

Relations with Information Vendors (CRIV)

CRIV Site Visit Statement of Purpose

The purpose of a CRIV site visit is to build a relationship and a trust between the AALL community and the information vendor. It is essential for both the library and the vendor to be solution-focused and have long-term expectations of each other. Information vendors need to understand how libraries operate, and libraries need to understand how information vendors operate. The CRIV site visit provides an educational opportunity as well as promotes a cooperative working relationship between libraries and information vendors through open communications and constructive suggestions.

Site visits:

CRIV will actively promote the practice of and seek opportunities for site visits. CRIV will also encourage and facilitate opportunities for reverse site visits by working with AALL chapters. An information vendor interested in a CRIV site visit may contact the CRIV chair at anytime.

A typical CRIV site visit team may be comprised of:

The CRIV chair, the CRIV site visit subcommittee chair, 2 members of the site visit subcommittee, a representative from the AALL chapter community, and the AALL Executive Director.

Expenses relating to a CRIV site visit:

CRIV believes that there should be an equitable division of expenses for the site visit and that the information vendor should not be expected to cover all expenses.

Travel expenses (airline, ground transportation):

All travel expenses for CRIV members will be covered by the committee; the AALL chapter will cover any travel expenses for their representative; AALL will cover travel and on-site expenses for the Executive Director.

On-site expenses (lodging and meals):

All on-site expenses for CRIV members will be covered by the information vendor host. All appropriate on-site expenses for the AALL chapter representative will be covered by the information vendor host. AALL will cover all on-site expenses for the Executive Director.

Reverse site visits:

CRIV will facilitate reverse site visits by information vendors by working closely with the AALL chapters. Whenever possible at least one member of CRIV will participate in the reverse site visit, and all travel expenses for CRIV members will be covered by the committee.

Information vendors will be expected to cover their travel and on-site expenses during any reverse site visit.

Prior to each site visit:

CRIV will notify the AALL membership through the SIS listservs, and law-lib listserv of a scheduled site visit. The membership will be invited to submit questions or state concerns that they wish the CRIV site visit subcommittee to present to the information vendor. Any questions or concerns from the AALL membership will be presented to the information vendor host prior to the on-site visit.

CRIV site visit follow-up:

The CRIV site visit subcommittee will directly respond to any AALL member who submitted a question or stated a concern to the information vendor host.

The CRIV site visit subcommittee will submit a report to the entire AALL membership on each site visit in the *CRIV Sheet* section of the *Spectrum*. The site visit reports will also be available on the CRIV website.

The information vendor host will have the opportunity to report/respond in the *CRIV Sheet* following the site visit to provide their perspective on the experience or respond to outstanding issues or concerns that were raised during the visit and require follow up. The information vendor host's report/response will be available on the CRIV website.