

CRIV Tools

<http://www.aallnet.org/mm/Advocacy/vendorrelations/CRIV-Tools>

Checklist of Negotiation of Internet Subscriptions

Dealing with Telemarketers

Getting Results from Customer Service

Request for Assistance

Sample Letters

Vendor Contact Information

Other Useful Links:

AALL Vendor Relations Policy

<http://www.aallnet.org/main-menu/Advocacy/vendorrelations/policy-vendorrelations.html>

Glossary of Publishing Terms

<http://www.aallnet.org/main-menu/Advocacy/vendorrelations/CRIV-Tools/glossary.html>

**Keep up with the Committee
on Relations with
Information Vendors at**

<http://crivblog.com>



CRIV Reference Guide

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