



Gateway (St. Louis)
A Chapter of the Association of Legal Administrators

Gateway Connection

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Association of Legal Administrators – Gateway Chapter

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From the President, Mary Jennings

Your connection
to knowledge, resources and networking

The Gateway Chapter presents a new logo!!! New colors and a new design which only enhances our mission of providing our members a connection to knowledge, resources and networking.



I hope you all enjoyed the summer!!!!

The 2009 Vendor Fair was another success as we weathered the challenges of the economy. Members and vendors partnered while sharing the needs of our law firms and how the vendors can address those needs. New for 2009 is the online directory at www.ala-gateway.org. I encourage you to use this resource as you purchase new services or products,

The Gateway Chapter is high tech as we moved the annual salary survey to an online resource. Salary and benefit data is now one mouse click away. For more information on the salary survey contact Sarah Whitehead at saw@greensfelder.com.

The 2009 St. Louis Diversity Job Fair provided interviewing and networking opportunities for many students. Gateway chapter members, Angela Schaefer and Andrea Conley were at the forefront of the planning, organizing and the success of this event. A special thank you to all Gateway Chapter members who volunteered their time.

What's Next - The Gateway Chapter has a busy fall in providing you with timely educational programs to include preparing for H1N1, resources in negotiating the best pricing and quality services for your law firm, giving back to the community through our annual trivia night and St. Louis hosting the Region 3 Educational Conference October 8 – 10 in St. Louis.

I encourage you to watch your emails and log -on to the Gateway Chapter website for the latest news and upcoming events.

I look forward to seeing you at these events.

Catching Up With...Dean Boeschen!

Dean Boeschen is Director of Finance & Client Development at Greensfelder, Hemker & Gale, P.C. Dean has been an ALA member since November 11, 1992. We recently quizzed Dean, and his responses are below.

1. My main responsibilities are...*Financial Management of the Firm and Client Development*
2. I became a legal administrator when...*LA Law was a popular TV show. I think it's on TVLand now.*
3. The thing I like best about being a legal administrator is...*I am regularly challenged and the job requires me to pull from a variety of different skills.*



Dean Boeschen fronts his band, All4Nothin

4. The hardest situation I have had to deal with was...*HR issues with people I work with.*
5. The best advice I'd received from a fellow legal administrator is...*Network with your friends in legal administration, learn from their mistakes.*

6. To be successful, legal administrators have to be...*You need to be able to deal with the politics and many personalities of the law firm. Know when to push and when not too. Administrators are usually the change agents in the industry that can help guide the firm in the right direction, forward. Status quo doesn't work. As a long term model, you can't shrink your way into profitability, so you always have to look for new ways to be efficient as a Firm and give the client value.*
7. I decided to join the ALA because...*It gave me access to a great group of administrators who were either experiencing the same thing I was or already had met a few of those challenges.*
8. My impression of the Gateway Chapter is...*I don't do impressions.*
9. Before I became a legal administrator I... *worked in the Hospitality industry in the back office. Talk about a trial by fire environment. Nothing I have ever done has been that fast paced...except maybe on stage with band.*
10. I think legal administrators are important to the legal industry because...*they bring the business experience to the table. They still don't teach much management or the business of law in law school, although that is starting to change.*
11. In the office, I try to set an example by...*going above and beyond my role.*
12. I try to encourage my staff to...*take their job to the next level...go beyond what they are asked to do and take ownership of their job.*
13. If I were not a legal administrator I would be a...*finance guy or COO in another industry.*
14. In my spare time I like to...*spend time with my family (Wife and two kids), or outdoors -golf, hunting, fishing....and that band thing.*
15. My plans for the next 20 years include...*at this point I am just thinking about going to the lake this weekend.*
16. My family is...*Wife, Maureen, two kiddos, Haley 15 (who has her driving permit YIKES!) and Alec 11. and one dog -English Springer Spaniel - Riley*
17. The biggest change I've seen in the legal industry is...*this economic downturn. I think it will create some opportunities but change the way our firm's do things.*
18. The most challenging part of being a legal administrator is...*keeping all the plates spinning.*
19. On my dream day off from work I would...*trout fish in a Colorado mountain stream in the morning, golf at Pebble Beach in the afternoon and end the evening playing with my band in front of a huge crowd of family and friends.*
20. Biggest achievement in my current position...*Getting the "Greensfelder" sign up on our building after years of working on it.*

Region 3 Conference Plaintiff Administrators Idea Exchange Scheduled

The Plaintiff Administrators Idea Exchange is scheduled for October 8, 2009 from 10:30-3:30 p.m. A working lunch will be provided.

The Exchange will be held at the offices of Gray, Ritter & Graham, P.C., 701 Market Street, Suite 800, St. Louis, Missouri. Please RSVP to Johnna Ferguson at jferguson@grgpc.com or 314-241-5620.

ALA Bookstore Resources Available

Partially taken from the ALA web site

The ALA Bookstore offers, at discounted rates to members, a collection of informative resources prepared by experts, all designed to increase productivity, profitability, and quality of services. The Bookstore also carries a variety of logo products.

Books are available for legal management professionals on the following topics:

- human resources
- finance
- technology
- facilities
- leadership
- total quality management
- marketing

Many of the books are less than \$20.

Meet Kara M. Brostron!

Kara M. Brostron is the Gateway Chapter's 100th member! Kara is the Assistant to Marie Vogt/Marketing at Lashly & Baer, P.C. She has been in that position for four years, and has been at Lashly for a total of six years.

Prior to joining Lashly she worked in marketing for employers outside of the legal industry.



Kara is single, and when she is not working she enjoys playing tennis, photography, anything outdoors and active and hanging out with friends.

Please be sure to introduce yourself to Kara and welcome her to the Chapter!

Gateway Chapter Annual Vendor Fair Held August 12

The Gateway Chapter's annual Vendor Fair was held at the Missouri Athletic Club on Wednesday, August 12. Nearly 50 vendors exhibited, and there were a total of 96 vendor representatives in attendance. Over 100 chapter members and guests attended from law firms and legal organizations throughout the St. Louis metropolitan area.

This year's Vendor Fair featured a new layout that improved the pedestrian flow and visibility of the vendor booths. It also featured a Gateway Chapter booth with "The Harvey Girls" serving ice cream and handing out information for the 2009 Region 3 Conference in St. Louis October 8-10, 2009.

The Vendor Fair is the annual kick-off to the new "vendor year," and is a key part of the vendor's sponsorship package. Vendors at the Silver (\$1,000) sponsorship level and above are eligible to exhibit at the Vendor Fair.

A number of vendor surveys have been returned, and all were positive. A Vendor Relations Committee Meeting was held on August 25, 2009, and the committee discussed the surveys and recommended some small changes for next year's event.

The funds raised in vendor sales are used to pay for member conference scholarships, chapter education, etc. The Chapter members enjoyed the Vendor Fair and appreciate the vendors, as evidenced by the following comments:

Since I'm fairly new to the Gateway Chapter, I found this year's Vendor Fair particularly helpful in getting to know the vendors associated with the chapter. I was impressed not only with the number of Gateway members who volunteered to make the Fair a success, but also the number of vendors who participated and demonstrated their continued support of the chapter.

-Julie Hill, Assistant Director of Human Resources, Husch Blackwell Sanders,
Region 3 Education Officer

Our vendors are very valuable to us. They provide us with scholarships and allow the Chapter to do many things that we would not be able to accomplish without vendor support. I like to attend the Vendor Fair in order to show my appreciation for their support.

-Brenda Deertz, Director of Administration, Gallop, Johnson & Neuman, L.C.

The Vendor Fair is the only venue that within a couple hours and under one roof I can say hello to current vendors, have the opportunity to meet potential new vendors and collaborate with colleagues. All that, and a quick lunch to boot.

-Grant Reeg, Administrator, Reeg Lawyers, LLC

I value the Vendor Fair for several reasons: meeting vendors face-to-face is more informative and personable than a sales call; it's nice to compare different products/services in one place; I enjoy visiting with my ALA peers; the kids love the bag full of Vendor Fair loot; and, as someone who brown bags it everyday, a hot lunch at the MAC is a real treat!

-Paul Dalziel, Practice Area Information Systems Manager, Thompson Coburn LLP

I attend the Vendor Fair to visit with my firm's existing vendors, introduce myself and my firm to other vendors, check out any new products or services, and to thank all of the vendors for their continued support of the ALA. The Vendor Fair also gives me the opportunity to chat with other ALA members regarding vendor products and services.

-Lisa Lange, Office Administrator, Stinson Morrison Hecker LLP

Volunteers Needed to Assist With 2009 Region 3 Conference

There are several opportunities available to volunteer to assist the Chapter with its responsibilities during the conference. We'd like to make this regional conference a resounding success, and will need help from as many members as possible. Members may volunteer for as short or long a "work" time as they like. Please consider signing up for one of the opportunities!

Opportunity Information

Contact

Session Managers - Needed to introduce educational programs, gather paperwork, etc.	Angela Schaefer
Hospitality Booth – This booth will provide attendees with information about St. Louis, and will only be in operation during program breaks and when the vendor exhibit hall is open	Julie Hill and Lisa Lange
Registration Table – This table will be operational from 12:00-7:00 Thursday, all day Friday and possibly Saturday	Andrea Conley
Exhibit Hall Coordinator – Volunteer needs are still being determined	Cheri Meier

Did You Know?

Did you know that Gina Roers, Manager, Accreditation at West Professional Development maintains a blog revolving around Continuing Legal Education (CLE) rules in all U.S. jurisdictions? The blog address is www.ginascleblog.com. Gina is also on Twitter, follow her at <http://twitter.com/clegina>.

Meet Me in St. Louis for the 2009 Region 3 Conference

Are you ready to “Meet Me in St. Louis” on October 8-10? Are you ready to learn the latest strategies and tactics to help you and your organization be more successful? If so, you can’t afford to miss the carousels of educational opportunities at the **Region 3 Educational Conference & Exhibition**.

There are 19 educational sessions packed into just three days to connect you to resources for your personal

growth and the health of your law firm or department – in whatever role you play. These core legal management skills and topics offer valuable information and insights that managing partners and legal professionals alike will find worthwhile. The sessions cover a breadth of legal management responsibilities, including technology, marketing, lawyer professional development, and more.

The **Exhibit Hall** will be filled with business service providers and networking events intended to keep you on the cutting edge of available legal products and services to help you do your job better, faster, and more efficiently. Our business partners are an integral part of the Region 3 Educational Conference & Exposition, and will provide information and education about the latest production and administration software, law office management services, equipment, technology, and more – all in one place to save you time and money.

You won’t want to miss as we celebrate “Meet Me in St. Louis” atop the Chase Park Plaza Hotel in the beautiful Zodiac Room, where we’ll transport you back to 1904 when the St. Louis World’s Fair made history. Dean Boesch’s band, **All4Nothin**, will be entertaining us if you want to dance the night away.

Register online today at ALAnet.org. Deadline for early bird registration rates is September 9. Please contact Sherry Hurst (314-588-7000) with any questions you might have. Also, the Gateway Chapter has scholarships available – please call Johnna Ferguson (314-241-5620) for details on criteria. We are excited about this conference, and look forward to seeing all of you there!

Chapter Board Information Available on Chapter Web Site

Have you ever wondered what’s happening with the Chapter, what direction it’s headed, how much money is in the bank, and what the plan is? Find out in the “Board Activity” section of the chapter’s web site. Go to www.ala-gateway.org, click on “About ALA” then click on “Board Activity.”



The poster features a white background with a red curved border at the bottom. In the top left, the text reads "Your connection to knowledge, resources and networking" in green and black. In the top right is the ALA logo with "2009 Regional Conferences" below it. The main title "Region 3 Educational Conference & Exposition" is centered in bold black text. Below the title, a paragraph describes the conference's focus on cutting-edge educational information and networking. The dates "October 8 - 10, 2009" and the location "The Chase Park Place Plaza, St. Louis, Missouri" are listed. At the bottom right, a small line of text says "For more information and to register, visit www.alanet.org/region3".

2009-2010 Chapter Vendors Announced

The list of 2009-2010 Chapter Vendors was released at the annual Vendor Fair on August 12. Vendor ads can be seen on the Chapter's web site at <http://www.ala-gateway.org/vendors/vendorads.aspx>.

The Chapter leadership asks that members return calls to all vendors who contact them. It doesn't mean that you have to change from a current vendor, but please do give our vendors the courtesy of a return call. They are the reason we have funding.

The 2009-2010 Chapter vendors are:

Diamond Level (\$5,000)

Mid-America Coffee Services

Platinum Level (\$3,000)

ARAMARK Refreshments
Des Peres Graphics
IKON Office Solutions
Pohlman USA Court Reporting

Gold Level (\$2,000)

DNT
Document Technologies, Inc.
GFI Digital, Inc.
St. Louis Business Journal.
Tropical Décor, Inc.

Silver Level (\$1,000)

All-State Legal
Blade Technologies
Bowers & Associates
Butler's Boardroom
Cash Management Systems
CBIZ
CI Select Flooring
Daniel & Henry
DataMax
Dictation Plus
Enterprise Bank & Trust
Equitrac Corporation
Federal Record Storage Company
Hollyberry Baking and Catering
J.W. Terrill

Silver Level (\$1,000) Cont'd.

JurisTemps, Inc.
Total Facility Solutions
Kaestner & Berry
The Westin
Thompson West
Ritz Carlton
Warehouse Fixtures
HITS Scanning Solutions
Patty Long Catering
Midwest Litigation
Moulin Events and Meetings
Marely Products
Millicare
NSC Diversified
NuParadigm
Office Essentials, Inc.
Quantum Technologies
Safe Business Systems
Sextant Technology Partners, Inc.
Shred-It
The File Room

Bronze Level (\$500)

Drury Hotels
Gore Perry Reporting & Video
Office Max
Robert Half Legal
Staples
TGI Marketing Communications
The Daily Bread

As Seen on the Listserv

The Chapter's listserv is an excellent resource for information. If you are not on the listserv and would like to be added please contact Marie Vogt.

Below is a recent exchange, as seen on the listserv.

Question: Does anyone have a [payroll software] for a small firm that they can recommend? Ours is currently a custom-designed solution and I'm exploring possible commercial packages as a replacement. Your input will be appreciated. Thanks.

Response 1: We send ours to Payrolls, Inc. in Quincy. Better value doing it in house. They are excellent well worth it.

Response 2: We use Paychex Preview program. I like it as it is customizable yet the payroll company still reviews and prints the checks. There are many options and features including HR packages.

The Myth of the Paperless Office

By Marty Eisenbarth

Reprinted with Permission from *Columbus Chapter News*, the newsletter published by the Columbus Chapter of the Association of Legal Administrators, November 2006.

As I look around my office and see papers on my desk, a bookcase full of notebooks and file cabinets filled with more paper, I remember that when personal computers were first appearing in the workplace, we were promised that these machines would enable us to free ourselves from the burden of paper. The "paperless office" was just beyond the horizon. Instead, in the 20 years since the advent of the PC, paper usage has skyrocketed. We revise documents 12 times rather than 5 – because we can. We print a document, file it and then reprint it rather than search for it in the file – because we can. We get countless e-mails every day and print every one for the file – because we can. We're buried in paper. We're consuming forests like never before. The concept of the paperless office is a promise unfulfilled. The myth is busted.

But before we accept our paper-filled office as inevitable, let's take a closer look at the technology tools that are available today. We've come a long way in those 20 years of PC development and we now have a combination of e-mail systems, scanners and sophisticated document management systems. These can be utilized together to make paperless a reality.

E-mail has the potential to reduce the paper barrage, but in practice often results in even more paper. No longer do you send a hard-copy letter with a photocopied enclosure. Instead, you e-mail it with a Word document attachment. And not just to one person, but to everyone even peripherally associated with the matter. Once the e-mail arrives, each recipient prints the e-mail and the attachment. If the document is to be revised, the revisions will be inked on the hard copy, the revisions are made, and the document will be printed again to review – and then e-mailed back to everyone who received it the first time. Each recipient will print out the revised documentation...and on and on...until finally the document is finalized. The result is paper proliferation run rampant. But there are technologically adept people who are finding it just as

easy to revise a document on the screen as to mark up a paper copy, and certainly as the next generation of lawyers enters the practice, they will more than likely reject the concept of needing to print out a document to read, analyze and revise. At that point, e-mail may, indeed, become a tool that reduces our need to print everything that comes our way.

Integrated document management systems are also tools to make the e-mail process a paper reducer rather than a paper proliferator. These systems enable users, with a click of a mouse, to drag e-mails with attachments into a cyber-filing cabinet where they become, not only saved and accessible, but searchable as well. Instead of searching through a paper file, guessing at the chronology of communication to find a piece of correspondence, you can perform a search and find exactly what you need in a matter of seconds. Besides moving in a paperless direction, in a business where time is money the efficiency of this technology is irrefutable.

Another tool that has the potential for reducing our paper consumption is the technology that enables us to print or scan to a PDF file. Since these files, like e-mails, can be saved in a document management system, they truly have the capacity to replace paper files. In a model paperless office, all mail coming into a firm would be opened, scanned and saved prior to being distributed to the recipient. All documents then, whether created at the firm or received by them, would be accessible electronically, not only by anyone who needs them, but, through a network gateway, at any location.

In reality, the tools to create a paperless office are in place. The technology is easy to use, affordable and reliable. So what is holding us back? In a word, attitude. Most of us cannot get past the notion that we need to hold a piece of paper in our hand to make it real. Further, we want to be able to have the convenience of being able to read a document at any time, at any place, without the burden of lugging a computer everywhere. However, just as we are finding it more convenient to access news, research and other information via the Internet, the time will come when we want our business tools and files to be available on the same platform.

Firms that take advantage of a paperless operation will be able to offer clients better, faster service because of the advantages they will have in the ability to access information quickly. In the event of a business interruption, a firm that has electronic files and an alternative server site will be back in business months before a paper-dependent firm. And a paperless platform enables employees to work from home or in a remote location.

The realities of the paperless office may be even closer than we think if we take advantage of the tools available today. The myth that we can “go paperless” is definitely plausible.

Marty Eisenbarth is the Collections Manager for Bricker & Eckler LLP in Columbus, Ohio. She is a Past President and the current Vice President of Membership for the Columbus Chapter, Association of Legal Administrators.

Calendar of Upcoming Events (September 2009 through April 2012)

September 2009

September 10 - 12, 2009

Program: *ALA* National Large Firm Administrators Retreat

- Location: The Broadmoor, Colorado Springs, Colorado
- Contact: Lisa Mikita, ALA Headquarters

September 15, 2009

- Program: HR Section Meeting
- Topic: TBD
- Location: Sandberg, Phoenix & von Gontard

September 16, 2009

- Panel Discussion: (Purchasing & Leasing)
- Location: Husch Blackwell Sanders (Clayton)

September 16, 2009

- Program: ALA National Webcast – Strengthen Your Bottom Line with a Well Built Budget
- Speaker: Steven Odum, Brocker & Eckler, LLP and Sarah Taylor, Masion Edelman Borman & Brand, LLP
- Contact: Rosemary Shields, ALA Headquarters

October 2009

October 8, 2009

- Program: ALA National Certified Legal Manager (CLM) Exam
- Location: St. Louis, Missouri
- Contact: Sue Powers, ALA Headquarters

October 8 - 10, 2009

- Program: ALA National Region 3 Conference & Exposition
- Location: Chase Park Plaza Hotel, St. Louis, Missouri
- Contact: Jane Mundell, ALA Headquarters

October 17, 2009

- Program: Community Challenge Weekend
- Location: Kirkwood Community Center, St. Louis, Missouri
- Theme: Prom Night

October 21, 2009

- Program: ALA National Webinar – Stepping Out of the Rubble: Developing a Disaster Recovery Plan that Works
- Speaker: Linda Dikey, 4Sight Group, LLC
- Contact: Rosemary Shiels, ALA Headquarters

October 21, 2009

- Program: Partner Event
- Topic: TBD

- Speaker: Ross Fishman
- Location: BAMSL

October 21 - 22, 2009

- Program: ALA National Intellectual Property Retreat
- Location: Westin Savannah Harbor Golf Resort & Spa, Savannah, Georgia
- Contact: Lisa Mikita, ALA Headquarters

November 2009

November 2 - 4, 2009

- Program: ALA National Essential Competencies for Legal Administrators
- Location: Hampton Inn & Suites Chicago Downtown, Chicago, Illinois
- Contact: Lisa Mikita, ALA Headquarters

November 11, 2009

- Program: ALA National Webinar – Control Stress Before It Controls You
- Speaker: Russell Rado & Timothy Calhoun, Duane Morris LLP
- Contact: Rosemary Shields, ALA Headquarters

December 2009

December 2009

- Event: Gateway Chapter Holiday Event
- Location: TBD

2010

January 2010 2010 Nominating Committee Selection & Meeting

January 20, 2010

- Program: HR Section Meeting
- Topic: TBD
- Location: TBD

January 22, 2010 Presidents' Award of Excellence Entry Deadline

February 17, 2010 2010 Slate of Officers presented to Membership

March 17, 2010 Election of 2010-2011 Officers

May 2, 2010

- Program: ALA National Certified Legal Manager (CLM) Exam
- Location: Boston, Massachusetts

- Contact: Lisa Mikita, ALA Headquarters

May 3 – 6, 2010

- Program: ALA National Annual Educational Conference & Exposition
- Location: The John B. Hynes Veterans Memorial Convention Center
- Contact: Kathleen Rossell, ALA Headquarters

September 23 – 25, 2010

- Program: ALA National Large Firm Administrators Retreat
- Location: Barton Creek Resort & Spa, Austin, Texas
- Contact: Lisa Mikita, ALA Headquarters

2011

January 2011 2011 Nominating Committee Selection & Meeting

February 16, 2011 2011 Slate of Officers presented to Membership

March 16, 2011 Election of 2011-2012 Officers

May 23 – 26, 2011

- Program: ALA National Annual Educational Conference & Exposition
- Location: Orlando World Center Marriott Resort & Convention Center, Orlando, Florida

2012

January 2012 2012 Nominating Committee Selection & Meeting

February 15, 2012 2012 Slate of Officers presented to Membership

March 21, 2012 Election of 2012-2013 Officers

April 23 – 26, 2012

- Program: ALA National Annual Educational Conference & Exposition
- Location: Hawaii Convention Center, Hilton Hawaiian Village, Honolulu, Hawaii