



July 2010

Arkansas Chapter

The LEGAL Link

ALA

PRESIDENT'S

Message

by

Nancy Collins



Managing Expectations

I learned about managing expectations while raising my children. I learned that 99% of managing expectations was the need to communicate those expectations.

I expected my children to get good grades. I told them they were smart and were capable of getting good grades. I helped them at night with their spelling words, critiqued essays, and quizzed them over test material. They got good grades, and I praised them for the effort.

Then they wanted me to pay them for those good grades – the other parents did that. I wouldn't do it. I told them that there are and will be things in life that they need to do simply for the personal satisfaction derived from a job well done - not because of money or praise. I didn't win any brownie points, but they got good grades in spite of me.

I believe this works in the workplace. We have to state our expectations and then provide the tools and training to help employees be the best they can be. As with my children, money and praise are not the only motivators. I hope that the quiet pride from a job well done whether it is raising money for a non-profit or doing good work for a client is its own reward.

Arkansas Chapter July Meeting

Where: The Little Rock Club
Regions Bank Building, 30th Floor
Little Rock, AR 72201

When: July 14, 2010

Lunch: 11:30 a.m.

Meeting: 12:00 Noon

Topic: The Health Care Reform Act of 2010–
Checklist for Legal Administrators

Speaker: Charles C. Owen
Gill Elrod Ragon Owen & Sherman

Note: Validated Parking
Regions Parking Deck



April 2010 - March 2011

Officers & Directors

Nancy Collins
President
Mitchell Williams
(501) 688-8847
ncollins@mwlaw.com



Bonnie Vickery
President-Elect
Mitchell Williams
(501) 688-8800
bvickery@mwlaw.com



Carolyn Owen
Vice President
Gill Elrod Ragon
Owen & Sherman
(501) 376-3800
Carolyn@gill-law.com



Carol Minor
Treasurer
Lax, Vaughan, Fortson,
Jones & Rowe, P.A.
(501) 376-6565
cminor@laxvaughan.com



Donna Blacklaw
Secretary
Robinson, Stanley,
Marshall & Duke
(501) 374-3818
Dblacklaw@rsmd.com



Julia Strickland
Immediate-Past President
Cross, Gunter, Witherspoon
& Galchus
(501) 371-9999
jstrickland@cgwg.com



Kathy Cagle
Director
Huckabay, Munson,
Rowlett & Moore
(501) 374-6535
Kathy.cagle@hmr.com



Gina Richburg
Director
Wilson & Associates
(501) 734-4150
Gina.richburg@wilson-assoc.com



National President
Rita Alli
Stoel Rives LLP
Seattle, Washington
(206) 386-7658
rmalli@stoel.com



Region 4 Director
Toni Beasley
Andrews Kurth LLP
Austin, Texas
(512) 320-9235
tbeasley@AndrewsKurth.com



The LEGAL Link



COME JOIN US!

- Membership in Association of Legal Administrators offers opportunities for:*
- *Knowledge sharing and networking opportunities (locally, regionally, nationally and internationally)*
 - *Professional recognition*
 - *Chapter and leadership support (substantive educational tools, idea exchanges and workshops to educate chapter leaders)*
 - *And a whole host of resources and opportunities for professional development*

For more information, read more [about ALA](#) or contact Angelia Hadden at ahadden@fec.net.



The LEGAL Link

Celebrations



Happy Birthday

*Barbara Bennett
July 17*

*Cathy Dille
July 19*

July 14 Presentation

**Please Join Us on July 14 for Charlie Owen's
Presentation on The Health Care Reform Act of 2010**

Charles C. Owen is the senior tax member in Gill Elrod Ragon Owen & Sherman, P.A., as well as the President and a shareholder. A graduate from the University of Arkansas Schools of Business and Law in Fayetteville, Charlie has been a tax practitioner for over 45 years and is well-versed in all aspects of taxation. Also a CPA, Charlie's practice focuses primarily in Wealth Preservation Planning.

Charlie speaks and writes nationally on a variety of legal and tax topics including tax planning, elder representation, wealth preservation planning, legal ethics, offshore tax planning, and tax-exempt organizations. Charlie excels at turning complicated tax laws into understandable, practical applications with a touch or two of humor.

The Arkansas Society of CPAs twice named him as its Outstanding Discussion Leader. He is also an eight-time recipient of the Arkansas Bar Association's The Best of CLE and in 2000 was named as the first recipient of The Best of The Best CLE. His peers have named him as one of "Arkansas's Best Tax Lawyers" for the past several years in an annual survey conducted by The Arkansas Times.

The LEGAL Link



Nancy Collins and Andrea Smalac of
Mitchell, Williams, Selig, Gates & Woodyard, PLLC,
recently accepted the
2010 Burton Award for Best Law Firm Advertisement



Andrea Smalac of
Mitchell Williams Accepts the
Best Law Firm Advertisement Award
From ALA President Rita Alli



Andrea Smalac, Director of Marketing
& Public Relations, and Nancy Collins,
Director of Administration,
at Mitchell Williams



Nancy Collins and John Michalik,
former ALA Executive Director



Susan French Koran and Patti Groff (former National ALA
Presidents), Andrea Smalac, and Nancy Collins



Great Hall of the Library of Congress
Washington, D.C.
Monday, June 14, 2010

Photographer: Bruce Groff

The LEGAL *Link*



ALA Vendor Partnerships

Vendor Recognition

Platinum Partner **Ivize**

Gold Partner

Business World

Flynn Legal Services

Silver Partner

CAB Consulting, LLC

Plantation Services

Ikon

Employment Solutions, Inc.

The Arkansas Chapter of the Association of Legal Administrators appreciates the support of our vendor sponsors.

Silver Partnership opportunities are still available

Please contact Bonnie Vickery at bvickery@mwlaw.com for more information on how your company can benefit from partnering with our chapter.





PROTECTING CONFIDENTIAL DATA – TIPS YOU CAN INCORPORATE FOR MORE SECURITY

Encryption — Firewalls — Antivirus Software — These are just a few things that can be utilized in an attempt to secure confidential client and protected health information. With the increasing pace of technology and restrictive requirements contained in the Health Information and Portability Act (“HIPAA”) and the new HITECH Act, lawyers and their staff have a very high burden in maintaining and protecting confidentially of information.

Some steps that may be utilized to ensure protection of confidential data are:

1 Turn off computers at night and when away from your computer for any length of time. Leaving a computer running after you have left allows access to anyone who comes through your office.

2 Use a secure password to open your operating system. Capital and lowercase letters and symbols are recommended to make a password more secure.

3 Back up data daily. Consider using two methods of backup, in-office and an external site or on the Internet.

4 Run a test-restore on the backup data to assure that you can actually retrieve something that has been lost.

5 Secure your wireless network, as well as laptop computers, Blackberries, iPhones, and flash drives used by office staff. Never store un-encrypted sensitive data on a portable device.

6 Remove metadata before e-mailing documents or convert the data to pdf. (See <http://tinyurl.com/yand6f2>

for details on the subject.) In documents with tracked changes, assure that you have accepted the changes before e-mailing or creating a pdf document. In Word 2007, go to the Office button and choose Prepare-Inspect Document to check for metadata.

7 Use antivirus software and a firewall. Keep anti-virus software updated. Visit only trusted websites. Malware is transmitted more by websites than e-mail.

8 Use a password to protect sensitive/confidential e-mail attachments. In Word 2007, go to the Office button and choose Prepare-Encrypt Document-Set the Password. In Adobe Acrobat 9 Professional (not Reader), go to File-Properties-Security, then Security Method-Choose Password Security.

9 Use pdf to help reduce metadata issues.

10 Move the reply to all and forward buttons away from the reply button in your e-mail to avoid sending an e-mail to an undesired unrecipient.

11 Store sensitive data in locked cabinets.

Excerpts for this article were taken, with permission, from “Protecting Client Data – 11 Steps to Take When Using Technology” published in the March/April 2010 edition of The Law Practice – The Business of Practicing Law. The article was written by Peter Roberts and published by the American Bar Association. Mr. Roberts is the Practice Management Advisor in the Law Office Management Assistance Program of the Washington State Bar Association. He is a former legal administrator in law firms in Washington, D.C., New Hampshire, Boston, and Seattle. He is a frequent speaker and writer on practice management topics.

The LEGAL Link



Question of the Month

Question: Do you have any resources that will help implement security measures in my firm?

Answer: Shooting incidents have left many administrators wondering if their law firm space is vulnerable to intrusion by dissatisfied clients, disgruntled former employees, or even strangers with malicious intent. Is the security guard in the high-rise lobby a sufficient deterrent to those seeking to steal the firm's computer equipment or harm firm personnel? What measures can you take to keep your firm's people and physical assets safe?

This study will focus on what can be done to improve the physical security of a law firm's office space, not on preventing incidents of violence. To read more about those issues, please request the study "[Violence in the Law Office Workplace](#)."

There are two aspects to be aware of with regard to workplace security: protecting people's lives and protecting their work (or data). As more and more people spend significant parts of their lives in office buildings, and as businesses continue to accommodate their employees and information in such buildings, keeping their assets safe becomes a major concern. In modern office buildings with open floor plans, well-planned security is a necessity.

According to a survey published in October 2006 by the Bureau of Labor Statistics, 72 percent of business establishments have at least one form of building security. Possible forms of security include security staff, physical security such as locked doors, and electronic security such as metal detectors. Availability of security is reported as follows:

- 52 percent of all establishments have a form of electronic surveillance (alarms, cameras, motion detectors).
- Over 86 percent do not have security staff.
- 31 percent have limited or controlled access (secured entries, locked doors) during workplace hours. Availability of such measures increases with number of employees.
- In at least 52 percent of the largest establishments (1,000+ workers), available security includes visitor registration or check-in, employee ID verification, or photographic screening. Over one-third of those establishments reported the authority to arrest and/or detain for police arrival and the authority to seize weapons.

Source: [Survey of Workplace Violence Prevention, 2005](#). U.S. Department of Labor, Bureau of Labor Statistics.

If the office building provides a parking lot or garage, be aware that these areas are common targets for criminals, particularly if they are enclosed. While the risk of criminal activity cannot be completely eliminated, good lighting and obvious camera systems (monitored in real time, not just for recording purposes) can reduce the chance that a crime will take place. If possible, stairwells should be open or glassed-in to eliminate potential hiding places. Emergency "help" buttons should be clearly marked and easily accessible.

The lobby security desk with a sign-in sheet cannot be viewed as anything but window dressing, although it may deter someone casually looking for possible crime opportunities. A guard conspicuously monitoring a bank of security cameras is better, but that system can be thwarted by an intruder intent on breaking into your space. Electronic key cards for doors, elevators, etc. work well, so long as only authorized persons have access to them

Continued on page 9

The LEGAL *Link*



Question of the Month

Continued from page 8.

No matter what forms of security a building management company may offer, law firms should consider taking additional steps to ensure the safety of their people, work product, and equipment. The fact that someone has passed through the security features in the building lobby does not mean that he or she is no threat to your business or is welcome in your office space.

Tenant suite security systems can be installed to deter and/or detect an intruder. These systems may include:

- Electronic card readers (for entrance to the suite itself, or to specific areas such as the computer room);
- Electronic locks wired to the alarm system;
- Intrusion detectors around the perimeter areas;
- Reception desk panic buttons (silent alarms); and
- Alarm sirens in the firm's lobby/reception area.

In a large office with multiple floors, and in firms with multiple offices, it may be preferable to outsource the security operations. This allows for continuous, round-the-clock monitoring of the firm's space and allows the firm to benefit from consistent security standards. Having an outside provider also gives the firm the opportunity to easily upgrade its security measures.

No matter what form of building and/or suite security is available to a law firm, there are many ways to help protect its people and physical resources, and the most important ways involve the vigilance of both attorneys and staff:

- Know who belongs in your space; confront strangers and (politely) ask how you may direct them; notify security or police immediately if someone refuses to leave or causes a disturbance.
- Have the reception area staffed at all times during office hours.
- Do not permit clients, repair persons (check for ID first), or visitors to walk through the firm without an escort.
- Keep valuables out of sight, in a locked drawer if possible; do not discuss how much cash you are carrying or storing; keep petty cash and blank checks in the office safe.
- Keep good records on all keys to the firm's space; make sure to collect keys and key cards from terminating personnel; change locks if keys are missing.
- Report malfunctioning or broken locks and other security features to management immediately.
- Outside normal business hours, be wary of unknown persons trying to follow you into the building; ask them to use the security phone for assistance.
- Engrave firm property with the tax ID number or other identification.



Education

TEST YOUR KNOWLEDGE IN PREPARATION FOR CLM “CERTIFIED LEGAL MANAGER” EXAM

1. What is hypertext transfer protocol?
2. What is horn effect?
3. What is historical cost?

Question of the Month - Continued from page 9.

- Walk away from any elevator if it is occupied by a suspicious-looking person, particularly at night or on weekends.
- Make sure alarms are activated at the end of the day; check storage rooms and restrooms for hidden persons before locking up.
- Engrave firm property with the tax ID number or other identification.

Special Note: ALA members have free access to the ALA Reference Desk. Send any question on legal management to infocentral@alanet.org. Staff will conduct personal research on each question.

ANSWERS TO TEST YOUR KNOWLEDGE:

1. Hypertext transfer protocol is a command that informs a browser it will be locating and displaying a web page.
2. Horn effect is a situation where the employee is perceived as not being able to do anything right even though he or she may perform poorly only in one or two areas.
3. Historical cost is the amount originally paid for an asset, unadjusted for subsequent changes in value.

The LEGAL Link



Mark Your Calendar

Important Dates

REGIONAL CONFERENCE
October 1 - 2, 2010
Four Seasons Resort & Club
Dallas at Las Colinas

ANNUAL CONFERENCE
May 18 - 21, 2011
Orlando, Florida



ALA - 2010 WEBINAR SCHEDULE

- | | |
|--------------------|---|
| July 21, 2010 | <u>Legal Risks to Assessing Candidates by Social Network Sites</u>
Speaker: Shelly Freeman, J.D., HROI |
| August 18, 2010 | <u>Law Firm Profitability Enhancement</u>
Speaker: Richard Turnbow |
| September 15, 2010 | <u>Electronic Records Management: How to Manage Your ESI in the 21st Century</u>
Speaker: Dana Moore |

The LEGAL Link



Chapter Sponsor

**Business
World**

Document Solutions

New Ideas New Technology



*Thanks for the opportunity
to be a part of ALA!*

Deborah Coop

ALA GOLD MEMBER

920 South Spring Street

Little Rock, AR 72201

Direct Line: (501) 399-3341 Cell (501) 779-1406

deborah.coop@businessworld-usa.com

www.businessworld-usa.com

SHARP®

We value your comments and suggestions and even your submissions! This is your newsletter! If you would like to make a suggestion that would enhance the newsletter or would be willing to write an article for the newsletter, please e-mail Diane Smith, Newsletter Editor, at smith@amhfirm.net. Clip art located in this newsletter is furnished by www.fotosearch.com.

The Legal Link is published monthly for the education and benefit of legal administrators. It is not published for the purpose of rendering legal, accounting, or other professional services or advice. Nothing contained in this newsletter should be construed as legal, accounting, or other professional services or advice. Reprints of articles contained in this newsletter requires written permission of the editor of The Legal Link.

The LEGAL Link



Upcoming Events

SAVE THE DATES!

Region 4 Conference & Expo



October 1-2, 2010

Join us for the [Region 4 Conference & Expo](#) — October 1-2 at the Four Seasons Resort & Club Dallas at Las Colinas.

This conference will *Diversify Your Knowledge* in all areas of law firm management including finance, marketing, human resources, technology and communications. In addition, you will have ample opportunity to learn new ways to be successful, network with your colleagues, connect with friends and discover what's new in the legal industry.

This year's conference agenda:

- Begins Friday morning with an energetic Keynote Address by Vicki Hitzges "*Put the Lawnmower Away, Charlie, There Are Trees Out There!*"
- Includes more than 20 informative educational sessions over a two-day period designed to provide necessary and current information for administrators and others in the legal profession.
- Ends on a high note with songwriter and speaker, Patrick Henry's closing session: "*Keeping Your Team in Tune.*"

In addition, your business partners will fill the Exhibit Hall with cutting-edge products and services as they educate you on the latest trends vital to running an efficient and prosperous law firm or corporate law department. You won't want to miss this opportunity.

We look forward to seeing you **October 1-2 in Irving, Texas!** Visit www.alanet.org/region4 often for conference updates. Online registration will open June 24.

DON'T MISS YOUR OPPORTUNITY TO WIN A SCHOLARSHIP TO REGIONAL!

The Arkansas Chapter of the Association of Legal Administrators will be awarding seven scholarships for attendance at the Region 4 Conference to be held on October 1-2 in Irving, Texas, at its monthly meeting on July 14, 2010. To be considered for the scholarship, either attend the meeting or notify Nancy Collins of your interest.

The LEGAL Link



Chapter Sponsors

**LITTLE ROCK'S ONLY
FULL-SERVICE LITIGATION
SUPPORT PARTNER
SINCE 2002!**

**OUR COMPLETE SUITE OF
SERVICES IS DESIGNED TO SAVE
YOU BOTH TIME AND MONEY!**

**EXPERIENCE AND KNOW-HOW
MAKE THE DIFFERENCE...**

**MAKE ONE CALL FOR ANY OR ALL
OF YOUR OUTSOURCING NEEDS AND WE
WILL TAKE CARE OF THE REST!**

*"I CAN'T SAY ENOUGH GOOD THINGS ABOUT FLYNN
LEGAL..."* LYNDA DEAN, PARALEGAL

"FLYNN LEGAL MAKES MY JOB SO MUCH EASIER..."
CHEVON CARPENTER, LEGAL SECRETARY

*"I CALL FLYNN LEGAL FOR EVERYTHING FROM
DEPOSITIONS TO TRIAL NOTEBOOKS...AND THEY GET IT
RIGHT EVERY TIME..."* RAMONA BOYCE, PARALEGAL



IKON

Document Efficiency *At Work.*[®]

A RICOH COMPANY

The LEGAL Link



Chapter Sponsors

EMPLOYMENT SOLUTIONS

STAFFING PROFESSIONALS

Specializing in, Legal & Professional Staffing



(501) 847-5800 (501) 847-5805 Fax (877) 299-5800 Toll Free
Billy Mountjoy billym@employment-solution.com
www.employment-solution.com

Prevent office stress with indoor plants.

Plants don't talk back but they listen well...

Your office needs the therapeutic, stress lowering, positive environmental changes that only interior plants deliver.

*We do all the work,
you just enjoy!*



Rental or sales
programs to fit any budget —
throughout Arkansas.

Voted Arkansas's best indoor
landscaping company

PLANTation
services

plantationservices.com
501-821-5770 or 888-821-5770

reception area • board room • executive offices • cover
unsightly cards • office make-overs • open houses

The LEGAL Link



... The LAW is **DEMANDING**...

... The PROCESS is **OVERWHELMING**...

... **Tip The Scales** IN YOUR FAVOR.

Ivize ensures all and only relevant data is reviewed in the most efficient way.

End-to-end Discovery Services

- Collection
- Processing
- Online Hosting & Review
- Production

Discovery Consulting

Imaging & Duplication Services

ALABAMA
BIRMINGHAM
MONTGOMERY

ARKANSAS
FAYETTEVILLE
LITTLE ROCK

FLORIDA
TALLAHASSEE

GEORGIA
ATLANTA

ILLINOIS
CHICAGO

KANSAS
OVERLAND PARK

LOUISIANA
NEW ORLEANS

MICHIGAN
GRAND RAPIDS

MISSOURI
CLAYTON
KANSAS CITY
ST. LOUIS

NORTH CAROLINA
CHARLOTTE

WEST VIRGINIA
CHARLESTON

WISCONSIN
MADISON
MILWAUKEE



... LITTLE ROCK 400 West Capitol, Suite 101 B
Little Rock, AR 72201
Bill Hughan
Managing Partner :: P :: (501) 376-8000
:: F :: (501) 376-8001

www.ivize.net