

## Cynthia L. Brown

Executive Director, Research # Knowledge  
Services

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## Focus Areas

Littler Knowledge Management  
Legislative and Regulatory

## Overview

As Littler's Senior Director of Research Services, Cynthia Brown leads a team of research librarians, assistant librarians and interns to provide the firm's lawyers and clients with the research resources they need to succeed.

Cynthia is part of the firm's knowledge management leadership team and is involved daily in the Knowledge Management Department's efforts to develop innovative systems, procedures and work flows. She reports directly to the firm's Chief Knowledge Officer.

She manages and creates roadmaps for the collection of critical data, sifting of data for relevance and preparing that data to be pushed out to the right people at the right time. She also oversees all of the firm's research-vendor relationships, utilizes analytics to determine which tools are needed to maintain the relationships and gathers important data for negotiations. In addition, Cynthia investigates new research and technology tools to ensure that the firm has cutting-edge resources.

Cynthia started Littler's legislative tracking team in 2010. The team feeds Littler GPS, the firm's client-based flagship service. Thousands of bills are reviewed daily via a custom built system to provide Littler's attorneys and clients with insights about pending and enacted labor and employment legislations on federal, state and local levels.

Cynthia leads the team that created the KnowledgeDesk, a resource that enables Littler's attorneys to connect to subject matter experts and a vast collection of databases, print materials, practice group information, internal work product and

proprietary data collections. The KnowledgeDesk team efficiently searches to locate the exact nugget of knowledge that attorneys need.

Via the KnowledgeDesk, attorneys are connected to law firm librarians who are perfectly suited to liaise between attorneys and a legal KM department. With adept archival, research, organization, analysis and synthesis skills, Cynthia's team takes the guesswork out of determining who to contact, where information resides and determining which external or internal resource best addresses an attorney's need. During its first year the KnowledgeDesk proved to be extraordinarily successful taking in over 18,000 requests, with 26,000 requests expected in its second year.

Prior to joining Littler, Cynthia served as head librarian at a full-service regional law firm and as general counsel at a privately held company.

*\*Not licensed to practice law in California.*

## Professional and Community Affiliations

- Member, Utah State Bar
- Member, American Association of Law Librarians
- Member, Mid-American Association of Law Libraries
- Member, Kansas City Association of Law Libraries and Private Law Librarians and Information Professionals

## Recognition

- Recipient, Fastcase 50 Award, 2020

## Education

J.D., J. Reuben Clark Law School, Brigham Young University, 1995

B.A., Brigham Young University, 1992

## Bar Admissions

Utah

## Publications & Press

**Wolters Kluwer and Courtroom Insight Streamline Labor Arbitration Research**

*AiThORITY*

March 19, 2021

**Supporting Firm Resources Through COVID**

*AALL Spectrum*

September/October 2020

**Talking Tech: Task Automation in the Law Library**

*AALL Spectrum*

July/August 2020

**Leadership in the Time of COVID**

*MAALL Markings Vol 29, Issue 3*

June 2020

**Librarians Helping Law Firms Meet COVID-19 Research And Practice Challenges**

*Above the Law*

June 1, 2020

**For Law Firms, Automation Could Be the Key to Millennials' Heart**

*Legaltech News*

February 6, 2020

**Just Write it! Why You Should Care About Writing and Publishing**

*MAALL Markings Volume 29, Issue 1*

December 2019

**Finding a Competitive Advantage Through Innovation**

*ACC Docket*

September 1, 2019

**AFFIRMATIONS: Bringing Legal Tech Home**

*MAALL Markings Vol 27, Issue 3*

June 2018

**Innovations in Legal KM, Chapter 4, Our "Small" Project with a Big Impact: Littler's Knowledge Desk, a Case Study**

*ARK Wilmington plc*

December 2017

**Developing the Law Firm Library Professional**

*Mid-America Association of Law Libraries (MAALL) Markings, Vol 26, Issue 3*

September 2017

**What is Knowledge Management?**

*MAALL Markings, Vol 26, Issue 2*

March 2017

**Old Skills, New Tricks: Opportunities for Law Librarians**

*Law360*

September 6, 2016

**A Law Librarian's Journey from San Francisco to Kansas City, and What I Learned along the Way**

*Thomson Reuters Legal-Solutions Blog*

April 2016

**What is a Librarian?**

*Thomson Reuters Legal-Solutions Blog*

March 2016

**Speaking Engagements**

**Law Firm Librarians Respond to COVID-19**

Northern California Association of Law Libraries

November 19, 2020

**Case Study: How a Dynamic KM Infrastructure will Help Future-Proof Your Firm (even in the event of a pandemic)**

Ark Group's 16th Annual Knowledge Management in the Legal Profession

October 19, 2020

**Panelist, Benchmarking the Library - Through a New Lens**

ARK Group. Law Firm Libraries 2020

June 17, 2020

**Panelist, Effective Leadership with Virtual Teams: To Infinity and Beyond**

AALL Webinar

April 23, 2020

**Panelist, Law Librarian Leadership Opportunities in the Wake of COVID-19**

AALL Webinar

March 27, 2020

**Legalweek 2020: Robotic Process Automation – The Next Step in Legal Automation**

Legal Talk Network, On the Road Podcast

February 17, 2020

**AALL 2019: Makers in Law Libraries**

Legal Talk Network, On the Road Podcast  
July 22, 2019

**Legalweek 2019: Conversation to Conversion**

Legal Talk Network, On the Road Podcast  
February 8, 2019

**Panelist, LegalWeek Robotic Process Automation: The Next Step in Legal Automation**

ALM Legal Week  
February 6, 2019

**Panelist, From Conversation to Conversion: Getting Lawyers to Use New Tools**

LegalWeek  
January 31, 2019

**Panelist, Traditional Librarianship Transitioning into Other Management**

ARK Conference, Best Practices & Management Strategies for Law Firm Library, Research & Information Services  
February 23, 2017

**Panelist, Traditional Librarianship Transitioning into Other Management**

ARK Best Practices and Management Strategies Conference for Law-Firm Library, Research and Information Services  
February 2017

**Service-Delivery Transformation: Are Firms Having Success On-Shoring Back-Office Operations?**

ARK Best Practices Conference for Law Libraries and Legal-Information Centers  
February 2016

**Littler's Collaboration with Courtroom Insight**

PLL-Summit Innovation Showcase  
July 2015

**Books & Book Chapters**

- Chapter 8: How strong relationships and expertise aid business development with clients – a case study, *The Evolution of the Law Firm Library Function*, Wilmington plc, June 2018