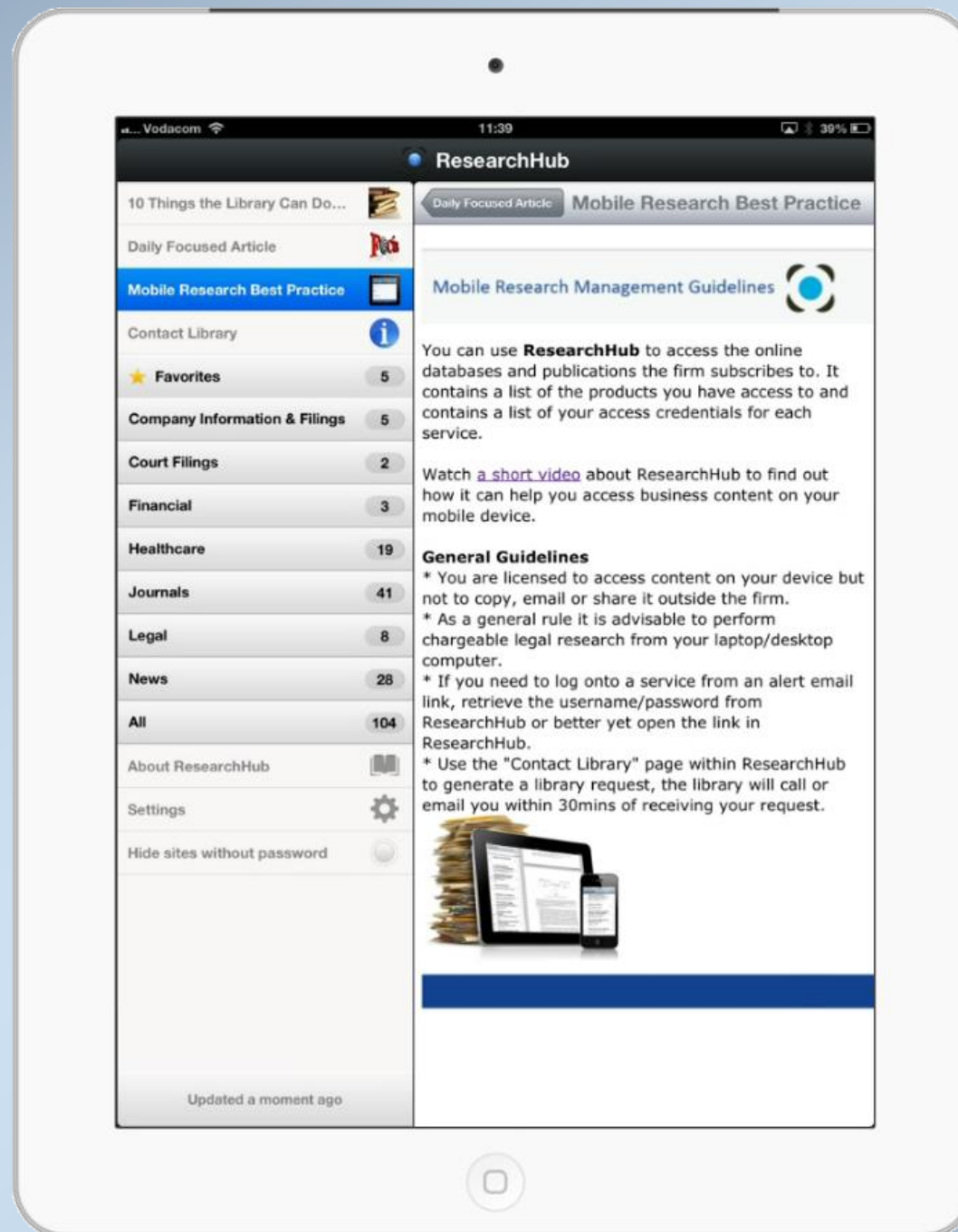
Start [here](#) to download the books to your desktop. Just one quick download and you'll have the book in searchable PDF right at your fingertips. Print copies will be added to the Austin, Dallas and Houston libraries.

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
Contact Us
Email Librarian
Useful Links

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

100 p

Di

100 p

Di

100 p

Di

100 p

Di

100 p

Di

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 Cut Copy Format Painter Clipboard

Basic Text

Address Book Check Names Attach File Attach Item Signature

Follow Up High Importance Low Importance Tags 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 effective 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](#)

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. 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 | 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

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

From: LKMD <ozmosysalerts@debevoise.com>
To: Ozmosysalerts
Cc:
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

To view this on your mobile device, go to: <http://ozmosys.com/BB/QQjW0RGhCB>

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.R.G. 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](#)
- [Domange 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.

DEBEVOISE & PLIMPTON LLP

Home

Select RSS Feeds

AIBICIDIEIFIGHIIJJ

☒ Begins ☐ Contains ☐ Ends

Ozmosys Alerts

ClearNextCancel

☐ 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

ClearNextCancel

DEBEVOISE & PLIMPTON LLP

This custom newsletter is provided by the LKMD.

White Collar News

Monday, November 25, 2013, Issue 609, [Search](#)

FCPA / ANTI-BRIBERY

[Anti-Corruption World Gathers In Panama](#) (FCPA Professor Blog)
Note: Professor Juliet Sorensen (Northwestern University School of Law) and Northwestern Law students Akane Tsuruta and Jessica Dwinell are attending the Fifth Conference of the State Parties (CoSP) to the United Nations Convention against...

[Distributor doldrums – How deep do they want us to dig?](#) (The FCPA Blog)
Since August 2012, there has been a lot of discussion in anti-corruption circles about Oracle's settlement with the SEC, including here . Much of the past discussion has focused on the fact that the SEC charged Oracle with books & records...

Top

SEC

[SEC Enforcement: Talking the Talk, But Walking the Walk? — CLS Blue Sky Blog](#) (Securities Docket: Securities and Litigation Enforcement Report)
Almost everyone has an opinion about securities enforcement. Many are disappointed (and even angry) that “few high level executives” have been prosecuted (criminally or even civilly) in connection with the 2008 financial crisis.[1] Deep in...

Top

WHITE COLLAR CRIME- GENERAL

[Corruption Currents: From Geneva Talks Fallout to Poland Kickback Scandal](#) (WSJ.com: Risk & Compliance (Blog))
Global powers may have reached the interim deal with Iran this weekend, but secret, high-level talks between the U.S. and Tehran were in the works for months.

Top

UK

[SFO Probe of ENRC Continues](#) (Main Justice: Just Anti-Corruption)
Eurasian Natural Resources Corporation hired a new legal team including Debevoise & Plimpton, Eulerom Chambers and Grosvenor Law

CONTENTS

FCPA / Anti-Bribery

SEC

White Collar Crime-General

UK

Money Laundering

Sanctions

Australia

China/HK

SE Asia

PREVIOUS ISSUES

Usage and Research Charge Reports

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

Communication Output/Type
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.

Communication Output/Type
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.

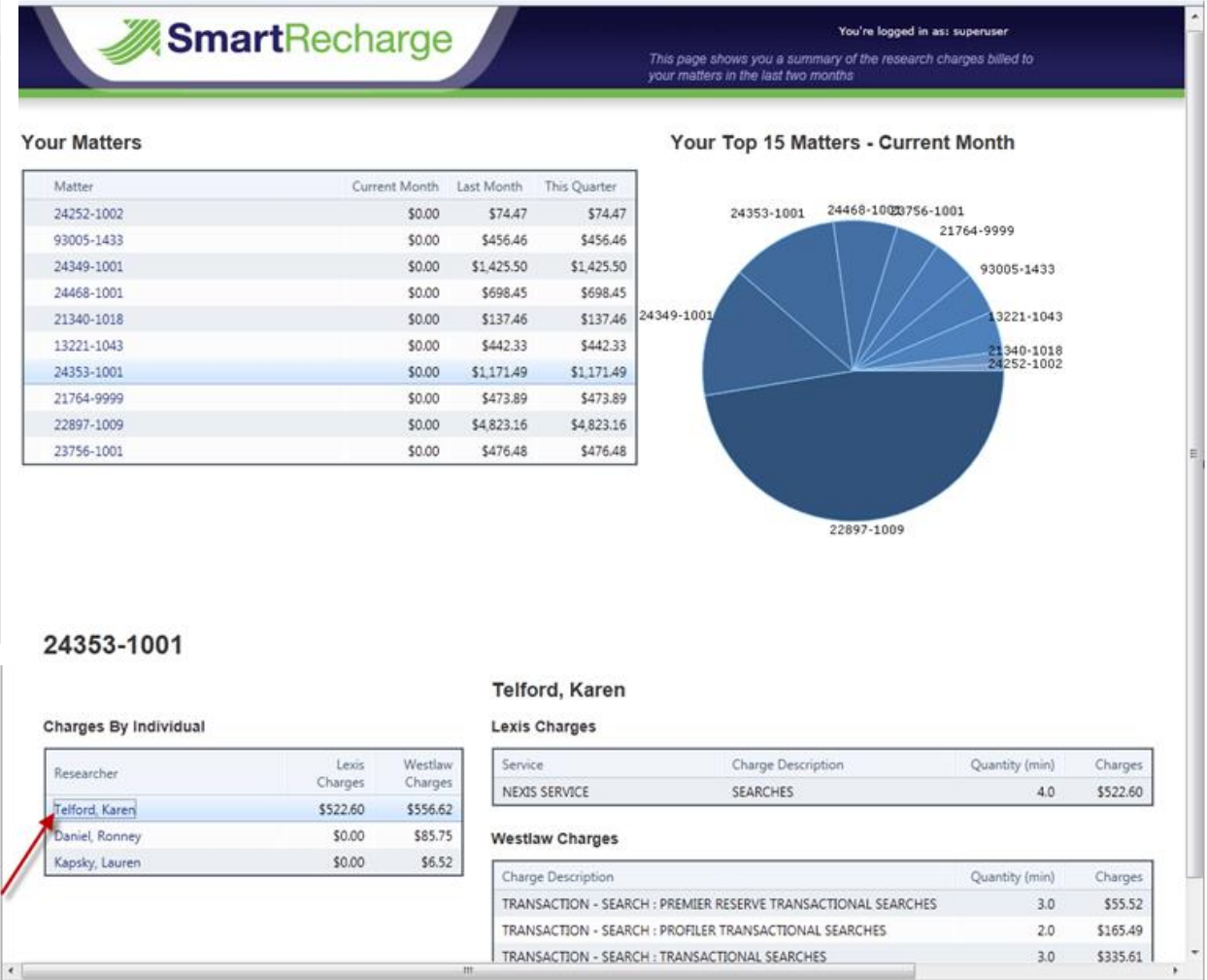
A total of \$1,079.22 in online research charges was allocated to your matters over the past week.

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.



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

\$498,126

total

\$243,585

non billable

\$17,306

excluded

\$0

non payable

\$1,616

unmapped
matters

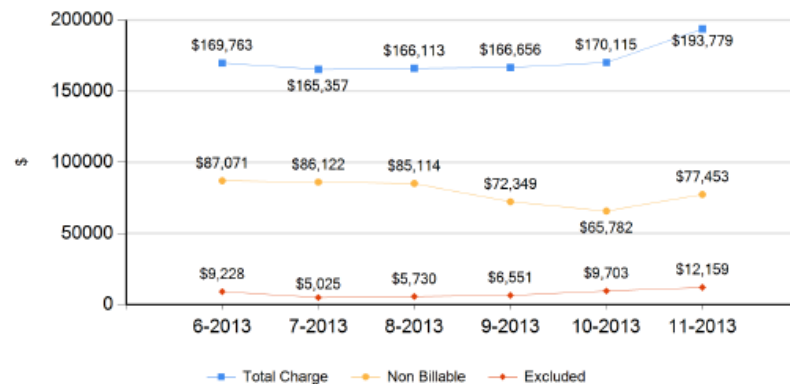
\$136,245

unmapped
employees

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

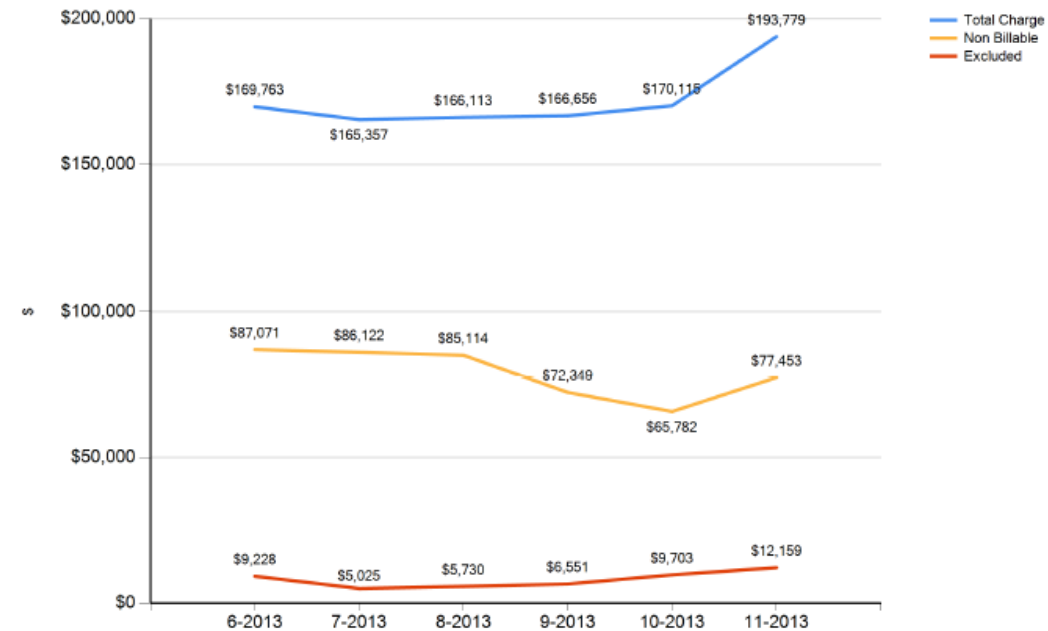
Charges - Last Six Months



Usage and Research Charge Reports - Example

Vendor Aggregate Dashboard

Westlaw



Last Month

\$170,115

total

\$65,782

non billable

\$9,703

excluded

\$327

unmapped
matters

\$38,392

unmapped
employees

Miscellaneous Communications & Outputs

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

Communication Output/Type
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

http://debweb/library_km_v2/Pages/Fair.aspx DebWeb Homepage Releasing email for salastr... (12) Welcome! | LinkedIn Contacts | LinkedIn LKMD - Digital Res

View Favorites Tools Help

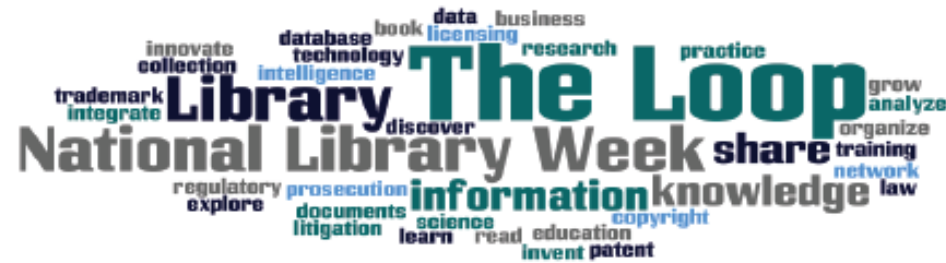
Digital Resources Fair

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

Lexis Services

	Lexis Advance (Includes new Lexis Shepard's)	Access: www.advance.lexis.com 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.

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

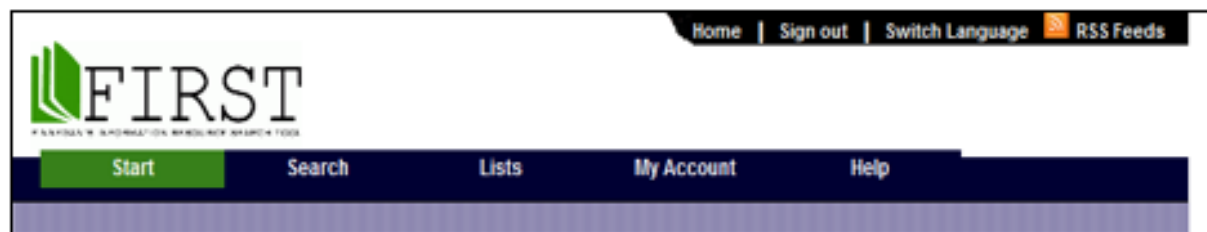
As a reminder, Fish no longer charges clients for included research carried out in subscribed flat fee databases (Westlaw, Lexis, etc.). Clients are only billed for any excluded/ancillary content or transactional research accessed on their behalf. The policy ties directly to the firm's vision of providing 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: FIRST at: <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@finnegan.com with your request.*

FINNEGAN

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