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## The Education Committee of the Independence Chapter:

# Hard at Work in 2011

By Anne Paisley, Firm Administrator — Heckscher, Teillon, Terrill & Sager, P.C.

The Education Committee has been very busy in the past several months, working to provide the Independence Chapter members with a variety of programs, in both format and topic.

The Chapter’s 2011 education sessions began with “401K Fiduciary Responsibility for the Legal Manager”, a two hour long program geared specifically to the legal industry. The session was presented by Charles Creighton, CLU, ChFC of Key Advisors and Alan Fishman, CLU, CFP of Yorktown Finance Group. The presenters started the morning by posing a number of questions to Chapter Members that encouraged the members



IC Members and Sponsors Pat Mosesso, President, and Rachel Kantor, Manager of Morgan Wentworth

to look into their individual 401K Plans to see if they are compliant with the new ERISA regulations. Specifically, members were encouraged to see if they had investment policy statements, established benchmarks and investment guidelines, compliance with fiduciary responsibility, and other regulatory components.

In addition to the specific regulatory components, Chuck and Alan asked the audience of 16 members to consider the administration support and plan design for annual administration costs and investment management fees to see if they were comparable to plans of similar size. They warned that while many 401K plans may boast of high returns, that plan administrators should be wary of the hidden costs contained within many 401K plans, including administration costs, trustee fees, costs per participant (eligible and non-eligible), and so on.

Pat Mosesso and Rachel Kantor of Morgan Wentworth were also present as the meeting’s sponsor, and those in attendance enjoyed Pat’s introduction of her professional placement company.

The Independence Chapter’s next event, “A Presidential Ask the Administrator” was held in conjunction with the annual change of leadership dinner on March 27th at Plymouth Country Club. With nearly 30 members in attendance, the Chapter congratulated Adelaine Williams for her service to the chapter during the prior year. Adelaine was presented with a plaque, flowers, and gift as a special thank you from the Chapter. Adelaine then joined Beth Boyer, Past-President of the Independence Chapter, Deb Carroll, President of the Philadelphia Chapter, and Joann Winterle, President of the First State Chapter, for the ever popular “Ask the Administrator” question and answer session.



Ask the Administrators Panel:  
Beth Boyer, Deb Carroll,  
Joann Winterle, and Adelaine Williams

The members were educated on issues the face them on a daily basis. Oftentimes the answers



Incoming IC President Cristin Buccigliola thanks Adelaine Williams for her service

**Education Committee...** *continued from page 1*

were straightforward, but sometimes the answers that the well seasoned "Presidents" gave were creative and innovative.

The sponsor for the Quarterly Dinner was Adaptive Solutions, a long-standing Business Partner of the Chapter. Stephen Hatch and Chuck Davis joined the Chapter for dinner, and spent a few minutes talking about some of the information technology services that Adaptive Solutions offer to law firms and other industries.

The third event sponsored by the Education Committee was "2011 Trends in Law Firm Technology," a 90 minute overview sponsored and presented by mindShift Technologies, Inc. Topics for this very informative and educational session covered: ways to manage the skyrocketing operational costs for hardware, software and IT management and administration; Email and document storage strategies to support ongoing data growth; Access to affordable disaster recovery systems; Stable remote

access for business mail, documents, and systems; the complexity and compatibility of computing equipment and software packages and ways to bring them all together.

With the myriad of issues surrounding Law Firm Technology, the session could have lasted another 90 minutes if time had allowed. Some of the myths surrounding Cloud Computing were debunked, and a brief overview of ways law firms are handling their technology needs was provided.

The morning's meeting ended with a drawing for some gift cards that had been donated by the Chapter's Business Partners. With an attendance of 15 members and guests, the chance of winning one of the four prizes was good! Winners went home with American Express and other gift cards, but the

*continued on page 11*

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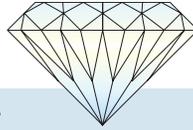
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# THANK YOU

2011

Independence Chapter



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employer by hiring "C" employees who can not assist in shoring up the foundation of the firm's service to its clients.

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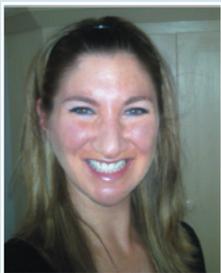


Pat Mosesso, President of Morgan Wentworth, LLC

**Pat Mosesso** has enjoyed working with managing partners and legal administrators in meeting their strategic human resources requirements. Her background uniquely qualifies her to understand the pressures of legal managers as they attempt to build their organizations with experienced talented legal professionals. In her previous positions (beginning as a paralegal and subsequently promoted to Legal Administrator that led to a corporate position as Director of Legal Affairs in a major corporation) she has been involved in the selection, evaluation and management of attorneys, paralegals and legal assistants for most of her career. She has learned from her own experience in seeking the assistance of knowledgeable recruiters that a recruiter who understands the legal profession, its variations, priorities and pressures can be an invaluable resource for a busy legal manager.

An Administrator's time is better used delineating the human resources needs and the culture of the firm rather than educating the recruiter as to the basics of the particular area of expertise required. Having the understanding of the experience required to handle various areas of the law gives the legal recruiter an extra dimension enhancing the ability to assist legal managers in a more efficient on-point manner, eliminating time-wasters like reviewing endless unrelated resumes or interviewing inappropriate candidates. Morgan Wentworth's recruiters are continually striving for more intense knowledge and a deeper understanding of the changes in the needs of the legal community along with the specific changes in the needs of its clients.

*Pat can be reached at [patmosesso@morganwentworth.com](mailto:patmosesso@morganwentworth.com)*



Rachel Kantor, Manager, Staff Recruiting

**Rachel Kantor** also has her background rooted in the legal community where she worked as an Intellectual Property Paralegal for more than ten years. She understands how important it is to match a legal assistant's and/or paralegal's experience, temperament and skills with the needs of the legal professional to be supported. She enthusiastically embraces Morgan Wentworth's philosophies that it is her responsibility to educate herself as to the culture, areas of practice and specifics of each client.

Rachel understands that her position as a recruiter is a "service" position where the needs of Morgan Wentworth's clients are priorities. She devotes her energies to making good "matches" that will enhance both the careers of the candidates, and the business needs of the firms. As a natural "people person", Rachel is a favorite among the candidates for her sunny disposition and her willingness to offer encouragement and advice to those who are seeking to enhance their careers.

*Rachel can be reached at [rachelkantor@morganwentworth.com](mailto:rachelkantor@morganwentworth.com).*



# PRESIDENT'S MESSAGE



**As I write this message**, I am attending the 2011 ALA Annual Conference in Orlando, Florida. The theme for this year's conference is "Imagine the Possibilities." As I take on my new role as President of the Independence Chapter, I am imagining the possibilities for growth, connection and educating members within the Independence Chapter. I also "Imagine the Possibilities" for myself, and hope that I can retire in five years and have a summer home in Italy. But the possibilities for our Chapter looks like the more achievable goal!



CRISTIN BUCCIAGLIA

I would like to introduce our Officers who were elected in April of this year: President-Elect, Anne Paisley; Vice President, Sharon O'Donnell; Vice President, Linda Andrews; Secretary, Dena Lyons; and Treasurer, Conni Sota. I look forward to working with everyone, including our other Board Members, without whose help none of this would be possible.

Our next Bar Liaison Sessions will be held in July with Montgomery County on July 7, 2011, Bucks County on July 26, 2011, Chester County on July 27, 2011, and Delaware County on July 25, 2011. These sessions will focus on the topic "Microsoft Word 2010 - Tips n Tricks," and should be very informative. Our speaker

is Kathy Parker, of PC Communications, who has presented before for us and is an excellent teacher. I hope that everyone can join us. Please feel free to bring others from your office - all are welcome.

We will also be holding our Back to School Supply Drive starting in July 2011. This year is the 10th year for the drive. Although many people assist with this project, it was the brainchild of Amy Coral of Pepper Hamilton. If you have not participated before, the Chapter pulls resources from several firms and collects various school supplies for children from pre-school to high school age. The supplies are then donated to The Crime Victim's Center of Chester County, which provides the items to children who are victims of crime, abuse, and/or impoverishment. This is a great way to help children start out their school year with confidence. We welcome everyone to participate in this worthy cause.

Just a reminder that our Brown Bag Lunch/Breakfast sessions are held monthly in each County. Please check our website [www.ala-independence.org](http://www.ala-independence.org) for upcoming dates so that you can attend these sessions. The Brown Bag events were set up to provide a monthly place for fellow members to get together and enjoy lunch, while listening to, guiding and sympathizing with fellow administrators.

I hope everyone has a safe and enjoyable Summer, and I look forward to seeing you at our upcoming events.

**Editorial Policy** This newsletter is published by the Independence Chapter of the Association of Legal Administrators. Opinions expressed in articles and advertisements contained herein are strictly those of the contributors and advertisers, and do not necessarily reflect the opinions of the Independence Chapter or its members. Reprinting of any portion of this newsletter by any means including photocopying, recording or any information storage and retrieval system, is prohibited without permission of the Editor and Author.

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## Annual Conference & Exposition Dates

**April 2012** Honolulu, HI

**April 2013** National Harbor, MD

**May 2014** Toronto, Canada



**A Message from ALA Business Partner Relations Committee:**

*(Independence Chapter received this email 04.27.11)*

Greetings,

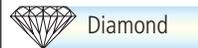
I was at a meeting yesterday with Larry Smith, Debbie Curtis, and several ALA business partners (BPs). While the meeting topic was not directly related to our various conferences, one of the companies made a special point of how appreciative they were of ALA and its members, and how the members treated the BPs at conferences, e.g., that many members would stop by their booth and thank them for supporting ALA. This particular BP, who also exhibits at many different expos outside of ALA, noted that our group is at the top of the charts in comparison to other associations.

I have heard this and similar comments many times, and wanted to pass it along to fellow ALA members with business partner relations responsibilities. While I know that I am preaching to the choir, I am hoping that you will cascade this email, or a variation thereof, to your Chapter members. As we all know, the support that our Association receives from the business partner community is enormous, and we would not be able to offer the high levels of member service and education without that support. Please ask your colleagues to keep up the good work, and for those ALA members attending the Orlando conference, please ask them to make a special effort to show their appreciation to the exhibitors. Many thanks.

John S. Kirk, CLM  
Chair, ALA Business Partner Relations Committee

Director of Administration – Manko, Gold, Katcher & Fox, LLP  
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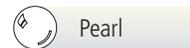
Ruby



Sapphire



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Pearl

Our relationships with our business partners is as important to us as it is to them. Please remember to support those business partners who support our chapter and the ALA.



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**MONTHLY –  
Brown Bag Lunch/Breakfast Sessions:**

Bucks County – 1st Wednesday (*Mellon Webster & Shelly*)

Montgomery County – 2nd Wednesday (*Ham-  
burg Rubin Mulin Maxwell & Lupin*)

Chester/Delaware County – 3rd Tuesday (*RatnerPrestia*)

Lehigh Valley – 2nd Tuesday (*Gross McGinley*)

**JULY 2011**

**Bar Liaison Series:**

- July 7 Montgomery Bar Association
- July 25 Delaware County Bar Association
- July 26 Bucks County Bar Association
- July 27 Chester County Bar Association  
Topic – “Microsoft Word 2010 – Tips ‘n Tricks”

**Community Services Event:**

July – August 2011 – *Back to School Supply Drive*

**AUGUST 2011**

August 12, 2011 – *Board Retreat*

**SEPTEMBER 2011**

**Education Session:**

September 21, 2011 – *Location and Topic to be Announced*

**OCTOBER 2011**

**Community Services Event:**

October 7-9, 2011 – *13th Annual ALA Community Challenge Weekend*

**NOVEMBER 2011**

**Delaware Valley Legal Expo**

November 16, 2011 – *Presidential Caterers, East Norriton, PA*

**DECEMBER 2011**

**Community Services Event:**

Early December – *Holiday Collection*

**Holiday Party**

Please check our website at  
**[www.ala-independence.org](http://www.ala-independence.org)**  
for additional details.

**WEBINAR  
Wednesdays**



January 19, 2011 | **Health Care Reform: What’s Happening?\***

February 16, 2011 | **The Writing Wheel\*\***

March 16, 2011 | **Conflict Resolution: Why Can’t Everybody Just Get Along?\***

April 20, 2011 | **Lockstep to Levels After the Dust Settled — Unlocked, Unloaded, Successful?\***

May 18, 2011 | **Leasing: The Fine Print Financial Implications\***

June 15, 2011 | **Communicating Benefits to Reach and Engage Employees\*\***

July 20, 2011 | **Finance for the Non-Financial Administrator\***

August 17, 2011 | **Focus on Profitability: Revenue-Based Management\***

September 21, 2011 | **Ethics in the Wired World\***

October 19, 2011 | **Your Firm’s Risk Insurance Needs: Professional Liability Coverage\***

November 16, 2011 | **Safe Stress\***

\* 60 minutes/\$129  
\*\* 120 minutes/\$149

**Mark the 3rd Wednesday of the month on your calendar for ALA Webinars!**

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# ORLANDO WORLD CENTER MARRIOTT

## Site of 2011 ALA Annual Conference & Exposition

*By Joan Wean, Legal Administrator — Hamburg, Rubin, Mullin, Maxwell & Lupin, P.C*

This year's annual ALA Conference & Exposition was held at the Orlando World Center Marriott, May 22-25, 2011. The ALA Annual Conference & Exposition kicked off in the afternoon with a Newcomers/VIP Reception to acquaint new attendees. Immediately following, attendees flocked to the ballroom for the annual Chapter Awards Program, where we proudly won awards for some of our Chapter's submissions. It was a great start to the conference. From there, we enjoyed the poolside Welcome Reception where there were lots of welcome hugs, and old and new connections were made.

Keynote speaker Dan Heath opened the Conference Monday morning to present his session, "SWITCH: How to Change Things When Change Is Hard." Heath advised attendees, "Focus on what's working and how to clone it - not on what's broken and how to fix it." After the Keynote, it was opening day for business partners, and the booths had plenty of traffic. Educational sessions were available, and the day concluded with "Connections - A Networking Reception" held in the Exhibit Hall. There were giveaways, live music, a photo booth and even basket weaving. The evening allowed us the chance to dine with friends and business partners at one of many great venues in Orlando.

Tuesday morning started with a general session, "It's Okay to be the Boss" presented by Bruce Tulgan. His speech included



the seven myths that prevent managers from real empowerment. The Exhibit Hall was again available for visits and Idea Exchanges as well as educational sessions filled the afternoon. That evening, many of us had the pleasure of joining some of our business partners for dinner.

On Wednesday, attendees were up bright and early for prize drawings in the Exhibit Hall and for Silent Auction winner announcements, followed by additional learning opportunities. Midday, the ballroom filled for the annual Association Luncheon, which recognizes the many members who comprise ALA's leadership corps, honors outstanding volunteers and serves as an inauguration

of the new ALA President. This was when two of our members received special recognition: Barbara A. Foley, CLM, received the Outstanding Association Volunteer Award and John Kirk, CLM, received the Spirit of ALA Award. Attendees spent the afternoon in educational sessions and then relaxed in the evening and said their farewells to others at the Grand Finale Event: An Evening on Broadway.

So much to do, so many opportunities to learn, and a great occasion to network. Mark your calendar now - for next year's ALA Annual Conference & Exposition in Honolulu, April 22-26, 2012.



*A Chapter of the Association of Legal Administrators*

**CRISTIN BUCCIAGLIA** President

*Saul Ewing LLP*



Cristin is the Office Manager at Saul Ewing LLP's Chesterbrook Office. She has been a member of ALA since March of 2003 and has served on the Community Challenge and Website Committees and as Vice President of the Board. Cristin resides in Boyertown, PA.

**ANNE L. PAISLEY** President Elect

*Heckscher, Teillon, Terrill & Sager*



Anne is Firm Administrator at Heckscher, Teillon, Terrill & Sager, P.C., in West Conshohocken, PA. She has been a member of ALA since 2005. She has been a Board member since 2008 and has served on the Publicity and Bar Liaison Committees. Anne resides in West Chester with her husband, Willie, and three children, Katie, Alastair and Andrew.

**LINDA A. ANDREWS** Vice President

*Lentz, Cantor & Massey, Ltd.*



Linda is Office Manager at Lentz, Cantor & Massey, Ltd. in Malvern, PA. She has been a member of ALA since June of 2004 and has served as Secretary, Publicity Chair and Newsletter Co-Chair and Editor. Linda is a resident of Malvern, PA.

**SHARON O'DONNELL** Vice President

*Health Care Law Associates*



Sharon A. O'Donnell is the Office Administrator of The Health Care Law Associates, Inc., in Plymouth Meeting, PA. She has been a member of ALA and the Independence Chapter since 1997. Sharon has served the chapter as Publicity Chair, Second Vice President, Co-Chair of Quarterly Dinner Meetings, Chapter Secretary, and Co-Chair of Education Committee. Sharon resides in Harleysville, PA with her husband, Tom and son, Patrick.

**DENA DIBONA LYONS** Secretary

*Gadsden Schneider & Woodward LLP*



Dena Lyons is Board Secretary and Co-Chair of the Business Partners Committee. Dena's work experience spans various positions with The Hay Group, Drinker Biddle LLP and Gadsden Schneider & Woodward LLP where she currently is Firm Administrator. Dena enjoys entertaining and gourmet cooking, travel, and the outdoors spent with her family and friends. She is married with three adult children and lives in Lansdowne.

**CONNIE SOTA** Treasurer

*Heckscher, Teillon, Terrill & Sager*



Connie is the Financial Manager at Heckscher, Teillon, Terrill & Sager, P.C., located in West Conshohocken, PA. The firm specializing in trusts and estates along with estate litigation and special needs trusts. Connie has been a member of ALA since 1997 and has been a Board member since 2000. She has served on the Bar Liaison Committee as Committee Member and Committee Chair. Connie is a resident of Cherry Hill, NJ.



## ALA MISSION STATEMENT

The Association of Legal Administrators' mission is to improve the quality of management in legal services organizations; promote and enhance the competence and professionalism of legal administrators and all members of the management team; and represent professional legal management and managers to the legal community and to the community at large.



# COMMITTEES CHAIRS AND MEMBERS

**Education** ..... Anne Paisley and Lynn Denitz, *Co-Chairs*

**Education Events and Quarterly Meetings:**  
Lynn Denitz, Barb Foley, Anne Paisley,  
Adelaine Williams and Donna Reimer

**Member Service**..... Joan Wean and Sharon O'Donnell, *Co-Chairs*

**Brown Bag:** Barb Foley, Lynn Denitz, Joan Wean,  
Susan Case and Deb Faulkinberry

**Technology** ..... Adelaine Williams, *Chair*

**Website:** Cristin Buccigliaglia, Sharon O'Donnell  
and Adelaine Williams  
**Newsletter:** Linda Andrews, Beth Boyer and Amy Coral

**Community Relations**.....Amy Coral, *Chair*

**Community Challenge:**  
*Back to School* – Amy Coral  
*October Event* – Kerriane Brady and Holly Porcellini  
*December Event* – George McCarter

**Publicity:** Beth Romberger and Amy Coral

**Bar Liaison:** Janet Molloy and Kitty Malcolm

**County Coordinators:**  
*Chester* – Kerriane Brady  
*Bucks* – Janet Molloy  
*Montgomery* – Kitty Malcolm  
*Delaware* – Peggy Hayden

**Vendor Relations:**.....Dena Lyons And Janet Molloy, *Co-Chairs*

**Legal Expo:** Joan Wean, Sue Cressman  
and Faye Hunsberger

**Business Partners:** Dena Lyons,  
Barb Foley, Joan Wean  
and Janet Molloy

# WELCOME NEW MEMBERS

Catrina D. Samonte \_\_\_\_\_ catrina@newmanwilliams.com  
*Interim Office Manager*  
*Newman Williams Mishkin Corveleyn Wolfe & Fareri, PC*  
712 Monroe Street, Stroudsburg, PA 18360  
570-421-9090; Fax: 570-424-9739

Susan D. Church \_\_\_\_\_ schurch@UTBF.com  
*Firm Administrator – Unrub, Turner, Burke & Frees*  
PO Box 515, West Chester, PA 19381-0515  
610-692-1371; Fax 610-918-1361

Kimberly Ann Dunkle \_\_\_\_\_ kdunkle@leisawitzheller.com  
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*Leisawitz Heller Abramowitch Phillips, PC*  
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610-372-3500; Fax 610-372-8671

M. Victoria Pagonis \_\_\_\_\_ victoria@seniormg.com  
*Office Manager/Director – Brett Senior & Assoc., PC*  
125 Strafford Avenue, Suite 112, Wayne, PA 19087  
610-293-1500; Fax 610-293-1504

Carolyn Van Fleet \_\_\_\_\_ ckronauer@macelree.com  
*Director, Human Resources – MacElree Harvey, Ltd.*  
17 W. Miner Street, West Chester, PA 19381  
610-840-0252; Fax 610-429-4486

The 2011-2012  
Independence Chapter Board  
Members (left to right):  
Linda Andrews, *Vice President*,  
Dena Lyons, *Secretary*,  
Anne Paisley, *President Elect*,  
Cristin Buccigliaglia, *President*,  
Sharon O'Donnell, *Vice President*,  
Adelaine Williams, *Past President*,  
and Conni Sota, *Treasurer*





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**Education Committee...** *continued from page 2*

most coveted prize, a gift card to Steven Starr restaurants was won by Joan Wean, a true foodie!

The Education Committee has had a busy Winter and Spring planning a variety of informative sessions. So far in 2011 finance, operations and management, and information technology have served as topics of discussion. Our goal is to provide the membership with a variety of education programs appropriate for a wide audience.



*Edward Grubb and Patrick Sklowodski of mindShift Technologies with President Cristin Bucciaglia*



*Administrators with Sponsors David Hatch and Chuck Davis of Adaptive Solutions*

As always, we welcome suggestions for future meetings. If you have an idea for an event, please contact Lynn Denitz or Anne Paisley.

We look forward to seeing all our members at the next event, the Quarterly Dinner scheduled for September 21, 2011. Please check the website for up to date information.

**[www.ala-independence.org](http://www.ala-independence.org)**

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## Email Etiquette in the Workplace

By Rodney Nicholson

Email has become what seems to be our primary way of communicating in the business world. It is a more convenient and less intrusive way of communicating these days. Email can also serve as a way to document previous communications or attempts of communication with others. I found some basic email etiquette practices from various articles and would like to share a few things to keep in mind.

### - Assume there is No Privacy when using Company Email and Resources

- Corporate email is the property of our employers. The best rule to follow is to keep email communications strictly professional. Many companies have policies stating that the use of their resources (i.e., computer equipment, technology, email communication, etc.) should be used for business purposes only. From your employer's point of view, there should be no expectation of privacy when it comes to email.

### - Subject should be Clear and to the Point

- The subject line of the email should be relevant and clearly state why you are writing the email. Having a well thought-out subject line can sometimes determine if the recipient will open the email. The subject line can also be thought of as the first impression the recipient has when receiving the email. Remember, we never get a second chance to make a first impression.

### - Address Recipients in the Appropriate Fields (TO: / CC: / BCC:)

- The **TO:** field should include the person or persons who are directly being addressed in the email. These would be the people you would expect a response from if your email does, indeed, require a response.
- The **CC:** field should be used for those people who are not directly addressed, but need to be kept on the same page. Think of this use as a way to let these people know as an FYI.
- The **BCC:** field should be used when e-mailing a group of people who do not personally know each other. This is primarily a privacy issue. Do not publish others' email addresses without their consent. Doing so can cause their email addresses to be unintentionally forwarded across the Internet which, in turn, opens up their email addresses for potential spammers.

### - Use Proper Spelling, Grammar and Punctuation

- Almost all email programs have spell check, so be sure to use it. Take time to read through your email before sending, so any spelling or grammatical errors can be corrected. Spell checkers catch only words that are actually misspelled. For example: **from** and **form** are both words. Spell checker cannot interpret the context in which a word is being used; it simply knows whether a word is spelled correctly.
- Do not make the mistake of **TYPING IN ALL CAPITAL LETTERS**. This is interpreted as shouting. Also, do not type in all lower case, as this can be interpreted as a sign of laziness. Keep in mind that you should apply the same rules when drafting an email as you would if you typed a letter on company letterhead and sent it out via postal mail.

### - Read Receipts

- Use caution when requesting a read receipt. Your email program should not default to request a read receipt for every email sent. Some people simply view this as irritating, while others feel it is an invasion of their privacy. Depending upon how recipients' email is configured, they can permanently turn off sending a read receipt by simply selecting 'never send one when prompted', and also selecting 'don't ask me this again'. Limit requesting a read receipt for those emails that are truly necessary to have confirmation that they have been read.



**- Using "Reply All"**

- Replying to "All" should be used only when you feel confident that "All" need to know your response or they need to be aware of the contents of your response. You should not use "Reply All" if you do not know "All." If you are unsure whether to use "Reply All," simply reply to only the sender.
- From the sender's perspective, to help circumvent unnecessary "Reply All" messages, list your recipients in the **BCC:** field instead of the **TO:** or **CC:** fields. By using this method, if someone uses "Reply All", you will be the only one who receives the response.

**- Include Signature Block**

- Be sure to include your contact information in your signature block. If the recipient chooses contact by means other than responding to your email, your information is readily available. Also, many companies, especially law firms, make it mandatory to use some type of email disclaimer / confidentiality statement at the bottom of the signature block.

It is a good practice to not forward jokes, virus hoaxes, chain mail or any other unprofessional types of email to coworkers. Be sure to also leave animated emoticons (dancing smiley faces, etc.) out of all professional emails.

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At the 2011 ALA Annual Conference  
in Orlando, Florida,  
**BARB FOLEY** was named  
*Outstanding Association Volunteer.*

Barb is the Chief Operating Officer at Ratner-Prestia in Berwyn. Barb joined ALA in 1990 and was the Independence Chapter President from 1996-1998 and is currently on various Chapter committees. Barb served as the Region 1 Education Officer for two years and as Chair of the Intellectual Property Retreat in 2002 and 2003. Barb also held the office of Region 1 Director in 2007-2009 and currently serves on the International Relations Committee. Barb has spoken at ALA Annual and Regional Conferences and has co-facilitated Roundtables at the Association's Annual Conferences. Barb earned her CLM designation in April 2006.

Also, the Independence Chapter wishes to congratulate **JOHN KIRK**, who was awarded *The Spirit of ALA Award*, for his commitment to professionalism, dedication to the advancement of law firm administration and record of long-term service to the Association of Legal Administrators. John is the Director of Administration at Manko, Gold, Katcher & Fox LLP.

**CONGRATULATIONS BARB AND JOHN!**



**THE INDEPENDENCE CHAPTER** received *Gold Level Chapter Recognition in the President's Award of Excellence* at the 2011 Annual Conference held in Orlando, FL.

We also received *Honorable Mention* in the categories of *Business Partner Relations and Visibility – Community Challenge.*

**THANKS TO ALL OUR MEMBERS  
FOR THEIR HARD WORK IN 2011!**



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