

THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS
WITH INFORMATION VENDORS

VOLUME 40, NO. 1 / NOVEMBER 2017





**Committee on Relations with Information
Vendors (CRIV) Members**

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CONTENTS

Editor's Corner	4
From the Chair	5
CRIV Sheet Summaries: AALL 2017 Annual Meeting Education Programs	6
CRIV at the CONELL Marketplace	6
CRIV Vendor Roundtable	6
The Law Library as Technology Laboratory	7
Deep Dive: How Artificial Intelligence Will Transform the Delivery of Legal Services	8
Watson in the Law Library: Using AI and Machine Learning to Build the 21st Century Library	10
Moneyball for Lawyers: How Legal Analytics is Transforming the Business and Practice of Law	12
CRIV Liaisons to Vendors	14
CRIV / Bloomberg Law Semiannual Call	14
CRIV / LexisNexis Semiannual Call	15
CRIV / Thomson Reuters Semiannual Call	16
CRIV / Wolters Kluwer Semiannual Call	18



EDITOR'S CORNER

R. MARTIN WITT

HEAD OF PUBLIC SERVICES
COLUMBIA LAW SCHOOL

The CRIV Sheet

R. Martin Witt
EDITOR

Pablo Arredondo
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CRIV Page & Tools

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R. Martin Witt

Welcome to Volume 40 of *The CRIV Sheet*. As the new editor, I look forward to continuing the great traditions established by my predecessors and trying out some new ideas. I'd like to particularly thank the outgoing editor, Valerie Carullo, for her hard work over the last year. She's left big shoes to fill, but with the support of *The CRIV Sheet* subcommittee, I hope to be up to the task. This year's subcommittee members are Pablo Arredondo, Alana Bevan, Gilda Chiu, Jim Gernert, and C.J. Pipins. I look forward to working with each of them throughout the coming year. Together, we will endeavor to meet the high standards that are associated with *The CRIV Sheet* and continue to produce articles that are relevant and helpful to AALL members.

Per tradition, this first issue of the new volume features *CRIV Sheet* Summaries from the 2017 AALL Annual Meeting in Austin, Texas. We have reviews from five of the programs that were highlighted in the May 2017 issue of *The CRIV Sheet*. When available, we have included links to the AALL2go materials so that if a review catches your interest, you can view a recording as well.

This issue also includes the most recent CRIV Liaisons to Vendors semi-annual call notes. As you may recall, CRIV holds semiannual calls with four legal publishers: Bloomberg BNA, LexisNexis, Thomson Reuters, and Wolters Kluwer. The notes included are from the June calls, and have been published on the [CRIV blog](#). They are included here in *The CRIV Sheet* so they are easily accessible in one compendium.

Moving forward, we hope to continue to provide access to *CRIV Sheet* Summaries from relevant conferences and semiannual call notes, but we are also very interested in other material. If you would like to write an article for *The CRIV Sheet*, please feel free to email me at rwitt@law.columbia.edu—ideas for stand-alone articles or recurring columns are both welcome. Even if you don't want to write a full article, please feel free to share any ideas you have about articles you'd like to see or how relationships with legal information vendors (of any type) can be improved. Your comments and suggestions are always appreciated, and with your help, I know we can continue to make *The CRIV Sheet* the best it can possibly be.

FROM THE CHAIR

JIM GERNERT

LAW LIBRARIAN

SOCIAL SECURITY ADMINISTRATION

Welcome to the first issue of the 2017-2018 *CRIV Sheet*. We begin the year with a new editor of *The CRIV Sheet*, R. Martin Witt, who is joined by the rest of the *CRIV Sheet* subcommittee members: **C. J. Pipins**, **Gilda Chiu**, **Alana Bevan**, and **Pablo Arredondo**. We would like to thank our outgoing editor, Valerie Carullo, who did an outstanding job last year of producing three issues of *The CRIV Sheet* that were full of useful and interesting information on a wide variety of issues.

This issue of *The CRIV Sheet* features many great articles, including program reviews from the recent AALL Annual Meeting as well as vendor relations reports.

In between issues of *The CRIV Sheet*, please check out the **CRIV Blog** as well, which has a new manager this year. Kirstin Nelson, law librarian at the USDA Library, will be managing the **CRIV Blog** for us, and we should have many timely and topical posts from all of our CRIV members. Please keep both *The CRIV Sheet* and *CRIV Blog* in mind over the coming year to stay apprised of issues related to information vendors that affect all of our libraries.

Finally, please don't hesitate to contact CRIV with any vendor-related issues or problems that are of concern to your library. There is a link to the Members' Request for Assistance form on **AALL's Vendor Relations page** (along with other helpful information). CRIV members can contact an appropriate staff member at any of the publishers to bring attention to your issues or concerns.

CRIV Blog
crivblog.com

Kirstin Nelson
COORDINATOR

Vendor Roundtable

Gilda Chiu

David Gay

Jim Gernert

C.J. Pipins

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CRIV SHEET SUMMARIES: AALL 2017 ANNUAL MEETING EDUCATION PROGRAMS

The 110th Annual Meeting & Conference of the American Association of Law Libraries was held in Austin, Texas, from July 15 to July 18, 2017. The theme of the 2017 conference was *Forgo the Status Quo*. In Volume 39, No. 3 of *The CRIV Sheet* (May 2017), CRIV was happy to offer some recommended programs for this conference. In this issue, we follow up with program reviews from five of those recommended programs as part of our *CRIV Sheet* Summaries, along with a bonus recap of CRIV activities in connection with the Conference of Newer Law Librarians (CONELL).

CRIV AT THE CONELL MARKETPLACE

VALERIE CARULLO

CLIENT SUCCESS MANAGER, GOVERNMENT AND COURTS
BLOOMBERG BNA

The Conference of Newer Law Librarians (CONELL) Marketplace is one of the first opportunities that new librarians attending the meeting have to learn about the special interest sections, committees, and other AALL organizations in which they can participate. Every year, representatives from the various organizations meet and greet CONELL participants and get the chance to introduce the organizations they represent.

For the past two years, I have had the opportunity to represent the Committee on Relations with Information Vendors (CRIV) at the Marketplace and can say that it's a great way to kick off the conference. Anyone who has attended CONELL knows that the atmosphere is electric. It's akin to the first day of school, where everyone is excited to learn about what's coming and overwhelmed by all the possibilities. The Marketplace

is a nice break from the packed schedule of activities in which CONELL attendees participate. The CONELL attendees, who come through the Marketplace in two groups, get to walk around the room, meet the Marketplace participants, and generally chat about AALL and the profession. Each table is staffed by members from two organizations, and speaking from experience, we love to chat with new librarians and encourage them to get involved.

At this year's Marketplace, I used Lifesaver mints and Hershey's Kisses to draw people to the table, and set up a laptop and tablet to show off *The CRIV Sheet*, the *CRIV Blog*, and the [CRIV Tools](#) website. It was a fantastic way to kick off the 2017 AALL Annual Meeting, and hopefully, recruit future members of CRIV.

CRIV VENDOR ROUNDTABLE

CAROLINE WALTERS

COLLECTION DEVELOPMENT LIBRARIAN FOR THE U.S. & MATERIALS BUDGET
HARVARD LAW SCHOOL LIBRARY

Participants: Bloomberg BNA; Factset; Fastcase; LexisNexis; Practising Law Institute; Thomson Reuters; West Academic; William S. Hein & Co.; & Wolters Kluwer.



The CRIV Vendor Roundtable at the 2017 AALL Annual Meeting in Austin touched upon the topic of preservation. CRIV feels strongly that vendors and librarians should partner to ensure preservation of legal materials. The vendor representatives present explained their practice for both their own preservation policies (of their companies' collections of works) as well as access to archival material they provide to their customers.

The discussion was wide-ranging and difficult to capture. To be fair and for clarity, CRIV will create a

vendor survey asking the following two questions more formally:

1. Do you, or do you plan to, make earlier editions available electronically?
2. What practices do you employ to preserve your own body of work, both digital and in print?

CRIV hopes this conversation will be the first of many between vendors and librarians to advance, protect, and increase access to legal information and historical legal research for the ages as digital migration continues to grow.

THE LAW LIBRARY AS TECHNOLOGY LABORATORY

KAREN PROVOST

ELECTRONIC SERVICES MANAGER
FRIED, FRANK, HARRIS, SHRIVER & JACOBSON LLP

Coordinator/Moderator: Faye Jones, University of Illinois at Urbana-Champaign

Speakers: Darin Fox (University of Oklahoma Law Library); David Holt (United States Court of Appeals for the Ninth Circuit); Angela Jaffee (Administrative Office of the U.S. Courts); & Kathryn Trotter (Latham & Watkins LLP)

This program discussed how university, court, and law firm libraries are creating spaces, whether physical or online, as technology labs. The first speaker was Kathryn Trotter from Latham & Watkins. Prior to a renovation, where the physical space of the library was going to be downsized, her firm attempted to create a digital library in the New York office complete with big screens, laptops, various handheld devices, and tablets. It was intended to be used as a 'genius bar' with attorneys and staff stopping by to learn how to use the ebook collection on an iPad or to get quick training on new technologies. No one used the digital library and eventually it was turned into a training center that is used mostly by staff. The room was reconfigured with cubicles and individual PCs. Some lessons learned were:

- Attorneys are more comfortable with someone from the library or information technology department going to their offices to show them something as opposed to making time to come to the library.

- Circumstances may change between when you design your space and when you build it. You must be willing to change the design and concept either during the process and, if necessary, after the space is built.
- The value of the space is in its use, not how it looks.
- Everyone has their own iPad or handheld device, they don't need to come to the digital library to use one.

The next speakers, David Holt and Angela Jaffee, were from the judiciary courts. A working group that Jaffee is advising within federal court libraries is dealing with the current state of discovery, access, and digital preservation. The goal is to assess the technologies and sustainable platforms that support the courts' research requirements. One project is a virtual learning lab for librarians, called sandboxes, designed to test open source software. Holt is part of the working group that is exploring these discovery platforms, repositories, and archives. During his talk,



he showed the following resources: 1) Cornell University’s eCommons, an institutional repository that houses published articles, datasets, and spreadsheets; 2) Islandora, used by the University of Toronto; and 3) Stanford’s digital repository that uses Ruby on Rails.

Pros to using the sandboxes included: flexibility; minimal up-front cost; low barrier of entry; free to make mistakes; energized colleagues; allows the committee to better assess commercial options; and encourages a community of innovators.

Cons to using the sandboxes included: no outside technical support; steep learning curve; the new technology can be intimidating; time and labor intensive; less “polish”; forced to make your own design choices; and make your own mistakes.

Darin Fox was the final speaker. He worked on a digital initiative project at the University of Oklahoma College of Law designed to help prepare law students to practice law by incorporating technology. This includes the software provided, spaces for studying and doing group work, mobile technology used in practice, curricular innovation (etextbooks), and a technology-enabled flipped classroom setting. Project details included:

- Obtained a grant to provide an iPad Pro to all law students.
- Annual required training that gives them LTC4 legal document certification for law firm tech-

nology. Curricular integrations—trying to get the faculty to embrace this new technology and incorporate it into all courses. For instance, Legal Research and Writing students are trained using Word to track citations to generate Table of Authorities. Trial Techniques students have access to Trial Pad and Transcript Pad. They use the Thomson Reuters practice ready tools including Drafting Assistant, Firm Central, Drafting Essentials, and Doc and Form Builder.

- Collaborative learning—remodeled the study rooms with apple TVs with huge monitors and glass-top tables that you can write on. The computer lab was custom designed to enable small group teaching and high-tech study pods. A café bar right at the reference desk is tremendously popular.

The students are embracing this technology and hopefully law firms will see the value in these skills when it comes to hiring. The revised ABA Standard 601(a)(4) requires that the law school library “remains informed on and implements, as appropriate, technological and other developments affecting the library’s support for the law school’s program of legal education.” This program discussed some of the ways law libraries are trying to meet this standard.

DEEP DIVE: HOW ARTIFICIAL INTELLIGENCE WILL TRANSFORM THE DELIVERY OF LEGAL SERVICES

PABLO ARREDONDO

CHIEF OF LEGAL RESEARCH
CASETEXT

Coordinator: Marlene Gebauer, Greenberg Traurig, LLP

Speakers: Vishal Agnihotri (Hinshaw & Culbertson LLP); Ivan London (Bryan Cave LLP); Kingsley Martin (KM Standards LLC); Ryan McClead (Neota Logic); & Jeff Ward (Duke University School of Law)

Among the deep dives offered at this year’s AALL Annual Meeting was one centered on 2017’s hot topic: artificial intelligence (AI). Marlene Gebauer

assembled a stellar group of panelists, each of whom came at the topic from a different angle before a standing-room-only audience. The panelists’ suc-



ceeded in bringing the audience beyond the hype and toward a more nuanced understanding of what AI is, its current limitations, and where it will likely go in the near future.

Kinglsey Martin, president and CEO of KM Standards, opened the deep dive by usefully placing the conversation in historical and technological context. Martin described the number of related technologies that have been evolving concurrently for decades under the umbrella of “AI.” These include natural language processing, clustering, search/classification, machine learning, and deep learning.

Martin divided this progression into “stages of automation,” starting with *profiling* (i.e., tagging) of documents in the 1980s, *search* in the 1990s, *analysis* in the most recent decade, and *optimization* (i.e., prediction) in the near future. Using the accessible example of an app to choose a car, Martin set out what each of these stages means in practice, starting with a simple catalog and ending with an app that can predict the best car for a given person.

Ivan London, an attorney at Bryan Cave, organized his remarks around three main goals: 1) assessing “tool kits”; 2) using AI tools in practice; and 3) understanding the need for innovation. In discussing “toolkits,” London contrasted the “traditional skills” of lawyers (e.g., writing and analysis, logical reasoning, and persuasiveness) with the “new skills” required of today’s attorneys. The latter included collaboration, project management, and technological competence. London argued that adding AI to a lawyer’s “tool kit” can help lower costs by reducing time spent on repeatable work and increasing efficiency through better process and knowledge management.

London emphasized that, despite its potential, there are substantial challenges to overcome when integrating AI into one’s practice. AI systems require human management, London noted, and technology does not provide a complete answer to legal questions. Moreover, the output of AI is only as good as the data that is used to train it. London made these challenges concrete by

relating a less-than-optimal experience his firm had using an AI tool designed to aid in bankruptcy law research. (Presaging an era of competing AI voices, London’s colleague suggested that they consult Siri next.) Despite the occasional growing pain, London believes that attorneys must internalize the need for innovation. Noting that technology is a necessity, not a distraction, London exhorted attorneys to become tech-proficient and to stay abreast of changes in legal technology.

Vishal Agnihotri, chief knowledge officer at Hinshaw & Culbertson LLP, continued the discussion about where we are today and where we might be tomorrow. Noting the progression from “rules based systems” like TurboTax to machine-learning fueled companies like Kira and eBrevia, Agnihotri stressed that technology has repeatedly turned what was rare and expensive into what is abundant and cheap.

In the case of AI, Agnihotri argued that the task being rendered abundant and inexpensive was prediction—the ability to take the information one has and generate the information one wants. AI matters to law firms because firms are often in the business of prediction. Examples include contract terms/due diligence, case outcomes, and even detection of rogue/risky behavior.

Agnihotri joined her co-panelists in noting how AI, for all its potential, is still a developing field—a “teenager.” Agnihotri illustrated her point by reminding the audience of Microsoft’s experience with an AI Chatbot named Tay. Designed to “learn” from its interactions with humans, Tay quickly adopted the worst sentiments Twitter had to offer. Microsoft quickly pulled the plug on its radicalized chatbot.

Jeff Ward, director of Duke’s Center on Law & Technology, focused his remarks on how law schools can and should adapt to the AI era. Ward sees AI as an exciting opportunity to expand both job opportunities for graduates and access to legal services for citizens. Highlighting the responsibility of law schools to prepare students for the new technologies that will underpin the legal profession in the coming years, Ward argued that schools



can create not just technically proficient attorneys, but tech-savvy leaders, and even the occasional visionary.

Ward described how Duke was expanding its curriculum to meet the challenge. Courses offered to students include: Law of Robots and Exponential Technologies; Frontier Tech of Legal Practice; Contract Drafting: The Next Generation; and FinTech and the Law. Duke has also established a “Law Tech Lab” committed to incubating and supporting cutting-edge legal technology.

Ward also predicted that law librarians will play an important role in the age of AI as attitudinal and tech-

nological leaders, as well as management consultants. This responsibility is all the more crucial because AI, in Ward’s view, should be seen not just as a technological issue, but as a core justice issue that touches on the very purpose the legal system is intended to serve. Even without the hype, the potential of artificial intelligence is enormous. As rapid progress continues in the various technologies grouped under the AI umbrella, annual “reality checks,” such as the one provided in this deep dive, will remain essential. Kudos to Marlene Gebauer and to all the panelists for a great discussion.

WATSON IN THE LAW LIBRARY: USING AI AND MACHINE LEARNING TO BUILD THE 21ST CENTURY LIBRARY

R. MARTIN WITT

HEAD OF PUBLIC SERVICES
COLUMBIA LAW SCHOOL

Coordinator: Ed Walters (Fastcase, Inc., Georgetown Law)

Speaker: Brian Kuhn (IBM Watson Legal, IBM Corporation)

Today we stand “at the cusp of a great era of machine learning.” According to Ed Walters, we’re currently part of a “Read Only” artificial intelligence (AI) world, especially in the legal context. By this, he means that legal information professionals are largely relegated to using AI as a product, often tied to some sort of subscription model. He suggests that AI is actually more accessible than we often think, and now is the time to move to a “Read/Write” AI world. In this new world, information professionals are not merely consumers, but instead can take a more active role as makers/creators (even without any programming background). Specifically, we should begin to think about how legal professionals can create AI tools that help make our work lives easier. Walters expects the next 10 years to include further separation between the technological haves and have-nots, with the biggest differentiator being an individual or company’s ability to create and leverage AI tools.

Brian Kuhn introduced IBM’s slant on AI, calling it “cognitive computing.” For Kuhn, one of the biggest

differences between cognitive computing and more traditional/established analytical tools is the ability to analyze unstructured data (e.g., narrative text) in a meaningful way. According to Kuhn, about 88 percent of organizational data is unstructured data, which is effectively unreadable by older analytical tools. Cognitive computing is able to analyze that data, and it is actually doing so, today, in corporate law departments and firms. Perhaps the most telling example of cognitive computing’s potential was an example given not from the legal realm, but from the healthcare realm (using the same technology).

Over the last 19 years or so, doctors at Baylor University College of Medicine have been studying a particular protein (P53) that inhibits tumor growth, as well as 19 other proteins that increase the effectiveness of P53 in some way. To evaluate the effectiveness and potential of cognitive computing (in the form of Watson), a test was devised to identify as many of those 19 proteins as possible. Watson was “trained” in the



field of oncology by three oncologists, and given access to 23,000,000 medical articles (i.e., unstructured data). In the space of only a few weeks (rather than 19 years), Watson identified not only the 19 proteins in question, but also seven additional relevant proteins that had not (yet) been identified by doctors. As Kuhn describes it, cognitive computing has the power to understand, reason, learn, and interact.

It was also suggested that AI be thought of not as artificial intelligence, but rather as augmented intelligence. The idea is not to automate entire processes and remove the end user, but instead to use AI as a tool to help provide insight to an end user.

Watson, as an example, shouldn't be thought of as any single product, but instead as a collection of building blocks that together (in various combinations based on need) create a technological ecosystem providing a solution. Moving forward, the path according to IBM seemingly lies with knowledge “cartridges”—cognitive cartridges trained by particular experts in the field (like the three oncologists above, or a legal professional who is an expert in a particular field)—either as a type of proprietary work product within an employment environment or as something more widely available, akin to authorship.

If, in fact, the movement to cognitive cartridges continues as described, this would be an excellent way (and perhaps really the only way) to address some of the systemic access-to-justice issues faced in the United States. Rather than spending hundreds of hours in a given year on a particular pro bono case, that time could be spent training a cartridge. Even if the resulting cartridge could only understand and assist with 80 percent or 90 percent of the associated work, that still saves a great deal of time for the legal professional. In roughly the same amount of time as the one particular pro bono case now takes, professionals would be able to help multiple people by filling in the remaining gaps by providing insight not provided by the software.

Next, the discussion turned to two specific cognitive use solutions from Watson in the business of law setting.

The first, Outside Counsel Insights, “is a workflow tool for selecting and evaluating outside counsel that reduces outside counsel spend by 20 to 30 [percent].” To achieve this aim, Outside Counsel Insights “uses cognitive computing to marry structured billing data to unstructured narrative task descriptions contained within legal invoices ...” and it was used, in this example, to help justify a move to fixed-fee billing arrangements. Also discussed, however, was the interesting ability to “flip” this type of solution, for example, to help a law firm reduce the amount of time that has to be written off and not recouped from a client. Kuhn described a situation where the solution would suggest, in real time, task language to the billing attorney to minimize the likelihood of pushback from the client and increase the law firm's realization rate.

The second, Cognitive Knowledge Management, is designed to allow firms to effectively repurpose work already done on an earlier matter to a new task. By reading through the narrative documents available at the firm—effectively building a “cartridge” as described above—Watson is able to “provide evidence-based recommendations that are tailored to ... unique legal patterns facing each client's business.” Importantly, the cartridge built in this process can, in some situations, remain the intellectual property of the firm that trained it.

The presentation moved to a discussion of specific tools that are underlying some common solutions, with the ultimate purpose being to demystify the process a bit. The goal was to take a handful of them, show what they do, and to make clear that they are just tools. As Walters said, “You don't have to ride a unicorn to get to it, or surf a rainbow to get to the future. They're just tools.”

The specific Watson AI tools mentioned (only five examples of about 60 that exist) were:

1. Document Conversion: transform documents into different formats (e.g., structure unstructured data)

2. Natural Language Understanding: natural language processing for advanced text analysis
3. Personality Insights: understand personality characteristics, needs, and values in written text
4. Retrieve and Rank: enhance information retrieval with machine learning
5. Discovery News: find insights from news and

blog content enriched by Watson for highly targeted search and trend analysis

Finally, the presentation concluded with a brief discussion of the *Fastcase AI Sandbox* as a means of empowering legal information professionals to transition from “Read Only” AI to “Read/Write” AI, and encouraged attendees to consider the question of “What could *you* build?”

MONEYBALL FOR LAWYERS: HOW LEGAL ANALYTICS IS TRANSFORMING THE BUSINESS AND PRACTICE OF LAW

C.J. PIPINS

RESEARCH AND ACADEMIC TECHNOLOGY LIBRARIAN
UNIVERSITY OF MARYLAND, THURGOOD MARSHALL LAW LIBRARY

Coordinator/Moderator/Speaker: Owen Byrd (Lex Machina)

Speakers: Jean P. O’Grady (DLA Piper); & Peter Geovanis (Winston & Strawn LLP)

Attendees were treated to an engaging program inspired by the 2011 movie *Moneyball*. The movie is based on a 2003 book of the same name, and details the use of an analytical, evidence-based approach to building a baseball team. The thought of applying this exciting concept to the legal profession quickly abated any disappointment due to the lack of Brad Pitt (star of the film). Owen Byrd, Peter Geovanis, and Jean P. O’Grady skillfully led the audience on an instructive journey that will likely result in a number of take home proposals.

Owen Byrd kicked off the session by describing evidence-based analytics, also known as predictive analytics, and how we can benefit from them. Byrd is the chief evangelist and general counsel at Lex Machina, a vendor that supplies legal analytics products. He describes analytics as data-driven decision-making, the likes of which has transformed every industry or profession. *Moneyball* is the story of how a baseball team’s manager applied data about player performance to decisions about how to make up the team. This new data-driven approach resulted in a much more successful team. For the legal profession, Byrd envisions

predictive analytics as a supplement to legal information to allow us to land clients and win cases. Legal analytics use machine learning and natural language processing to clean up, structure, and analyze raw data from dockets and case documents to allow users to anticipate the behavior of people and organizations in a variety of situations. To win the client, we can use analytics to put together an early case assessment that includes how a specific court or judge is likely to respond to a factual scenario. Another example might be to highlight your firm’s record with a specific judge on a particular type of case against the less impressive outcomes of a similar firm. To win the case, just look to see the last ten times a specific judge granted a motion, and then draft your motion based on those successful motions. The information can get very granular, but the benefits of proving your organization’s value are abundant. Byrd finished by walking the audience through an example of how one might use analytics from client pitch to successful case resolution.

Certainly legal analytics about firms, judges, and cases can come from a vendor, but what about the



information created and maintained by your organization? All the information in those human resources files is going to be able to help predict things like lateral-hire success and who might be more likely to leave the firm to practice in a different city. But how in the world are you supposed to enable predictive analytics in your organization? Peter Geovanes, head of data strategy & analytics at Winston & Strawn, LLP, provided suggestions and shared his experiences addressing that very question. The first thing most organizations will need to do is assemble a team. That team should include a data scientist who knows programming, math, statistics, and domain expertise. It is also helpful to have someone well-versed in the infrastructure to deal with servers, permissions, and security. The other members are the usual people you would anticipate: legal researcher, subject matter specialist, a developer, and a project manager. Also, do not forget the need for an executive sponsor. It's always helpful to have the support of someone in upper management. Once the team is ready, you need a method to organize and execute your projects. Geovanes suggests using CRISP-DM (Cross Industry Standard Process for Data Mining). CRISP-DM will help keep the project organized and allow you to identify and pursue the deliverables. The six steps of CRISP-DM are:

1. Business Understanding
2. Data Understanding
3. Data Preparation
4. Modeling
5. Evaluation
6. Deployment

By now you may be wondering, does this all have to be homegrown or are there any tools to help you along the way? Fortunately there are some tools. Some of Geovanes's recommendations include *Alteryx* for data blending, *Tableau* for data visualization, and *AnswerRocket* or *ThoughtSpot* for natural language information queries. Before tying this back into the utility of legal analytics to the business and practice

of law, Geovanes suggested that fast access to blended data from internal (e.g., accounting, human resources, and marketing) as well as external (e.g., social media, legal research, and Google) sources can provide a critical advantage in litigation.

Bringing us 'round to home base was the always-dynamic Jean P. O'Grady, senior director of research and knowledge services at DLA Piper. Supported by plenty of personal experiences, she presented a plethora of suggestions on how to implement legal analytics into the practice of law and what to expect during that process. There are many products available for legal analytics and you should be ready for attorneys to be skeptical. One source of skepticism is going to come from the fact that the value in predictive analytics is often communicated with numbers, and we all know most lawyers like text more than numbers. Have you ever heard, "I went to law school so I wouldn't have to do math?" O'Grady suggests finding a lawyer evangelist who can vouch for the wonders that analytics can provide. Have in-house "tech fairs" and show off the products. If an attorney asks for a judge's bio, provide him with analytics and he will be more likely to see the value. It might also help to highlight the risk that competitors and clients might already have this data. Nobody wants to look underprepared in front of a client. Beyond the reputation aspect, O'Grady posits that, eventually, competent use of analytics may soon have ramifications in connection with legal ethics, much in the same way competent use of technology is becoming an ethical requirement in jurisdictions throughout the United States. O'Grady highlighted a few more of the products that provide predictive analytics and then addressed the very important question: Why is a librarian responsible? The answer is simply that we are responsible for making sure the information needs of our users are met even before they have identified the need. We understand information and how to evaluate it. We understand information and how to evaluate it. We understand algorithm biases. We ask the tough ques-

tions of vendors about content, scope, and coverage. This is our role as information professionals in our

organizations and we must play a role in paving the way for analytics in the practice of law.

CRIV LIAISONS TO VENDORS

CRIV holds semiannual calls with four legal vendors: Bloomberg BNA, LexisNexis, Thomson Reuters, and Wolters Kluwer. CRIV publishes notes from the calls as they become available both in *The CRIV Sheet* and on the *CRIV Blog*. For this issue, we have notes from recent calls with Bloomberg Law, LexisNexis, Thomson Reuters, and Wolters Kluwer.

CRIV / BLOOMBERG LAW SEMIANNUAL CALL

DIANA JAQUE

SENIOR LAW LIBRARIAN, HEAD OF COLLECTION DEVELOPMENT AND ACQUISITIONS
UNIVERSITY OF SOUTHERN CALIFORNIA LAW SCHOOL

Date: June 5, 2017 / 2:00 p.m. (EDT)

Participants: Mike Bernier (Director of Library Relations, Bloomberg BNA); Diana Jaque (CRIV liaison); Rick Montella (Executive VP, Commercial Strategy, Bloomberg BNA); & Joe Breda (Executive VP, Product, Bloomberg BNA)

NEW BLOOMBERG BNA PRODUCTS, POLICIES, AND OTHER ISSUES OF INTEREST TO ALL MEMBERS

Joe Breda summarized major developments to Bloomberg Law since the last meeting. April had a big release which was the most comprehensive release to Bloomberg Law in five years. The changes impact all user segments. The major impetus was to adjust the interface to match how users use the product. The number of menus was trimmed down. Navigation is now shown on the left side of the screen, allowing users to see more content. Labels were changed to be more descriptive and the search bar has more functionality. Users can now navigate to any function from the navigation bar. For example, it is now possible to access docket searching or find a book directly from the search bar. Searching itself has been improved. The product now supports natural language searching, but Boolean searches are still fully supported. After running a search, users will see results sorted by content types such as primary, secondary sources, and regulations. The group agreed this will

be especially helpful for law students. The search bar is dynamic and adjusts to the source that is being searched and tries to hone in on where you are in the product.

The Labor & Employment Practice Center was also updated in April with new content and functionality. It includes an activity heat map for state and local news and shows what is trending. As of now, there are enhanced practice centers in labor & employment, tax, privacy and data security, intellectual property, and employee benefits. More enhanced practice centers, including health-care, will be coming in 2018.

Bloomberg BNA has received very specific feedback on some of the April changes, including changes to docket searching. The search forms were simplified, and docket power users have asked for some parts of the old search form to be returned. In response to feedback, Bloomberg BNA is vetting additional changes with users and a solution will be implemented soon.

Rick Montella reported that two separate customer contact and support teams have existed in sepa-



rate locations since the 2014 merger of Bloomberg Law into Bloomberg BNA. In the next few weeks, these two teams will come together in Bloomberg BNA's Arlington, Virginia, headquarters—all sitting together in order to better collaborate to enhance the customer experience.

For the academic market, Mike Bernier reinforced that the training focus will be on second and third year students with online training available for all students and staff. Bloomberg BNA will still provide IL activation codes on registration cards in print, by PDF, or via spreadsheets, depending on the schools' preference.

CRIV / LEXISNEXIS SEMIANNUAL CALL

JIM GERNERT

LAW LIBRARIAN

SOCIAL SECURITY ADMINISTRATION

Date: Thursday, June 29, 2017

Participants: Jim Gernert (CRIV Vendor Liaison); Kate Hagan (AALL Executive Director); Carolyn Bach (LexisNexis Librarian Relations Manager); Maura Donovan (LexisNexis VP of Marketing, Law Schools/Large Law firms); & Drew Jones (LexisNexis Segment Manager, Law Schools and Large Law Firms)

NEW LEXIS PRODUCTS OF INTEREST

Ravel Law: This is LexisNexis' most recent acquisition. It is primarily a legal analytics tool, and strengthens Lexis' position in this area. LexisNexis is focused on tools to help with analysis of information. Ravel Law allows the user to uncover insights in to how a case could be decided—it adds judicial analytics to litigation analytics, provides information on a judge's track record, and allows litigators to make judgment calls on how to proceed with their cases. Ravel's judge analytics will be made available within Lexis' Litigation Profile Suite as an add-on. Ravel also provides a case law visualization tool that will be incorporated into Lexis Advance. Lexis intends to honor the commitment to make the case law from Harvard available for free, although the exact nature of the access has not yet been determined.

REQUESTS FOR ASSISTANCE/MEMBER ADVOCACY ISSUES

There were no member requests for assistance received since our last meeting.

QUESTIONS/UPDATES

Diana inquired if there is a current date to sunset BNA.com. Bloomberg BNA responded that no date has been set. The Bloomberg BNA website continues to be updated in real time for the foreseeable future.

CRIV VENDOR ROUNDTABLE

Sunday, July 16th at 1:00 p.m. The meeting ended at approximately 2:30 p.m. Eastern.

View the original call notes on the [CRIV blog](#).

Lexis Answers: This is the first visible harnessing of machine learning on the Lexis Advance platform, and is now available. Essentially, if the user starts typing in the search box, sample queries will appear. Many of the more common questions will result in an answer card that will have a brief reply to the query from a source within the database.

Wagstaffe Group Practice Guide: Federal Civil Procedure Before Trial: This three-volume title by James Wagstaffe was just added to Lexis Advance. It is the first Lexis product to include embedded videos, and also includes a current awareness component.

Lex Machina: Provides firm analytics as well as judicial analytics in select practice areas. Commercial bankruptcy and employment law are two recent practice areas now supported by Lex Machina.

Shepards’: The Shepards’ Citation service has added a new feature called “Reason for Signal.” It takes the researcher quickly to the language a Shepard’s editor has determined has the most impact on the case treatment. At present, the “Reason for Signal” service is available for cases post-2003, but the target is to make it available for all cases by end of year. Additional enhancements include:

- An International Tab in Explore Content
- Enhanced table of contents display
- News research now features popular group source files, and new sources from 150+ countries
- A language filter and negative news filter

Users will also be able to create custom pages in Lexis Advance by the end of third quarter this year. Additionally, Kate Hagan asked if SSRN representatives would

be attending the AALL Annual Meeting. After checking, we were unable to identify any SSRN representatives planning to attend the conference.

VENDOR ADVOCACY ISSUE—NONE

QUESTIONS/SUNSET DATE FOR LEXIS.COM

All legal markets in the U.S. will be retiring Lexis.com at the end of the year. Lexis.com may continue to be available internationally.

LEXIS-SPONSORED ACTIVITIES AT THE AALL ANNUAL MEETING IN AUSTIN

- Law 360 event for subscribers
- Read Tech event
- Ravel Law
- Photo booth – feed a digital mosaic

View the original call notes on the [CRIV blog](#).

CRIV / THOMSON REUTERS SEMIANNUAL CALL

GILDA CHIU

ACQUISITIONS LIBRARIAN
COLUMBIA LAW SCHOOL

Date: Wednesday, June 28, 2017

Participants: Gilda Chiu (CRIV Vendor Liaison); Kate Hagan (AALL Executive Director); Lori Hedstrom (National Manager, Thomson Reuters Librarian Relations); & Jeff McCoy (Senior Communications Partner, Thomson Reuters)

ISSUES AND CONCERNS

Thomson Reuters followed-up on accurate Westlaw records in Ex Libris Community Zone, this matter was still pending a resolution since it was brought up on a previous call last January. Lori Hedstrom had the following to say:

“We are working with Ex Libris’ Public Relations contact to resolve issues identified by librarians regarding errors with Westlaw URLs in their catalogs. We believe this occurred when the Westlaw Classic databases were re-architected for the WestlawNext platform. I have reconnected with the product developers with whom I worked with on the migration, and am hopeful to finally have a correct understanding soon.”

Membership has not been satisfied with responses received from Thomson Reuters thus far on changes to the LMA invoices. Many have complained about reps and account managers not being able to help them (with some managers not knowing of the change), about

the shipment report not being a sufficient alternative to what was previously on the invoice, about unfairness to LMA libraries who are receiving this new invoice format while other non-LMA libraries are not, amongst other things. Hedstrom had the following to say:

*“Many of our customers requested streamlined invoices. However, we have also received feedback that our recent change to the invoices removing the information for print shipments was not helpful. We are now able to offer customers the ability to receive invoices with or without the detail about print shipments. The technical work is complete and we are educating our account managers and librarian relations managers (LMR) about the new process. If you would like to have any of your past invoices resent with the original detailed format, please contact customer service at 1.800.328.4880. To help advance understanding of the Print Shipment Report and enhancements, we offer detailed instructions, a list of title descriptions, and a link to a **recorded walk-through** that explains how to create monthly Print*



Shipment Reports under My Account on the website, as well as additional helpful tips.

Following are notes from Thomson Reuters on recent or forthcoming changes/developments of interest to librarians regarding Thomson Reuters products/policies:

WESTLAW SECONDARY SOURCES REDESIGN ADDS NEW FEATURES/ENHANCEMENTS

We completely redesigned the Westlaw Secondary Sources experience this spring, dramatically improving the organization and functionality of its analytical resources to better meet the needs of today's legal professionals. Ongoing librarian feedback enables us to continue to refine Westlaw.

Westlaw customers played a central role in shaping the latest enhancements, which focus on intuitive design and usability to help researchers start stronger and finish faster. Now users can more efficiently interact with thousands of analytical resources on Westlaw via new publication filter and sort options, a fully browsable tables of contents, a seamless reading view, and pinpoint linking capabilities. Optimized features include:

- **Secondary Sources library:** A redesigned library experience delivers streamlined navigation including new publication filters, more targeted pre-search criteria and convenient access to favorite publications.
- **Table of contents:** An interactive and fully browsable table of contents on a publication's main page and, where available, at the document display as well, providing essential context and easing navigation.
- **Reading mode:** Seamlessly scroll through multiple documents within a single display using this elected online mode.
- **Scope screen:** Scope screens provide a succinct overview of a publication to immediately assess its relevance, and are now accessible directly from the Secondary Sources library page. Additional display enhancements and functionality within the scope screens, such as links to related publications, are currently available for numerous sources and will be implemented on a rolling basis for the remaining publications.

- **Rutter publications pinpoint linking:** Bypass lengthy scrolling and navigate directly to the targeted portion of the referenced citation.

The analytical content library on Westlaw is second only to cases for Westlaw usage and is accessed by more than 93 percent of users. Westlaw Secondary Sources contains more than 4,000 publications, including *Corpus Juris Secundum*, *American Jurisprudence 2D*, *American Law Reports Annotations*, and *Black's Law Dictionary*.

The global redesign of Westlaw Secondary Sources is launching in the United States first, and will launch later this year in the UK (Westlaw UK) and Canada (WestlawNext Canada).

THOMSON REUTERS PROVIEW PARTNERS WITH HANDSHAKE SOFTWARE TO PROVIDE AN INTEGRATED EBOOK SOLUTION FOR LAW FIRMS WORLDWIDE

Thomson Reuters has entered into a strategic relationship with Handshake Software, the leading provider of SharePoint®-based products and services to the legal sector, to provide seamless access to authoritative digital titles on Thomson Reuters ProView™ and embed eBook content solutions within the legal workflow.

Attorneys and law librarians will now have integrated access to their ProView Library through the Handshake Portal, allowing them to easily find relevant ProView titles and content. Through the Handshake Portal, users can have the capability to find ProView content, as well as firm work product provided through West KM, which also integrates with Handshake, providing comprehensive views across a firm's information resources.

THOMSON REUTERS PROVIEW AND LUCIDEA INTEGRATE EBOOK COLLECTIONS WITHIN LIBRARY MANAGEMENT SOLUTIONS FOR ORGANIZATIONS WORLDWIDE

Thomson Reuters has entered into a strategic relationship with Lucidea, the leading global provider of library and knowledge management software, to provide integrated access for organizations worldwide to the collection of authoritative digital titles on ProView through Lucidea's market-leading library management solutions.

The new relationship will combine Lucidea's SydneyEnterprise and Inmagic GeniePlus LMS with

ProView, allowing instant access to ProView and its features that are specifically designed for professional use, such as navigation, annotation, and sharing capabilities within digital libraries and titles. The integration allows users to search for ProView content without leaving their library catalog.

NEW VERSIONS OF CASE NOTEBOOK SUITE AND LIVENOTE STREAM: ENHANCING LITIGATION PRODUCTIVITY

Case Notebook 4.5 adds new features, including batch importing of descriptions, dates, and other key facts with automatic links to source information. Case Notebook 4.5 also adds compatibility with Windows Server 2016® and SQL Server 2016®.

Case Timeline 3.0 offers improved integration with Case Notebook. Source links for key facts, such as full-text documents, transcripts, pleadings and research can be exported from Case Notebook.

LiveNote Stream adds compatibility with tablet devices and a newly redesigned website for viewing streaming sessions, providing greater flexibility and ease in accessing audio, video, and text of a deposition securely, and in real-time, anywhere an internet connection is available.

CRIV / WOLTERS KLUWER SEMIANNUAL CALL

C.J. PIPINS

RESEARCH AND ACADEMIC TECHNOLOGY LIBRARIAN
UNIVERSITY OF MARYLAND, THURGOOD MARSHALL LAW LIBRARY

Date: June 8, 2017

Participants: C.J. Pipins; Kate Hagan; Scott Murray; Chris Pamboukes; Jenna Ellis; & Barbara Cesiro

MARC RECORDS PROJECT UPDATES

This project is ongoing and can be described as having two parts. One is the MARC record creation and the other is the software to make them available. As for the MARC records themselves, Wolters Kluwer (WK) is continuing to learn how to make them; there are almost 3,000 records at this time. WK is working on a major data improvement, which began in April. They are optimizing all the records based on customer feedback. This includes modifying 740 fields and 856 fields on all titles. There is now just one 856 field that links to that title; this reduces the size of the record by half. MARC records manager is also being optimized

CELEBRATE THE 20TH ANNIVERSARY OF THE MOST ACCURATE, MOST ADVANCED CITATOR

Our librarian relations managers and client management teams remind legal researchers of the many features of KeyCite and of our **continuing investment** in Thomson Reuters Westlaw. At the 2017 AALL Annual Meeting, they will conduct KeyCite demos in their booth every hour, with a special gift for each attendee. LRMs also offer advanced-level webinars, city-wide events, and in-firm presentations throughout the year—take advantage of these very detailed learning opportunities for both librarians and researchers in your organization.

CUSTOMER APPRECIATION EVENT AT AALL ANNUAL MEETING

Thomson Reuters is pleased to once again host our Customer Appreciation Party in Austin, at Speakeasy! Your conference badge is your ticket in, and you are welcome to bring a guest if you wish. We will have food and beverages, music and dancing for our librarian colleagues, and two separate quiet spaces for those who prefer that experience.

View the original call notes on the [CRIV blog](#).

for performance to reduce login times. They have also resolved a few challenges with anonymous access. The titles and URLs report on MARC record manager can provide “just the list,” and they are still exploring ways to eliminate duplicate records for a title that appears in more than one product to which a single customer subscribes. Right now MARC records are available for IntelliConnect and Cheetah. Wolters Kluwer is looking at expanding this service to other products and will continue to look at other platforms that might offer this functionality.

WK PRODUCT UPDATE

- Archival law content has been added to Cheetah;



mostly for the SEC product line for securities and banking law. Formerly this content was only available in print. This content was made available mid-June at no extra charge. It will automatically be added to the dashboard of the online platform.

- There is a new product for tax research called **Standard Fed Plus**, which was released prior to the AALL Annual Meeting in July. This product provides point-in-time navigation and redline comparisons of federal tax regulations and guidance.
- Enhancements to Cheetah's news sign-up. There is now improved functionality for news alerts. Consolidated trackers and newsletters can now be found in the same section on Cheetah, with a separate section for dailies. Users can choose their preferred delivery format. Users can also select an aggregated digest email option. What Are The Experts Saying? (WATES) Webinars—Wolters Kluwer began providing these **webinars** three years ago. These seminars bring the editorial department to the user to answer questions about current developments in an area of law. A white paper is always released as a companion piece to the webinar. There is Power Point and an open discussion about the in-and-outs of the developments in the field. These interactive webinars try to be conversational and directly address questions gathered before and during the program. Each webinar lasts around 30 minutes and covers a range of topics at no additional cost.

AALL PROGRAMS, ACTIVITIES, OR BUSINESS OF INTEREST

The CRIV Vendor Roundtable will take place in the Hilton Governor's Ballroom, Salon A on Sunday July 16, 2017 from 1:00-2:00 p.m. The topic is on preservation/archives/perpetual access.

Kate Hagan mentioned that AALL's daily newsletter *KnowItAALL*, the news round-up that comes out every day, is opening up subscription access to everyone so vendors can sign up. This is curated content for all AALL stakeholders delivered via email every weekday

View the original call notes on the [CRIV blog](#).



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