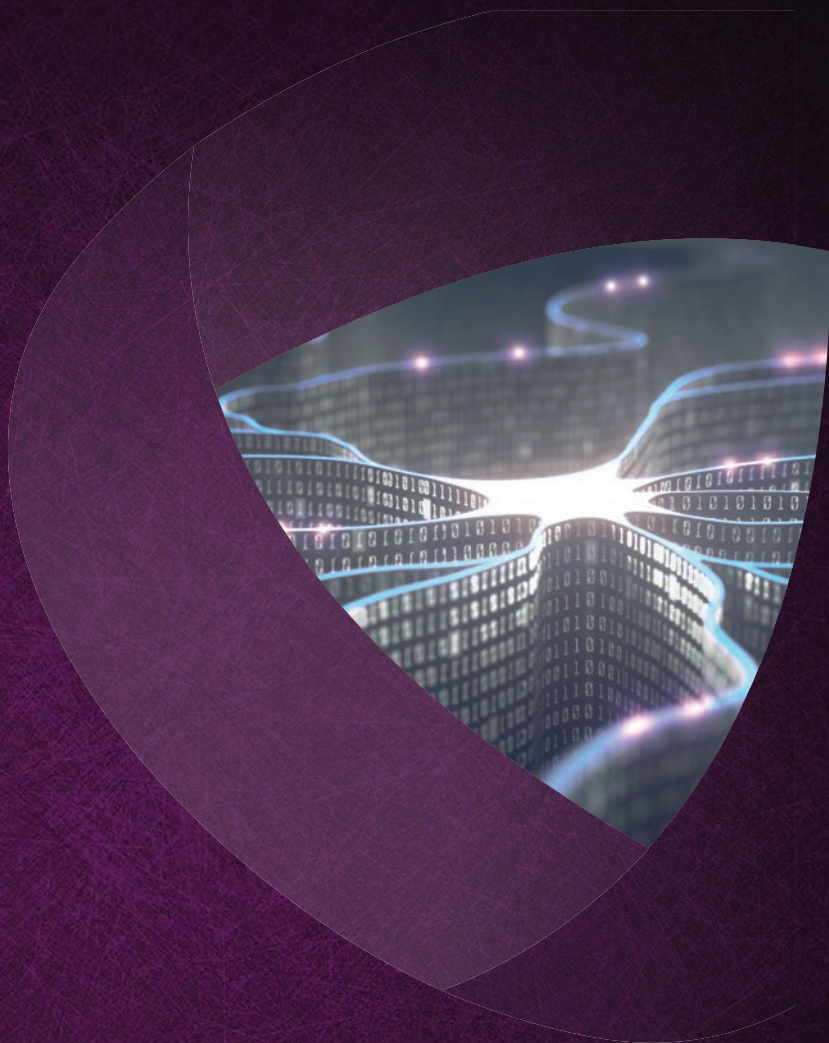


Emerging Approaches to Information Services



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Surrey GU21 4DD

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www.globelawandbusiness.com

ISBN: 978-1-78358-294-5

EPUB ISBN: 978-1-78742-675-7

Adobe PDF ISBN: 978-1-78742-676-4

A catalogue record for this book is available from the British Library

© Originally published by Ark Group 2016

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Executive summary

Over recent years we have witnessed a shift in the role of information services and research staff in law firms. These functions are in a period of transition, fueled by new disruptive technologies, increasingly competitive pricing, and building budgetary pressures. As law firms continually push to stay relevant in the digital age, the information functions will become less shackled to a physical library space and more widely implemented throughout the firm.

As law firms shift their work streams and cultures to align themselves with the digital world librarians, research staff, and knowledge managers will become more integrated in the firm's day to day functions, with more robust and powerful technology supporting them. With the wealth of data and new research potential this will open up, information services can now, more than ever, leverage a strong competitive advantage for law firms.

Emerging Approaches to Information Services sheds light on the shifting role of the information services function. With input from industry leaders from the libraries, research, and knowledge management fronts this title explores the best methods of optimizing the functions strategically. A range of methods for effectively utilizing a firm's resources are discussed; including integrating knowledge management (KM) and business development (BD) functions with library staff, realigning research models to avoid losses through unbilled associate hours, and the disruptive technology coming in to play (including upcoming independent research providers, awareness aggregation tools, and predictive analysis).

In Chapter 1 Constance Ard, information professional and consultant at Answer Maven, highlights how information resources and personnel can continue to prove themselves as valuable assets in a resource-constrained legal landscape. Addressing the need for library functions to translate their projects into solutions with firm-wide benefits, Ard explains that these functions need to shift to be a proactive, rather than reactive, service model.