

GP|Solo Technology eReport

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In Search of the Paper LESS Office: What Really Works

By Ross L. Kodner and Dale W. Cottam

Lawyers and their staffs universally have one thing in common: they are buried in an unending stream of paper that chokes and clogs the flow of work. Sometimes getting client work out is more an issue of managing mounds of paper than of applying legal brilliance. Have you ever considered how much time that otherwise would be billable is wasted every day looking for information that can be found only in paper files? There may be hope in getting out from under all that paper.

For years, lawyers have been on a quest for the paperless office, but this concept is likely the greatest lie of the technology age. Our offices never will be paperless, at least in the foreseeable future. We need to accept the fact that even if we reduce the amount of paper we generate, other people will continue to send us paper. Early technology scanning was touted as the great answer, but it is not.

Since the dawn of document scanning, the term *scanning* has been synonymous with OCR (optical character recognition). In other words, most people equated scanning with trying to use software to identify the characters on a page and turn the page into an editable word processing document. It is a good idea conceptually, but in practice, even with the best OCR technology available, the process is still far from perfect. For example, with 97 percent OCR accuracy, three incorrect characters out of every 100 can mean as many as 66 errors per page on average. And what if any one of those errors is critical and not detected? The bottom line is that modern scanning should not be equated with OCR.

With a concept that coauthor Ross Kodner developed first in 1995 and has since called the “Paper LESS Office™,” scanning is viewed as a way to turn physical paper into digital paper.¹ When documents are scanned as images, the process can be 20 times faster than the processing-intensive and error-ridden OCR approach. On screen, imaged documents that have been scanned as searchable PDFs look precisely like the originals.² Even handwriting, preprinted lines, and boxes scan perfectly.

Dale Cottam explains how his firm uses the Paper LESS Office process:

- When staff and lawyers receive paper documents in the mail, they scan each one using a low-cost and efficient Fujitsu ScanSnap S500 scanner (a model since replaced by the new S510, which includes Adobe Acrobat 8.0 Standard), which essentially is a “PDF machine.” Every person at the firm—staff and attorneys—has a ScanSnap on his or her desk to make converting paper documents to electronic documents second nature.
- Once scanned, the electronic documents are saved in the universally readable PDF format. With a click of the mouse and a few seconds per page processing time, the text in the electronic document is converted to searchable text. The original paper document is placed in an expandable file folder and, in most cases, never is touched again. In some instances, the original is mailed to the client.
- The electronic documents are stored in the lawyer’s electronic inbox using the Worldox document management system,³ or they are routed directly to the lawyer via email. Either way, a copy of the electronic document is saved on the firm’s network server, which is backed up nightly.

- Lawyers read the electronic documents on their computer monitors. If they are on the road, they can access the electronic documents through the firm's VPN (virtual private network), a high-speed remote connection.

- The [Worldox GX](#) document management system organizes paper documents received in the mail and scanned as searchable PDFs; email received with attachments (when used with Microsoft Outlook, an email even with multiple attachments can be organized by Worldox in one step, rather than the usual daunting series of multiple save steps otherwise required); and documents created within the office, regardless of which software program was used to create them (for example, Word, Word Perfect, Excel, Adobe Acrobat/PDFs). The same Worldox interface is common to all file-saving processes, simplifying the approach and cutting the learning curve. Effectively, your electronic filing system can be set up and organized to precisely parallel your paper system, making it easy for anyone to understand, regardless of their technical know-how.

- If it is not possible or efficient to locate the desired document by viewing the file name, the document usually can be found by searching for key text within the document itself using a word search similar to a query in Google, Lexis, or Westlaw. Worldox searches at light speed compared to the traditional Windows file search function. Even a scanned document can be located using key terms, provided that when it was scanned the image was converted to searchable text using Adobe Acrobat 7, 8, or an equivalent product.

In today's fast-paced technology world, many clients expect their lawyers to be at least at the same technical level of capability and proficiency as they are. With the relatively low cost of available scanning hardware and document management software, firms can keep up with their clients. Part of the cost of this technology will be offset by decreased expenses for postage and long-distance phone calls associated with faxing and increases in productivity. The level of stress involved in searching for lost files and documents is reduced dramatically. The table below demonstrates the advantages of electronic versus paper files.

Table: Advantages of Electronic versus Paper Files

Factor	Paper Files	Electronic Files
Storage	Paper is expensive to file, route, and store.	Electronic documents are cheap and convenient to store. If paper files are shredded after closure of a case, storage costs are cut dramatically, yet lawyers have all old file information accessible instantly via electronic searches. Archiving on the firm's server takes the place of physical storage.

Finding Lost Documents	Finding lost documents takes significant time, sometimes many hours. If a document has been misfiled, it may never be found.	Searching for electronic documents is nearly instantaneous using a search engine and indexers. A lawyer who previously wasted 15 minutes a day looking for paper files can easily recover valuable billable time by immediately locating “electronic paper” and not chasing paper files around the office. If this 15 minutes can be converted into billable time versus wasted nonbillable time, the financial effect can be an additional \$12,000 per year for a lawyer who bills an average of \$200/hour.
File Sharing	Collaborating on paper documents is cumbersome. Copies must be made and routed.	Collaboration, revisions, remote access, and sharing of important information are very convenient when documents are stored electronically.
Remote Access	Paper documents must be mailed or faxed off site.	Electronic documents are available to lawyers and staff over secure, remote connections or can be received via email.
Protecting Client Files from Disaster	Paper documents are at risk for being destroyed by fire and natural disasters.	Electronic files are easily backed up and stored off site and can be restored to the firm’s network in little time. As “electronic paper,” this is the first realistic way to protect paper files from damage by fire and natural disasters.
Brief Banking	Tedious filing and organization must be used to quickly find relevant briefs in paper format.	Electronic versions of briefs and memos can be located quickly using search engines and indexers that look for specific words or phrases.
Email Management	To make a “complete” paper file you would need to print every email and attachment that is sent and received. Sheer inefficient insanity.	The Paper LESS Office™ approach using the Worldox document management system allows you to save (profile) a standalone email or one with multiple attachments in a single step—for both inbound and outbound messages.

If you are considering moving from paper to electronic files, but aren’t sure how to start, here are a few suggestions:

- Make the commitment to the process of moving toward the paperless goal. The key is dedication and a well-organized approach, as well as educating your team of people about the reasons for making the shift to viewing electronic matter files as the

- primary, “sacred,” and complete client file.
- Ensure your hardware is up to the demands of the increased amount of scanning, processing, and storage. Dual monitors are very helpful for simultaneously scanning, storing, and viewing multiple programs being worked on simultaneously—the productivity payoff is normally instantaneous. Network servers need the ability to store one to five gigabytes per lawyer per year. Having a reliable backup system and testing it often with “minitest restores” is critical.
 - Plan and test. Spending time planning as well as the “pilot” testing of systems and procedures avoids having to repeatedly start over. Hirst Applegate spent more than a year planning and testing before the Paper LESS concept was rolled out firmwide.

A truly paperless office is never going to happen while any of us are alive. However, a Paper LESS Office is rapidly and practically attainable. You can use less paper, have to find less paper and touch paper less often, and thereby become significantly more efficient in your practice. By employing a creative and common sense approach to scanning, turning physical paper into searchable electronic paper, and by leveraging antipaper PDF tools, you can transform your desktop landscape and find more profits, more enjoyment, and better client responsiveness in your practice.

¹ Kodner first put forth the Paper LESS Office™ concept in an article of the same name in Law Office Computing in late 1995.

² This is a core part of the Paper LESS Office concept (see www.microlaw.com/cle/plessindex.html), wherein scanned documents stored as PDFs look precisely like the originals, but have searchable and even editable textual content.

³ Worldox is a product of World Software Inc. (www.worldox.com), one of the three leading legal-focused document/email management and work product retrieval systems, in addition to Interwoven (Interwoven, Inc., formerly known as iManage), and Hummingbird eDOCS (Open Text Corporation, formerly known as DOCS Open).

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Tech Pro Se: The Business Cost of DIY Legal Technology

By Ross L. Kodner

From a very interesting discussion on the ABA's [Solosez listserve](#) . . . The question came up about how to configure and customize case management software to best streamline a practice. One poster who said his office couldn't afford professional consulting services was wondering about DIY approaches, sharing area of practice "templates" from others (in this case, they were specifically referring to Time Matters software).

Here were my thoughts on this and why the most expensive decision a firm can make—of any practice focus and any size—is *not* to professionally deploy key practice tools like case managers.

Those of you who have seen my live CLE sessions may have heard my presentation on how to profit from the use of technology. One of the basic lessons I have tried to deliver for more than two decades is something so utterly fundamental it still amazes me when it comes across as shocking. That is:

Lawyers should avoid representing themselves pro se on their tech and practice management issues. It's so simple. And while there are a few exceptions, think of what it means when tech savvy lawyers like Andy Simpson (who practices in the U.S. Virgin Islands), Indianapolis-area solo Steve Terrell, and others on Solosez are smart enough to know where their abilities reach their limits and when it makes sense to call in a professional.

Every hour a lawyer spends working on tech issues, trying to "save money" by not hiring a professional, costs whatever you bill by the hour. And the odds of that lawyer solving the technology or practice management problem as quickly as a professional are very, very low. Further, the odds of getting something more complex right, varying of course from person to person depending on expertise with the application or situation, are relatively low in most situations.

Let's put numbers to it to illustrate this (and trust me, I've seen this played out *hundreds* of times in field). Scenario: you have an uncustomized out-of-the-box Time Matters or Amicus Attorney practice management system installation. You decide you want to customize your system for the four primary practice areas you work in: estate planning, family law, bankruptcy, and personal injury. You bill for hourly work at \$200 per hour (and your flat fee work averages about \$250/hour if all goes the way as planned)

You have never worked with any consultants on your case management project: you essentially just clicked "Install," hoped for the best, and found it better than Outlook, but it has never really fit any of your practice areas.

You, like many firms, have an inadequate data backup system—incremental backups only, Travan tapes, and nonexistent test restorations (a recipe for The Perfect Digital Storm). You begin without having any backup of your current case management system, nor all the contact and client info you've entered and worked with for nine months. You don't realize this, however. You're full of enthusiasm for the customization project, because it seems like it would be "fun."

You spend two full days—initially just the evenings after work, but then it seems like if you spend just a little more time, you'll finally figure it all out. So now you decide to "invest in your

practice” and spend two otherwise billable work days on your customization efforts. So you’re about 16 otherwise billable hours into this (\$3,200 to \$4,000 time value at your rates).

And now you come to a critical realization: you’ve trashed your system. You can’t even access the existing data because you’ve changed data fields in function, form, and order. You have a scrambled mess. You try to restore from your backup from four days earlier. Because it was an incremental backup, there’s no way to restore the entire case management database. You slump down on the floor and mutter “Holy \$&^#, what have I done?”

It’s all too common. It really is. I’ve seen this mortifying picture over and over and over and over again, because I’ve been called in to rescue situations like this. It’s been a large part of my career. So let’s look at comparative costs: the pro se approach above versus a professional approach with assistance:

Pro Se Approach:

Cost in lost billables during working hours: \$3,200–\$4,000

Time that still has to be spent attempting to unravel the mess (lawyer spending *more* of his or her otherwise billable time on the software vendor’s tech support time)—another full day (if he or she’s lucky): \$1,600–\$2,000.

Time spent after the vendor phone support option fails having to pay a consultant just to get them back where they were before this “money saving” attempt: another \$2,000 gone, never to be billed.

Total cost to lawyer: \$6,800 to \$8,000.

And please, let’s all agree that time not billed has the precise same effect on one’s P&L as writing a check. Money not coming in decreases your top line, while a check written increases expenses. Either way, the net effect on profit is the same: it reduces it. So you absolutely don’t have to write a check to “spend” money. It’s \$6,800 to \$8,000 out of the “pro se technologist” lawyer’s pocket.

End result: hopefully, no data will be permanently lost, and the lawyer will get back to where he or she started from. In other words, no net positive result.

Professionally Assisted Approach:

Lawyer seeks out and retains an experienced certified consultant to help with the project. Consultant learns about the lawyer’s practice and the various success roadblocks, not only in technology use but in the overall workflow in the lawyer’s practice. In other words, the consultant and lawyer work together to find out what problems could be resolved by using a case management system in the first place.

Time is spent reviewing the data that need to be tracked in each of the four areas of practice previously described. Same with the kind of info the lawyer should be tracking about all his or her contacts, prospects, colleagues, experts, etc.

Time spent upfront with the consultant to learn about the practice, the issues, the technology situation: \$500–\$3,000ish. Consultant then uses several existing area of practice templates he or she has developed for other clients, tweaks and tunes them to fit to the lawyer’s practice needs, builds several key macros, triggers, clipboards, template documents for assembly, etc. Time spent = \$4,000.

Consultant installs templates and trains lawyer and his or her assistant on the use of the “new” case management processes and area of practice templates. Time spent = \$1,500–\$2,000ish.

A couple of Fujitsu ScanSnap S510 desktop USB PDF scanners added to complete the Paper LESS Office element of the project as well: cost = \$800 after rebates.

Total cost = \$6,800–\$8,300

The end result is a true practice management system that finally reveals the effectiveness of the software being used. A workflow process that makes sense and focuses on electronic case files. All the benefits that a case manager, if well-selected and well-implemented, should bring. The lawyer and his assistant are each billing 15–30 minutes more per day because they are

not wasting otherwise billable time looking for paper files. The lawyer is also capturing 15 more minutes per day through automatically triggered time entries every time he enters a case note or phone notes in the system.

At \$200/hour, and 30 measurable additional billed minutes each day, the lawyer is billing \$24,000 more per year. The staffer, who bills about one-third of her time as a legal assistant at \$50 per hour, adds about \$2,500 more per year. So in the first year, subtracting the costs of the project (including about 10 nonbillable lawyer and staff hours = \$2,500 additional economic cost in working with the consultant and not doing billable legal work), we have \$26,500 additional revenue less \$6,800 to \$8,300 project cash out plus \$2,500 in nonbillables = \$15,800 to \$17,200 in the first year and \$26,500 each year after that.

Versus *nothing* in the pro se approach: just a waste of about \$7,000 of time and lots of angst.

So tell me, why is this lesson not learned by otherwise very intelligent people? It's a most interesting question. Especially when as lawyers, we innately understand how pro se representation usually blows up in our client's faces.

Ross Kodner is the most-awarded legal technologist in history with an unprecedented five Technolawyer awards to his credit, including a lifetime achievement award. He also is an active GP|Solo Division volunteer, founding and co-chairing the National Solo and Small Firm Conference. A "recovering lawyer," Ross is the founder of Milwaukee's MicroLaw, Inc., a 23-year-old international legal technology and law practice management consultancy. He has delivered more than 1,400 CLE programs on practice management topics over the years and has held numerous leadership positions in local, state, and national bar associations. He is also the developer of the widely known Paper LESS Office(TM) process, which has been successfully deployed at law practices worldwide.

Bringing Big-Firm Technology to Small Firms

By Joseph C. Scott, J.D.

Big law firms have the swank offices with the high-profile addresses, along with the latest in cutting-edge technology and staff dedicated to matter management and court calendaring. For years, many of these perks have been limited to larger firms with the outsized budgets to match. However, you no longer have to represent the rich and famous to use top-notch, high-end court calendaring technology.

Litigators and other lawyers at large firms have benefited from automatic deadline calculations that have been beyond the budgets of smaller firms. The advantages of automatic date calculations and rules-based calendaring are substantial—calculating court dates manually takes a tremendous amount of time, requires frequent updates, and is highly error prone throughout every step of the process. To miscalculate—or simply miss—a critical date represents a huge risk to law firms of any size. According to the American Bar Association, failure to properly calculate deadlines associated with changing rules is one of the leading causes of malpractice claims.

Missed deadlines can haunt firms of any size. Several years ago, both lawyers and the firm secretary at one small law firm had personal issues that converged at once, resulting in a missed deadline in a bankruptcy case. One lawyer was in China adopting a baby. The other attorney had been deployed to Iraq with the military, and the secretary went into premature labor. The bankruptcy judge in that case ruled that the firm's neglect was inexcusable and refused to grant an extension.

The fact is, most lawyers have not been able to afford comprehensive calendaring software. The vast majority work at small firms or in solo practices—in fact, according to a recent estimate, nearly 80 percent of all U.S. lawyers work in smaller offices. These may well be the very lawyers who would benefit most from court calendaring technology. Not only do lawyers at smaller firms and in solo practices lack the legions of specialists, paralegals, and administrators employed by the largest firms, but small-firm lawyers often wear multiple hats. A general practitioner may appear in court on Monday, draw up a will for a long-time client on Tuesday, and fix the copy machine on Wednesday. Today's litigators are short on time, and that is why they need easy-to-use technology that complements their routines without requiring hefty investments or extensive training. Fortunately, automated deadline calculation programs are becoming increasingly affordable and accessible to virtually any law firm, in any jurisdiction, of any size.

Benefits of Rules-Based Calendaring

If your practice focuses on litigation and is generally limited to one local jurisdiction, calendaring court dates manually may not be such an overwhelming task. You know nearly all the local rules and holidays backward and forward. You are familiar with the ins and outs of that particular courthouse. You know exactly who to call to double-check that a judge hasn't shifted a particular date in your upcoming case. You still have risks, but they are minimized.

But general practitioners who work in several different jurisdictions must cope with a very different situation on a day-to-day basis. Without a steady practice of focused litigation, it's difficult to become familiar with all of the court rules, and the "home field advantage" of a local courthouse may not exist. When a court date is scheduled in a less-than-familiar jurisdiction, lawyers or staff need to take numerous steps; they must get on the phone or online to determine the court rules and verify how much time they have to file paperwork; they need to

find out and factor in any relevant local holidays; they must make sure they have accurately figured the correct dates on the calendar; and they need to verify they have accurately recorded the date on the firm's court calendar, whether that is a paper calendar or on a personal digital assistant. After those dates have been calculated once, they must be verified and checked again to make sure there have been no changes in the court date or rules.

With an affordable, comprehensive rules-based automated court calendaring program, these steps can be handled quickly and efficiently.

Ten Factors to Consider

When considering any new technology, research is the key. Despite what some service providers may say, there is no one-size-fits-all solution that works for every law firm. When researching different court calendaring programs, you should consider the individual needs of your law firm, lawyers/staff and your clients. Here are 10 points you should consider when shopping for the best fit for your firm.

1. Cost/Fees

Initial costs and ongoing fees are a major issue for small firms and solos considering a rules-based calendaring program; after all, if money were no object, smaller firms would just buy the expensive, comprehensive software programs that large firms have used for years. Be sure you understand what fees—if any—are required to set up an initial account and how the vendor bills on an ongoing basis. For example, does the provider offer pay-per-use rates? Carefully evaluate how often you will need to check court dates to determine which billing system works best for your firm.

2. Jurisdictions and Practice Areas

A calendaring program won't provide much value if the jurisdictions that your firm practices in aren't included. It will also be of little help if it doesn't include all the practice areas you need. Before signing on with any program, make sure it includes the courts you practice in, whether that is a bankruptcy court in Nevada or an appeals court in the First Circuit.

3. Billing Methods and Capabilities

Consider how the service bills. Can you easily set up one account for everyone at the firm, or does each individual who needs to access the calendaring program have to pay separately? Can individual searches be coded by matter, so that costs can be associated with the correct client or billed directly back? Billing is a tedious process—a service that can automate the process will save time and paperwork.

4. Training/Tech Support

Ease of use and an intuitive interface are important considerations for small firms and solos—the last thing you and your staff want to do is sign on to a complicated program that takes hours to figure out. When considering different service providers, be sure to ask about the level of training needed. Also inquire about tech support—what are the various methods of inquiries, and how quick is the response time?

5. Updates

Is the service provider constantly working to improve the program? Are the numbers of jurisdictions covered being expanded frequently? If your firm is growing, or if you and your fellow lawyers are taking cases in different jurisdictions, your calendaring programs should be able to keep up. You don't want to be in the situation of growing comfortable with one program, only to have to replace it soon with another. Most important—does the provider keep the rules current?

6. Integration with the Firm's Other Software

If you make a mistake transcribing a court date into the firm's court calendar, the system obviously loses much of its value. Check and see what types of software the calendaring data can interface with. Can it be imported seamlessly into the firmwide calendar? Can it be uploaded easily into lawyers' hand-held PDAs?

7. Features/Customization Capabilities

Every firm has its own culture and way of doing things. It helps to take a mental inventory of the personalities at your firm and what factors are most important. Any program you adopt needs to work within your system, in a way that lawyers and staff feel comfortable with. Carefully investigate the different features that each program offers and determine if they can provide what your firm needs.

8. Back-dating

In some instances, it may be important to back-date a court date or other event. If your firm ever needs to do this, make sure the service provider can offer this type of information.

9. Off-Site Capabilities

In today's fast-paced litigation world, you may frequently take your work home with you. If you and your fellow lawyers travel regularly or work from home, remote access to court calendars and rule changes may be an important feature. An online, automated rules-based calendaring service will allow you to view court dates and calendars or check on rules changes from anywhere, at anytime.

10. Vendor Expertise

The legal field can be attractive to software companies that don't necessarily have expertise in the law. You should be sure that any vendors you consider have a solid background in court rules; if those rules aren't complete, accurate, based on the applicable rules of the court and factor in all jurisdiction-specific rules and holidays, they will do your firm more harm than good.

Litigation is complicated enough. You should be able to focus your energy on your clients, not on paperwork and the mind-numbing task of calculating court dates. By taking advantage of affordable technology that is now available to firms of all sizes, you free up time to practice law, not count off days on a calendar.

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MacNotes

By Jeffrey Allen

It seems like every year, about this time, Apple pumps out a few hot new products or refreshes its line of products. This year, Apple did both, big time.

For new products, we have the iPod Touch (read iPod of the future). Additionally, Apple rescheduled its delayed release of Apple's Mac OS X version 10.5 for October. As of the preparation of this column, Apple has not publicly announced a release date, only a release month.

Apple has refreshed all the iPods (other than the new Touch). It also refreshed the Mac Mini and the iMac. The MacBook and MacBook Pro received upgrading just a few months ago.

Let's take a look at the iMac first. Apple has dumped the 17" iMac from its line. You can get iMacs in three basic versions, two with 20" displays and the third with a 24" display. The changes to the iMac line include some significant changes in the appearance of the case as well as to the computers' works. The new iMacs sport an aluminum case, anodized with a black frame on the front and black on the back. The new case looks significantly better than the older plastic cases. The new case also has slimmed down noticeably by comparison to its plastic predecessor. Apple packages the computer with its new and redesigned Apple Keyboard. The Apple Keyboard sports a thin aluminum casing. It has two USB ports as well. All of the iMac models come with a glossy screen, a built-in iSight camera, a built-in microphone, a double-layered slot-loading superdrive and 802.11(n) wireless connectivity. All models also come with one powered FireWire 400 port, one powered FireWire 800 port, and three USB ports.

Apple has four preset base configurations available. As usual, you can modify your computer from the base configuration by ordering it online. The 20" iMac comes with a base configuration of 250 GB, 7200-rpm hard disk and a 2.0 GHz Core 2 Duo processor (\$1,199) or with a 330 GB 7200-rpm hard disk and a 2.4 GHz Core 2 Duo processor (\$1,499). The 24" iMac comes with a base configuration of a 320 GB 7200 hard disk and a 2.4 GHz Core 2 Duo processor (\$1,799) or a 500 GB hard disk and a 2.8 GHz Core duo Extreme Processor. The three more expensive configurations also get an ATI Radeon HD Pro graphics processor and 256 MB of dedicated graphics memory. The least expensive base configuration gets an ATI Radeon HD 2400XT graphics processor and 128 MB of graphic memory.

The three least expensive base configurations come with 1 GB of RAM; the most expensive base configuration includes 2 GB of RAM. Significantly, Apple doubled the maximum RAM usable in all the new versions. You can now get up to 4 GB of RAM. Mac OS X version 2.49 operates just fine on 2 GB of RAM and noticeably better on 2 GB than on 1 GB. Most users will notice little if any increase in performance running the Mac OS going to more than 2 GB (heavy graphics users and gamers will see some improvement). We do not know what impact the release of version 10.5 of the Mac OS will have on the effect of the amount of RAM. Those who run Windows using Apple's BootCamp software will also have no problem with only 2 GB as Windows XP needs 1 GB and users of Vista should have 2 GB. Those of you who will run both the Mac OS and Windows and want to do that concurrently using virtualizing software, such as Parallels, will see a noticeable improvement in overall performance by going to 3 GB (for Windows XP) or 4 GB (for Vista) configurations. Because the virtual machines use real RAM, the additional RAM will allow you to allocate a full 2 GB to the Mac OS and still have 1 GB or 2 GB for use by the virtual machine running Windows.

If you seek a recommendation, go with either of the two middle-priced base configurations and upgrade to the appropriate amount of RAM as well as to a 500 GB hard disk. One other consideration: Apple does not offer a 3 GB option. They will sell you a 1, 2, or 4 GB machine. Apple charges \$850 for the jump to 4 GB. You might consider buying the additional RAM from a third-party vendor. You can save considerably by doing that if you go to 3 GB, and, even if you have to remove the 1 GB board that comes with the computer, you will still save money going to 4 GB.

The iMacs come with the new iLife '08 and, after its release, will also come with OS X version 10.5. At this point, absent a true emergency that precludes waiting a little longer, it makes sense to wait for the release of version 10.5 and save the cost of purchasing it separately.

As for OS X, Version 10.5 itself, it brings out many new features and improves the interface significantly. Apple has announced more than 300 changes. The most significant include a new finder and file browsing system, multiple work spaces, the ability to get a sneak preview of a file without opening it, and a time machine that lets you look at how your computer looked at a given time in the past and recover deleted files. Apple has devoted a section of its website to displaying the new system, and you can preview its features in detail there. To see the preview, go to <http://www.apple.com/macosx/leopard/>. Apple has not yet announced pricing for the new OS. Likely it will cost about \$129 a copy. In the past, Apple has also had a family pack, allowing five installations for personal use at a discounted price. Likely Apple will make the same or a similar deal available with version 10.5.

Now let's turn to the iPod. In September, Apple announced a redesign of the entire iPod line. The shuffle has not changed in size, capacity, or function, but it gets a new coat of paint, and you can now get it in several new colors.

Apple has redesigned the Nano, making it shorter, wider, and thinner than its predecessor. It comes in an aluminum case in five different colors and with a 4 GB (\$149) or 8 GB (\$199) of memory. The Nano now handles video, movies, podcasts, and television broadcasts. Apple claims that the new Nano will provide up to five hours of video or 24 hours of audio playback on a single charge. The new Nano weighs 1.74 ounces and has a depth of .26", a width of 2.06", and a height of 2.75". It has a 2" color LCD display (320 x 240 pixels).

Apple has now renamed the full-sized iPod the "Classic." In combination with the release of the iPod Touch, I read that as a strong signal that Apple will soon drop the traditional style of the iPod for the style of the iPod Touch. The new "Classic" comes in a 80 GB (\$249) and a 160 GB (\$349) version. Both versions are 4.1" high and 2.4" wide. The 80 GB version weighs 4.9 ounces and is .41" thick. The 160 GB version weighs 5.7 ounces and is .53" thick. Both have a 2.5" color LCD display (480 x 640 pixels and 30fps). Apple claims 30 hours of audio or 5 hours of video play back per charge for the 80 GB version and 40 hours of audio or 7 hours of video playback per charge for the 160 GB version.

Apple's iPhone achieved instant success with its stylish form and well-thought-out treatment of functions. Building on that success and telegraphing its intent for the future, Apple released the new iPod Touch. The Touch looks and works very much like an iPhone. The two major differences between the two devices: the lack of telephone capabilities in the iPod Touch and the memory boost to 16 GB. The 4.2 ounce Touch measures 4.3" high, 2.4" wide and .31" thick. The 3.5" widescreen display on iPod Touch uses the same multitouch screen/interface technology as the iPhone and has a resolution of 480 x 320 pixels. The \$399 iPod Touch shows digital images as well as movies, television programs, and other digital video images. The Touch has built in Wi-Fi connectivity and syncs with the contact and calendar information in several programs using the newly updated iTunes software on your Mac or Windows computer.

Jeffrey Allen is the principal in the law firm of Graves & Allen with a general practice that, since 1973, has emphasized negotiation, structuring, and documentation of real estate acquisitions, loans, and other business transactions, receiverships, related litigation, and bankruptcy. Graves & Allen is a small firm in Oakland, California. Mr. Allen also works extensively as an arbitrator and a mediator. He serves as the editor of the [Technology eReport](#) and the Technology & Practice Guide issues of [GPSOLO Magazine](#). He regularly presents at substantive law and technology-oriented programs for lawyers and writes for several legal trade magazines. In addition to being licensed as an attorney in California, Jeffrey has been admitted as a Solicitor of the Supreme Court of England and Wales. He holds faculty positions at California State University of the East Bay and the University of Phoenix. You can contact Jeffrey via email at [jallenlawtek@aol.com](mailto:allenlawtek@aol.com).

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SurvivingEmail **Tell Me You Love Me Only If You Mean It**

By jennifer j. rose

Only in the rarest occasions were letters, written in the old-fashioned way with pen and ink and delivered by the U.S. Postal Service, addressed to “Tom, Miguel, Leslie, and Larry.” Email really should be no different, but because the recipient field allows missives to be addressed to multiple individuals, many of us can’t resist doing just that. And that makes for a great deal of needless confusion.

This afternoon I received an email from Jim, addressed to “Tom, Miguel, Leslie, Luis, Jennifer, and Larry.” I started to respond, mostly in an effort to move one more email out of my inbox, and then I sat back and thought.

I didn’t *have* to answer that email.

The message wasn’t a statement of fact, opinion, or news, and it didn’t distribute a report to a select group of people. It didn’t ask for the opinion of the group. It wasn’t intended to poll the recipients.

It simply asked, “When is the next meeting?”

Did Jim want a response from each named recipient? Did he want only one response? Did he actually think that the recipients would collaborate on a joint response? Did he think the odds of a response would increase by the number of recipients? Or was he risking getting absolutely no response whatsoever, just because the recipients might decide to let someone else respond? Did he really intend to deliver that message to only one person, naming the rest just for informational purposes? Was he just playing the electronic version of Spin the Bottle? Who knows what he wanted?

I took the easy way out and deleted the message, deciding to leave the response up to someone else. I’ll lay good money that the other recipients did likewise.

Maybe Jim just wasn’t thinking when he sent out that message. Maybe he was just in a sharing mood when he opted to send that message to multiple recipients. Maybe he just didn’t know any better. It didn’t cost him anything to send that message to more than one person, but his actions cost each of the recipients an unwarranted expenditure of time and energy receiving, opening, reading, and deciding what action to take on that single email.

- If want *me* to answer your email, address it to *me*. And only to me.
- If you want responses from everyone in the group, make that clear by your message and by including the names of everyone as part of the salutation preceding your message.
- If you simply want others to know that you’ve sent a message to Garcia, then add the names of those other individuals in the cc: field.

More is not always merrier when it comes to addressing email. It’s a sure-fire way to irritate others and have your message ignored.

Sites for Sore Eyes **Exploring the Brave New (Tech) World**

By Jim Calloway and Courtney Kennaday

We have a confession to make. Despite our deceptively youthful looks, we didn't grow up with computers. In fact, if you want to be picky about it, you could say that we didn't even have computers when we were in law school. And for that matter, neither did most of the people who were in law school with us. The law library had just a few, including "The Westlaw terminal" and "The Lexis terminal," and there was a signup sheet to use those. (And gas was a buck and a Diet Coke cost 25 cents, but we digress.)

What was our point? Oh yeah, that we weren't always the legal technology gurus we are today. Once upon a time, even we had to start somewhere, which brings us to the topic of this column: "Where to Go When You Finally Throw in the Towel and Admit that You Need to Learn Something About Technology to Practice Law After All." (Our editors think that's overly long, but we like it.) So let's cover a few sites that teach you about how technology works so that you can apply it in your practice. More importantly, we will show you where to get some of your questions answered.

Ironically (or maybe not), the Internet is the best place to start your research. For old time's sake, we'll start with Whatis.com: <http://whatis.techtarget.com/>. Whatis was one of the earliest online technology dictionaries, and it's still a good place to learn about a wide range of tech topics. Picture yourself trying to network your law office (or wanting to understand what the salesperson is telling you). Back when we had to learn about networking a new law office for computers and phones, we found Whatis to be the perfect source. First, we typed in a search term. A list of results appeared: sponsored links, loads of articles, and Web results. The Whatis.com Learning Center categorizes definitions, in case you aren't sure what you're looking for.

In the menu bar along the top of the page, one choice is "Cheat Sheets," which contained a quick list of frequently accessed information. Also on this page, we spied the heading "self-education," which led us to the Expert Answer Center, where we could browse or search thousands of questions and answers from more than 250 technology industry experts. A choice of topics were already highlighted, including networking, which led to an extensive list of mobile and wireless networking topics. Although many of the expert topics are beyond the ken of most lawyers, many could help with gaining a basic understanding of a particular topic.

After killing a couple of hours at Whatis ("Oh, that's what HTTP stands for!"), we recommend venturing over to one of our "can't do without" sites, the ABA Legal Technology Resource Center (LTRC): <http://www.abanet.org/tech/>. Many people don't realize that they can call the LTRC hotline and or email the ultra-knowledgeable staff with law office technology questions. (ABA members are given priority over other requests.) For lawyers in states without practice management advisors, this free one-on-one research assistance is hard to pass up. The site itself contains articles, online presentations, forums, surveys, and comparative studies. A new feature, "FYIs," is fast becoming the "go-to" page at LTRC. Starting with Blogs and ending with Wireless Networking, this A-to-Z list of frequently asked questions is chock full of helpful advice, definitions, links, and more. Be sure to keep checking this website, as the content is updated regularly.

Webopedia (<http://www.webopedia.com/>) immodestly defines itself as "the only online dictionary and search engine you need for computer and Internet technology definitions." But it

actually lives up to its own hype. Instead of having to ask your local tech guru to explain an unfamiliar word to you, just enter the word into Webopedia. You will be rewarded with a definition. If you want to build your technology vocabulary, this site also features a Term of the Day and a link to the recently added new terms

How Stuff Works: <http://www.howstuffworks.com/>. If you've never been to the How Stuff Works website before, you're going to be very pleased that you have taken the time to read our column this month. How Stuff Works is not only a great place to get simple explanations of the workings of complicated technology processes, it is a great site to find out how almost anything works. For example, when we recently visited the site, there were articles on the front page featuring items on how Blu-ray Discs work, how the Wikipedia scanner works, how counterfeiting works, and how fleas work.

Smart Computing in Plain English (<http://www.smartcomputing.com/>). If there were ever a resource that was accurately described by its name, it is "Smart Computing in Plain English." The web resource for the magazine of the same name has many articles that really are written in plain English along with other features such as a user message board and a searchable online tech support. If you don't know how to start your computer in the safe mode or what an error message means, then Smart Computing in Plain English is a great resource for you. We do have to note that we sometimes forget that some of these resources are available to subscribers to the magazine only. Nonsubscribers generally only have access to the first half of an article. It's not our purpose here to convince you to subscribe, but it is a great magazine.

Law Technology News (<http://lawtechnews.com>). The online version of the American Lawyer Media print publication is always a great resource for finding the latest law office software and hardware news and reviews. If you're investigating law office software, download demos and free trials of most major products in all the big categories, from bankruptcy to trial presentation. Educate yourself with the legal technology white papers (password required, but registration is free). And we can't forget to mention the online version of the LTN Resource Guide, containing links to vendors for legal products, systems, and services.

Law Technology News and *Smart Computing in Plain English* are not the only magazines that publish most or all of their content online. There are several tech mags that freely publish everything online, even if they don't always make it easy to find. But if you read a great article in one of these magazines, you can usually find it by searching the magazine's website using the title as your search term, and then you can send the link to your friends who do not subscribe.

Some of the best of these online periodicals include: PC World: <http://www.pcworld.com/> (your attention is directed to the regular feature Steve Bass's Tips and Tweaks: <http://tinyurl.com/yvf45z>); CPU (Computer Power User): <http://www.computerpoweruser.com/>; PC Magazine: <http://www.pcmag.com/>; PC Today: <http://www.pctoday.com/>; and Maximum PC: <http://www.maximumpc.com/>.

So, what happens if you get hooked on technology and want to become, ahem, a geek like us? Then you need a line into the latest tech news items. For starters, we are huge fans of the CNET (<http://www.cnet.com/>) network. Just in case you don't know, CNET is an exhaustive resource for tech product reviews, tech news, daily videos, free downloads, podcasts, expert reviews, tech advice, and gadget blogs.

TechRepublic (<http://techrepublic.com/>) is an off-shoot of CNET for IT professionals. You can earn your geek credentials subscribing to one of its many e-newsletters, free with registration. Another great source for web-based technology and computer news is DailyRotation (<http://www.dailyrotation.com/>). There are also numerous legal technology-related blogs. You can search through many of them at www.technoarti.com. Our friend Nerino Petro publishes <http://compujurist.com/>, and Jeff Beard publishes <http://www.lawtechguru.com/>, just to give you a couple of examples. (Now we'll get email from many legal tech bloggers asking why they were left out.)

While we recommend that lawyers empower themselves through technology self-education, we also strongly urge lawyers to hire knowledgeable consultants to assist with important technology decisions and purchases. Heeding our own advice, in preparation for this article, we communicated with several practice management advisors from other jurisdictions (and in the process, learned about a couple of new or forgotten resources ourselves). In particular, thanks go to Dan Pinnington, Nerino Petro, and Catherine Sanders Reach for their suggestions.

Jim Calloway is the director of the Oklahoma Bar Association Management Assistance Program. He served as chair of the ABA TECHSHOW™ 2005. Calloway publishes the weblog, *Jim Calloway's Law Practice Tips*, at <http://jimcalloway.typepad.com>, and was coauthor of the book, *Winning Alternatives to the Billable Hour*. He serves on the GP|Solo Division Technology Board. **Courtney Kennaday** has been the practice management advisor of the South Carolina Bar since 2002. Her PMAP (Practice Management Assistance Program) web pages are among the most visited on the SC Bar website and were recently ranked number five by the ABA in the top six best state bar resources in the country. One of her favorite things to do is to talk about law office technology.

ProductNotes

Adobe Creative Suite 3

Reviewed by Jeffrey Allen

Adobe's Creative Suite 3 (CS3) makes substantial upgrades and improvements to its predecessor. Without attempting to compare itself to a well-known hamburger franchise, in releasing CS3, Adobe tried very hard to let you have it your way. In addition to continuing to support both the Mac OS X and the Windows platforms, Adobe created several iterations of CS3, allowing you to pick the package best suited to your needs. Adobe's basic division of the CS3 packages addresses Web creation versus print production. Adobe named the version created for print CS3 Design and the Web version CS3 Web. Both the Design and the Web versions come in a standard and premium configuration.

Design Standard lists for \$1,199, while Design Premium lists for \$1,799. Design Standard comes with new versions of InDesign, Photoshop, Illustrator, and Acrobat. The Premium version of the suite integrates Web design by adding Dreamweaver and Flash to the Standard package.

Web Standard lists for \$999, while Web Premium lists for \$1,599. The Standard version includes Flash, Dreamweaver, Adobe Contribute, Fireworks, Bridge, Version Cue, Device Central, Stock Photos, and Acrobat Connect. Premium adds non-Web specific design apps Photoshop Extended, Illustrator, and Acrobat.

Adobe also has two other versions of CS3: Production Premium, which sells for \$1,699 new and \$799 as an upgrade, and includes most of the CS3 programs; and the Master Collection, which sells for \$2,499 new and \$1,399 as an upgrade, and includes every single one of the CS3 programs. Both of these iterations so far exceed what you might reasonably use in a law office that I will not further address them in this review. Adobe created those iterations for design professionals.

Adobe makes CS3 for both the Windows and the Mac OS. The Mac version comes as a universal binary, so that it will run native on both a PowerPC and an Intel processor. Avoiding Rosetta and running native on an Intel processor creates a significant speed gain over CS2 for those using it on a newer Macintosh computer that has an Intel processor.

Adobe has created a [CS3 division](#) on its website. You can go there for a more detailed description of each package and every component.

Adobe's acquisition of Macromedia allowed Adobe to modify the configuration of CS3 in several respects. CS3 now includes the strongest programs from each of the two companies, with Macromedia products replacing weaker Adobe products in the mix. Most significantly, in CS3, Adobe managed to create a very well-integrated package using the mixture of products from its own stable with those acquired in the Macromedia transaction.

Understanding the significance of this release requires looking at the individual components included and then recognizing that one of the most significant upgrades associated with this release relates to the integration of the individual programs to create a cohesive package. Adobe Bridge provides strong integration features to CS3. Bridge gives you a browser-style media management tool to organize, browse, and locate media for use within CS3. Limitations of time and space preclude a full discussion of each component of CS3; so I will focus on those that I consider the most significant.

Photoshop has enjoyed the pre-eminent position as a post-camera tool to correct problems in or otherwise improve photographs for some time. The release of the CS3 version ensures that Photoshop will retain that position for the foreseeable future. Adobe has created two versions of Photoshop CS3: Photoshop CS3 (new purchase \$649/upgrade \$199) and Photoshop Extended (new purchase \$999/upgrade \$349). The standard version provides features for professional and serious amateur photographers. The Extended version includes all the features of the standard version and then some as it includes features for the professional and or serious amateur photographer aimed toward film, video, and multimedia professionals. Photoshop also integrates well with the newly included Flash.

Acrobat Professional comes as a part of Design Standard and Design Premium. It also comes with Web Premium. We have evaluated Acrobat 8 Professional separately and recommended it highly for law office use. I will not repeat our earlier review of Acrobat 8 Professional here, but will instead refer you to it for further information respecting the program. For the purposes of reviewing the CSA3 suite, suffice it to say that Acrobat Professional 8 includes several features designed to help lawyers (including built-in Bates numbering and true redaction). The ability to create a searchable PDF within the program carries forward from earlier versions, but Adobe has improved the performance of the OCR software, both in terms of accuracy and speed. The ability to add pages to or delete pages from an PDF file also comes in handy in a law office setting. For security reasons, you really do want to send files out of your office as PDF files in most cases. Converting a file to PDF will strip out most of the file's metadata. The only criticism that I have of Acrobat 8 relates to the OCR process. Hopefully, one day soon, Adobe will upgrade that process with a better and faster OCR engine.

So, what do I conclude about CS3? First, Adobe has outdone itself. CS3 is a truly outstanding and well-integrated set of tools. Second, most law offices will have little need for the full suite, even in its basic configurations. Nevertheless, for some of you, it will make sense to consider getting the full suite anyway as the cost for the full suite may become nominal to you.

Adobe Illustrator has held a position as one of the top drawing programs on the market for some time. Adobe has decided that its own program, Illustrator, will continue to exist and has dropped Macromedia's Freehand drawing program. In the CS3 version, Adobe created a good integration of Illustrator and Macromedia's Flash, strengthening both and expanding their utility. Flash lacked good image building tools, and Illustrator benefits from the integration as well. Illustrator formatting and structure moves with an image into Flash, allowing you to use Illustrator to create images for Flash.

Dreamweaver CS3 comes to Adobe via the Macromedia acquisition. Adobe dropped its own GoLive program in favor of the stronger and more robust Dreamweaver software. Dreamweaver has enjoyed considerable popularity as a Web design program, residing at the top of the chart for some time. The new version does not offer a great many significant changes, but it does offer integration with Photoshop and it proved relatively easy to use as a design tool.

Every law office should consider Acrobat 8 Professional a must-have piece of software. Photoshop belongs in the computer of all semi-serious photographers. If you need Acrobat Professional (new acquisition cost \$449/upgrade cost \$159) and want Photoshop (new acquisition cost \$649/upgrade cost \$199 for Standard and \$999/\$349 for Extended), your acquisition cost new comes to \$1,098 with Photoshop Standard and \$1,448 with Photoshop Extended. Upgrade cost for the two programs comes to \$358 with Photoshop Standard and \$508 with Photoshop Extended. CS3 Design Standard costs \$1,199 new and \$399 as an upgrade, while CS3 Design Premium costs \$1,799 new and \$599 as an upgrade. The bottom line is that if you are going to get both Photoshop and Acrobat Professional, either as a new purchase or an upgrade, the full CS3 Suite becomes a nominal amount more than you will pay for Acrobat Professional and Photoshop. For the extra few dollars, it makes sense to get the rest of the Suite. Even if you will use it only a little, it is too good a buy to pass up.

HP 2605dn Color Laserjet

Reviewed by Alan Pearlman

Add brilliant color to spice up business documents ranging from data sheets to law office brochures with the affordable Color LaserJet 2605dn. At a price point of just \$399.99 after an

instant \$100.00 HP rebate (online), you can own and operate a Color LaserJet! Give your brochures and flyers a competitive edge with HP's image-enhancing Image Ret 2400 color technology. As a duplex printer, the 2605dn can print both sides of the page for you without any hassle or inconvenience on your part.

The machine produces up to 10 pages per minute in color and 12 in black and white. HP's instant on technology allows the machine to print the first color page in less than 20 seconds from a cold start. The printer comes with 80 scalable True-Type fonts.

Manage printing of documents that contain text, images, and graphics with the 300MHz processor and 64MB of memory. Easily monitor printing status and supplies via the convenient front-panel with two-line display. Access to cartridges through a single door makes cartridge replacement easy. To allow a group to share the printer, it has a built-in print server that connects to a 10/100Base-TX Ethernet/Fast Ethernet network.

HP recommends the 2605dn for uses that will generate 500–1,500 pages per month. If you print more than that (or even toward the top of that range), you should look for a printer with a higher use recommendation for optimum performance.

All in all the HP 2605dn Color LaserJet makes for a wonderful addition to your office or home with capabilities that have until now only been found in high-priced color laser printers. This is a machine that should give you years of trouble-free printing and lots of high quality printed materials at a reasonable cost, due in no small part to the fact that it uses new color cartridges cost much less than in the past. The printer uses a laser technology and requires four separate color cartridges (one each of black, cyan, magenta, and yellow). The black cartridge lists for \$75 and carries a rated yield of 2,500 pages. The cyan, magenta and yellow cartridges each cost \$82.99 and carry yield ratings of 2,000 pages each.

The 2605dn comes with a single paper tray that holds 250 sheets. Its sibling, the 2605dtn, has all the features of the 2605dn, but comes with two trays and a 500-sheet capacity, and costs \$549 (after a \$150 on line rebate). The 2605 models will not accept more than two trays.

Jeffrey Allen is the principal in the law firm of [Graves & Allen](#) with a general practice that, since 1973, has emphasized negotiation, structuring, and documentation of real estate acquisitions, loans and other business transactions, receiverships, related litigation, and bankruptcy. Graves & Allen is a small firm in Oakland, California. Allen also works extensively as an arbitrator and a mediator. He serves as the editor of the [Technology eReport](#) and the Technology & Practice Guide issues of [GPSolo Magazine](#). He regularly presents at substantive law and technology-oriented programs for attorneys and writes for several legal trade magazines. In addition to being licensed as an attorney in California, Jeffrey has been admitted as a Solicitor of the Supreme Court of England and Wales. He holds faculty positions at California State University of the East Bay and the University of Phoenix. You can contact Jeffrey via email at jallenlawtek@aol.com.

Alan Pearlman, the "Electronic Lawyer," practices family and criminal law in Illinois. He also serves as a technology consultant and a frequent author of articles on technology and the law. His email address is Pearlman@theelectroniclawyer.com.

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GP|Solo Division Notes:

- GP|Solo 2007 Fall Meeting and National Solo & Small Firm Conference
RECAP & PHOTOS!
- Calling All Writers: Law Students & Young Lawyers
- Register Now for the ABA 2008 Midyear Meeting
- Save the Date: New Orleans in May!
- ABA Journal Features GP|Solo Members

GP|Solo

ABA General Practice, Solo & Small Firm Division

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Non-members can also sign up for monthly updates about the Division:
[The GP|Solo Buzz](#)

Note: Information on all this and more can be found on our Website at <http://www.abanet.org/genpractice>.

Recap: GP|Solo 2007 Fall Meeting and National Solo & Small Firm Conference

Chair's Note

Thanks to everyone who made this year's Fall Meeting and the National Solo & Small Firm Conference such a success!

Over the weekend of October 4-6, 2007, more than 250 solo & small firm lawyers assembled at the Hyatt Regency Penn's Landing in Philadelphia, PA, for the GP|Solo Division's Fall Meeting and the Second Annual National Solo & Small Firm Conference.

By all accounts, the event was not only productive but great fun too. Thursday night, attendees were greeted by none other than the greatest Philadelphian, **Benjamin Franklin**. By the time people figured out Ben was actually **Past Chair John Macy**, the Mummies had already struck up the music again, providing a festive atmosphere for our Welcome Reception.

On Friday we enjoyed a "**Night at the Museum**" with an exclusive private tour of the [National Constitution Center](#) and scavenger hunt. The museum was followed by the elegant Difference Makers Awards Dinner, at which many admirable recipients were honored for their commitment to making a difference in the profession and in their communities.

Other highlights included the Division's **law student program** at Temple University's Beasley School of Law, where experienced GP|Solo members shared their "keys to the kingdom" for getting a law job with over 70 interested students some of whom traveled from distant states.



Past Chair John Macy is a dead-ringer for Ol' Ben.

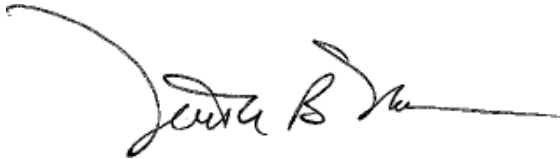


The two-day **National Solo & Small Firm Conference** was chocked full of useful tips and valuable networking opportunities for more than 250 attendees from all over the country. Many attendees are already making plans to attend the *Third Annual National Solo and Small Firm Conference* next fall in **Santa Fe, NM**. The Division also held a series of productive administrative meetings, capped off by the Division's **Council Meeting**.

Below we've included some photos from the weekend. Thanks again to everyone who came, and I look forward to seeing you at our future meetings: Los Angeles at the Beverly Hilton on February 7-10, 2008; New Orleans at the Royal Sonesta Hotel on May 1-4, 2008 (during

Jazz Fest!), and the ABA Annual Meeting in New York City at the Westin Times Square on August 7-10, 2008.

Sincerely,



Keith B. McLennan
Chair, General Practice, Solo & Small Firm Division

» [Visit the Recap Online](#) «

Difference Makers Awards Dinner & Night at the Museum

At our **Difference Makers Awards Dinner** on Friday evening, October 5th, at the [National Constitution Center](#), we honored six lawyers **who have made a difference to the Bar, the Community, Pro Bono and Breaking Barriers**. In a crowded field, this year's winners were:

- William T. Robinson III (Florence, KY) *for Community Service*
- C. Dale McClain (Worcester, PA) *for Service to the Profession*
- Wendy Demchick-Alloy and Mary Coyne Pugh (Montgomery County, PA) *for their work with the Child Advocacy Project*
- Harvey F. Strauss (Maple Glen, PA) *as Co-Director of Legal Aid for Southeastern PA*
- Judge Pamela J. Brown (Ellicott City, MD) *for Breaking Barriers*

The evening began at 4:30pm with our *Night at the Museum* including an exclusive tour of this magnificent new facility and testament to our most vital document. We then convened a reception at the Center to loosen up the awardees and the crowd for Philly's hottest blues band, Blues Anatomy. After an elegant dinner, the awardees shared their heartfelt stories and received their well-earned Difference Makers Awards.



Difference Makers Award Recipients: Wendy Demchick-Alloy and Mary Coyne Pugh (Montgomery County, PA) William T. Robinson III (Florence, KY) C. Dale McClain (Worcester, PA).



Gary L. Anderson presents the Difference Makers Award to Judge Pamila J. Brown (Ellicott City, MD) for Breaking Barriers.



Harvey F. Strauss (Maple Glen, PA), Co-Director of Legal Aid for Southeastern PA, receives a Difference Makers Award from GP|Solo Division Chair-Elect Robert A. Zupkus.

Law Student Event: *How to Get a Job in a Small Firm*

In GP|Solo, we're fortunate to have a good number of law student members, and we didn't forget you at our Fall Meeting! We held a special presentation at [Temple University's Beasley School of Law](#) on Thursday night (October 4th) entitled ***How to Get a Job in a Small Firm***. This unique opportunity brought in more than 70 students from all over the country to hear a panel of leaders in the solo & small firm community speak about their experiences.



GP|Solo Members Speak at Temple University's Beasley School of Law: Keith B. McLennan, Alan A. Fowler, William T. Hogan, III, Patricia A. Sexton, Elio



Patricia A. Sexton speaks to law students at Temple University's Beasley School of Law, while Laura V. Farber and William T. Hogan, III, sit on the panel of experienced solo and small firm lawyers.

Second Annual National Solo & Small Firm Conference



The accolades for this year's **National Solo & Small Firm Conference** are already pouring in on [SoloSez](#), GP|Solo's listserve for solo and small firm attorneys.

There was a ton of really useful information, and the seminars and other activities were interesting and enjoyable.

- Mitch

As a solo starting out, besides getting good information that will help me right away, I heard about little future *gotchas* that I should watch out for that easily paid for the expense of the weekend. If you didn't get to this one, try to get to the next one.

- Craig

I have attended many ABA meetings over the years and this one definitely was a "cut above" the rest. Great people & a very useful program. My only complaint is that....well, I can't think of one. Well done and thanks to all for all the obvious hard work that made it possible!!

- Wayne

CLE materials from the conference are available for [download](#) [19MB]. A specific date is still being worked out for next year's conference, but it is planned for fall 2008 in Santa Fe, NM.

GP|Solo Council at 2007 Fall Meeting

On Saturday, October 6, Chair McLennan convened the GP|Solo Division Council Meeting to close the administrative portion of the 2007 Fall Meeting. This year four new Council Members-at-Large were inducted.



New GP|Solo Council Members-at-Large: Jennifer J. Ator (Miami, FL), Bruce E. Hopson (St. Louis, MO), Division Chair Keith B. McLennan, David Levesque (Damariscotta, ME) and George C. Johnson (Columbia, SC).

Thanks to Our Sponsors!

A special thank you to our sponsors for making the meeting possible!

Click on any of the sponsors below for more information.



*Thomson-West is the primary sponsor of the
General Practice, Solo and Small Firm Division.*



Calling All Writers: Law Students & Young Lawyers

***The GP/Solo Division is launching an e-newsletter
specifically for law students!***

We're looking for law students and young lawyers who have a way with words and think they might have something to share with the 17,000 other law students in GP|Solo.

We know (from first-hand experience!) how busy law students are and how much you already have to read. That's why this newsletter will feature short, interesting pieces (no more than 500 words), and even simple bulleted lists and top-ten lists.

If you want to write an article or get involved (and we know you do), then just shoot an email over to Alan Fowler at alan@fowler.org.

Register Now for the ABA 2008 Midyear Meeting

The [ABA 2008 Los Angeles Midyear Meeting registration website](#) is currently open. If you're attending, register now for the weekend of **February 7-10, 2008**.

This year the GP|Solo Division Headquarters will be at the [Beverly Hilton](#), located at 9876 Wilshire Boulevard in Beverly Hills, California 90210 (Tel: 310-274-7777, Fax: 310-285-1313). Room rates: Deluxe King Single/Double \$236, Deluxe Junior Suite \$316, Executive One-Bedroom Suite \$366.

» [Register Now!](#) «



Save the Date: New Orleans in May!

The GP|Solo Division is headed down to the *Big Easy* this **May 1-4, 2008**, for the Division's **2008 Spring Meeting**.

The Division will be reserving a block of rooms at the [Royal Sonesta Hotel](#) in the city's historic French Quarter, and we'll provide more information for how to register and reserve your room closer to the date. In the meantime, **save the date** and practice your dance steps, because this year's Spring Meeting coincides with the famous [New Orleans Jazz & Heritage Festival!](#)



Photo courtesy of Blaine Kern's
Mardi Gras World

ABA Journal Features GP|Solo Members

Maybe you recognized some friendly faces on the recent cover of the *ABA Journal*? In the October 2007 issue on the "pulse of the legal profession," the smiling faces of some of GP|Solo's leadership appeared, including **Lloyd D. Cohen, Bruce E. Hopson, Benes Aldana, Richard A. DeMichele Jr.,** and **Chuck Driebe**.

» [View the ABA Journal Cover Online](#) «



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