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The Editor’s Corner

Although the editors didn’t know what it would look like until the very last minute, I hope that readers of our November issue noticed that The CRIV Sheet has switched to a larger font size. The change was prompted by reader comments, as well as by a longstanding concern that our font should more closely match the font size of our parent publication, AALL Spectrum. We hope the new look will prove to be easier to read for both the paper and the online (www.aallnet.org/committee/criv/news/crivsheet.htm) versions of the publication. The downside of the new font is that less copy will fit in each issue. Let us know what you think about the change, and while you’re at it, let us know if you’re reading us in paper or online.

This issue opens with Kincaid Brown’s look at the University of Michigan Law Library’s microfiche checking/refilming project. The project is a classic example of a law library taking a proactive approach to a problem (poor image reproduction) that has haunted libraries for years. As a result of Michigan’s efforts, as well as the efforts of the vendors who are cooperating with Michigan, all libraries will benefit. Laura Orr of the Washington County (Oregon) Law Library also takes a proactive approach to disposing old law books. Prompted by questions from her library’s attorneys, she produced a guide that offers alternatives to simply discarding books to the local landfill.

Next come two fascinating autobiographical pieces by law librarians Dina Dreifuerst and Jesse Holden. Dreifuerst works for a small legal publisher, and Holden, who is relatively new to the world of acquisitions, works in an academic law library. Although their work environments are completely different, these two dedicated professionals share a commitment to provide needed resources to the legal information community. Reading these two profiles will, I think, reinforce the notion that vendors and librarians are not only dependent upon each other, but share much more in common than we sometimes realize.

Next is a listing of the tools available online from the “CRIV Tools” section of the CRIVPage (www.aallnet.org/committee/criv/resources/tools). If you are not familiar with these tools, especially if you are new to acquisitions, you owe yourself a visit to the site because these are truly some of the most helpful resources you will find anywhere. Julie Horst, from the University of California Hastings College Law Library, follows this up with a profile of the International Law Institute—one of those smaller publisher/vendors that often go overlooked in the world of mega-publishers, yet is also an organization that produces products that are obviously needed by a select group of law libraries. Finally, we conclude with some “Notes of Interest” that may have been lost in your inbox.

As always, we are interested in hearing from our readers and from anyone who wants to write an article for a future issue. If you think you might want to contribute, please contact Richard Vaughan (rvaughan@indiana.edu) or Carmen Brigandi (ceb@cwsl.edu).

The CRIV Sheet
Vol. 27 No. 2  February 2005

From the Chair

At the 2005 AALL Annual Meeting in San Antonio, the CRIV and the Fair Business Practices Implementation Task Force plan to co-sponsor a program titled “AALL Guide to Fair Business Practices for Legal Publishers: Where Do We Go From Here?” A panel will provide advice for librarians on how to effectively use the Guide in negotiations with information vendors. The Guide’s future and its continued use by the librarians and the legal publishing community will also be explored.

The Guide was approved by the AALL Executive Board in fall 2002 and follows the Guides for the Law Book Industry, rescinded by the Federal Trade Commission in January 2000. Intended as a tool to help reduce tensions and solve problems arising between librarians and legal publishers, the Guide describes standards for the business practices of publishers to ensure fair and appropriate customer treatment. The Guide is based on five major principles, with sub-principles and supporting comments and examples: 1) Truthful and Accurate Communication; 2) Disclosure; 3) Fair Dealing; 4) Customer Satisfaction; and 5) Product Quality. We encourage legal publishers to evaluate their business practices against these principles and librarians to refer to these principles when communicating with publishers (www.aallnet.org/about/fair_practice_guide.asp).

As CRIV members continue to monitor a number of discussion lists this fall, several examples of issues
The University of Michigan Law Library (UMLL) is more than 90 percent full and has long purchased microfiche in order to conserve its precious shelf-space. Fortunately, microfiche not only conserves space, but it also lasts longer than paper—an added bonus for a research library that wants to keep important legal materials in its collections in perpetuity. Some of this microfiche ends up being a second or third copy of a title. In other cases, we purchase microfiche to replace our paper holdings. The holdings are then discarded if they are not shipped to another library. It is this second case that needs to be attended to—to conserve space, we and other libraries throw out paper copies of materials and replace them with microfiche.

But after going through this process of buying microfiche and sending books to the landfill, we have discovered some problems with the microfiche. These microfiche problems include fuzzy text, light and illegible text, cut-off text on the interior margin, the top third of some pages missing, crossed-out text, squashed bugs covering text, spots and bleed-through, and missing pages and sections. Illegible text is especially widespread in the smaller print of footnotes. This problem is not specific to microfiche; we recently replaced some tattered United States Reports volumes with reprinted paper volumes and found that some text, and a good deal of footnotes, were illegible.

On the one hand, some of these problems—especially bleed-through, water spots, and light text—will exist by the very nature of filming old materials. And most of these problems are confined to pages here and there in scattered volumes. On the other hand, if you are looking for an old three-page case and all you have is the microfiche and one page is illegible, then you will still need to interlibrary loan the case for your patron. The problem is that when libraries replace paper titles with microfiche titles available from single vendors, some important legal material is lost. It is not just text and footnotes that are lost, but microform versions also often excise indexes, advertisements, front-matter, notes, and/or corrections that were in the original paper. This problem will only increase as paper, even if originally kept by a library that purchased the same title in microfiche, disintegrates with time and is discarded in reliance on the microfiche.

In an effort to combat this loss of important legal information, UMLL instituted a fiche-checking process where, to the best of our ability, we check the fiche not just for bibliographic accuracy, but also for readability, cut-off text, and omissions. When we discover problems, we ask the publisher to refilm the problematic volumes, offering UMLL paper volumes for the job. The following is the process UMLL has instituted wherein we try to discover and remedy problems with purchased microfiche.

Microfiche Checking and Refilming at the University of Michigan Law Library

The University of Michigan Law Library (UMLL) is more than 90 percent full and has long purchased microfiche in order to conserve its precious shelf-space. Fortunately, microfiche not only conserves space, but it also lasts longer than paper—an added bonus for a research library that wants to keep important legal materials in its collections in perpetuity. Some of this microfiche ends up being a second or third copy of a title. In other cases, we purchase microfiche to replace our paper holdings. The holdings are then discarded if they are not shipped to another library. It is this second case that needs to be attended to—to conserve space, we and other libraries throw out paper copies of materials and replace them with microfiche.

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How are the fiche checked?
We check fiche volumes, page-by-page, for readability
problems and omissions, making comparisons side-
by-side with paper volumes from the collection.

Are all volumes checked?
All volumes are not checked. If the microfiche set is
fewer than 10 volumes, we check each volume. If the
microfiche set is more than 10 volumes, we check the
first and last volumes—either the last volume of the
title or the last volume received in an ongoing serial—
and 20 percent of the volumes in between. If there
are widespread problems with the first 20 percent of
volumes checked, we will check another 20 percent
before making any final decisions. Even after our quality
checking process, problem volumes will be missed. We
aim to have the problem volumes we find refilmed,
but we also look at the larger picture where widespread
problems with a particular fiche set will cause us to
retain paper we originally planned to replace.

Are all fiche sets checked?
Not all sets are checked. Because of the time
required to check microfiche volumes, we have limited
our fiche-checking process to instances where we are going to discard paper holdings. That way if
problems do appear, we can offer our paper volumes
to the vendor for refilming prior to discarding the
volumes. For titles where we are not going to
withdraw the paper—and not send the fiche through
the fiche-checking process—we add a private note to
the title’s bibliographic record stating that the fiche
should be checked for quality before the paper is
withdrawn. We also do not check the microfiche
of new titles for the collection in the page-by-page
manner because we have no paper volumes to offer
for refilming.

What do you look for?
The two types of problems we look for are content
and quality issues. Content issues are mainly
materials that may have been eliminated in the jump
from paper to microfiche. Generally these materials
are indexes, advertisements, and front matter. The
quality issues with the fiche are any problems that
result in lost content: spots, cut-off pages, faintness
of text, or blurriness. Not every little spot is taken
into account; we look for problems large enough to
make portions of a fiche volume unusable for
research purposes. Little spots, lines, and smudges
come with the territory of filming aging paper texts
and are not what we focus on.

Who checks the microfiche for quality?
Due to the monotonous and rote nature of fiche
checking, we hire students to perform the actual fiche
checking itself. Students hired to check the microfiche
for quality purposes are trained in the process and in
what to look for. The students are given a list of things
to look for on the fiche itself as well as in comparison
to the paper volumes the library holds; they then print
problem pages from the microfiche. If problems are
widespread with a given title, example pages only are
printed with notes of other volumes, microfiche cards,
or pages where the same problems occur.

Which vendors have refilmed problem microfiche
for UMLL?
The William S. Hein Company has refilmed some
problem volumes of the Boston University Law
Review, Michigan Law Review, and Indiana Law
Journal. The Law Library Microform Consortium
(LLMC) has refilmed some state and federal court
reports, including Dallas’ Reports. We also notify
LLMC when its fiche sets lack later volumes that we
hold, and we lend our volumes to LLMC to complete
the filming of the set.

How did you make arrangements with the vendors?
Because of the library’s informal relationship with
LLMC and Jerry Dupont, LLMC executive director,
we set up the refilming arrangements with LLMC first.
During one of his visits to the library, we met with
Dupont, explained what we were doing, and arranged
to let LLMC know of our refilming requests through
either a conversation with Dupont or via a letter to
LLMC in Hawaii. For our arrangement with Hein, the
library director sent a formal letter to Hein listing the
volumes that would need to be refilmed. Hein then
followed up with the request, and we went from there.

Do all vendors need to have the volumes sent to them?
Not all vendors need to have the volumes sent to
them for refilming. Hein did not need volumes sent
from UMLL because it has extensive law review
holdings. For LLMC titles, we send the volumes to be
refilmed at the time of discovery, charging them to
LLMC, much as we do for interlibrary loan purposes.

Have vendors been receptive to requests for refilming?
Both Hein and LLMC have been receptive to refilming
requests. It is good customer service practice for the
vendors to remedy problematic microfiche volumes,
especially when they will be able to upgrade the
quality of their microfiche stock for future purchasing
libraries. When we contact the vendors regarding
problem volumes, we include printed pages showing
examples of the problems we encounter. When we
mentioned our process to Dupont, he expressed that
he hoped all libraries would check LLMC microfiche
for quality because his staff was too small to be
able to check the fiche in the exacting way necessary
to protect against lost legal information.

How long does the process take?
The length of process varies depending on the
fluctuation of other ongoing projects at UMLL. From the date we mail the letter—and volumes in the case of LLMC titles—we give the vendor four months to send out the refilmed fiche. After four months, we claim the replacement microfiche from the vendor. Thus far, we have tackled smaller sets and the larger sets where only a few volumes needed refilming. It is possible that we will need to allow more time in the future where large numbers of volumes need to be refilmed.

Laura Orr
Washington County Law Library, Hillsboro, Oregon

A Guide to Disposing Used Law Books

Author’s Note: I prepared this guide for our attorneys who often ask our advice on how to dispose of their book collections. It was compiled with contributions from many of our law librarian colleagues, so feel free to adapt it for your own use without attribution to me.

Is your library moving? Are you downsizing your law book collection? Are you having a good old clear out? If your answer is yes to any of these questions, try to find a home for those law books rather than recycling or contributing them to a landfill. Here are some of your options:

Local Possibilities

- Ask your lawyer friends, especially new lawyers, or ones who are just setting up new private practices.
- Ask your local law librarian. For example, just about every county in Oregon has a law library manager or librarian who can help get the word out, post a free-books notice, or suggest possible recipients.
- Do you belong to any local or statewide lawyer association special interest groups? Send a message to other members through the discussion forum. There is almost always someone who will want your books, come and pick them up, and treasure them. (Throw into the deal that last kitten, puppy, or fruitcake while you’re at it.)
- Does your legal assistant belong to a local paralegal or similar association? Ask if a notice could be sent to his or her discussion forum. (Caveat: Be careful if giving certain books to non-attorney legal workers. Not all understand the concept of superseded. I never, ever give superseded statutes or treatises to lay people unless I know them well.)
- Some law books might bring a good return to your public library’s “Friends of the Library” book sales. Ask your local public librarian to recommend a Friends contact.
- Call your local second-hand bookstores and ask if they buy law books. (Save yourself any book lugging: tell your children they can keep the money or credit if they haul the books to the bookstore.)
- Consider bulletin boards—the old-fashioned corkboard kind. Post a notice to a bulletin board in the courthouse, the office, the local coffee shop, the grocery store, or wherever else there is a public bulletin board. Some public libraries have them for public use.
- Look in your neighborhood newspaper or contact someone on your neighborhood association’s board who can send an e-mail out to other members.
- How about local restaurants, with or without a legal or book theme? Books look good on shelves, and some restaurants use them for atmosphere. The books also help muffle noise, and heaven knows restaurants are too noisy nowadays.
- Your local community-access TV station may be able to use them on a news or interview set. (They don’t even have to be complete sets—take a look at most law book displays used on TV—very sad.)
- New and second-hand independent furniture or antique stores might also want the books for sale or for show. Consider contacting office furniture showrooms or car dealers, too, if you are extremely determined to find a home for the books.
- List them on freecycle.com, but only if you’re willing to give the books away. (Not every city has a freecycle.com network.)

Arts and Crafts

- Make a lamp out of those clean hardbound used books. Instructions can be found at various Web locations. We especially liked the ones at www.diynet.com.
Do you know anyone active in a local theater group or school drama club? The theater’s prop room might be happy to keep the books in stock. Large theater groups might also be interested.

Do you know any interior decorators? You’d be surprised how many people pay big money to have law books on their shelves. And they won’t even care if it’s not a complete set.

Schools and community centers: local K-12 schools or specialized arts or crafts schools or community centers that hold art classes. Have you heard of the new art form called Altered Books? It’s a way to recycle a book by turning it into something else—art.

Used Book Dealers
Here is my current list of used law book dealers or contacts. (These are mostly small businesses; their Web and e-mail addresses can change with little notice.)

- Claitors: www.claitors.com
- Law Booksellers: www.xs4all.nl/~kloof/lawdeal.html#USA

Online and Worldwide
- eBay (www.ebay.com): sell direct or through a third party drop-off store for those who don’t want to deal directly with eBay. For example, here in Portland we have the Bid Brothers (www.bidbrothers.com). There are many of these types of stores around the country.
- International associations, such as Asia Foundation: this method works best for very large collections. Check for a Web site or look in the Encyclopedia of Associations/Associations Unlimited at your local public library and then contact the organization directly.

Are You Saying that because it’s True or because You’re a Vendor?

Ouch. Welcome to life on the dark side.

How exactly did I end up here anyway? As an undergrad at Rice University, I pursued a degree in legal studies, the result of a lifelong fascination with the law. However, before pouring three years of my life and thousands of dollars into a law degree, I thought it might be a good idea to spend some time in a law firm in order to better understand what it is that lawyers actually do, which led to a part-time position as a library assistant in a Houston firm. It didn’t take me long to realize that lawyering was not for me, but law librarianship was a viable and promising career option. Not bad for someone who had been surprised to discover that law firms had libraries.

After finishing my BA and working as a legal assistant for a few years, I entered the University of Texas’ MLIS program. I graduated in 1995 and returned to Houston and my dream job: solo librarian for a litigation boutique. The associate assigned to set up the library had managed to build a basic collection before I arrived, but there were significant gaps and little logic in its organization. I spent the next eight years at Clements O’Neill building and cataloging the collection, adding and eliminating print and electronic content, educating attorneys and staff in the finer points of legal and business research, fielding off-the-wall and downright impossible reference requests, and forging relationships with the representatives of a shrinking number of information vendors. All pretty standard fare for a firm librarian.

I joined the Houston Area Law Librarians as a student and was soon recruited to serve as chair of the Vendor Relations Committee, which entailed organizing Brown Bag Lunches with representatives of legal publishers large and small and writing a regular column in the newsletter about industry trends and specific issues. If I had to point to a single event to blame/credit for my current career path, that would be it. As Vendor Relations Committee chair, I gained a great deal of insight into the legal industry. I also had the opportunity to witness the development and growth of the librarian relations groups at Lexis, West, and PLI, to name a few of the “early adopters.” From the beginning, I applauded the trend of legal vendors hiring “real live” librarians to serve as liaisons with the law library community. After all, who else really understands the law librarian’s unique role in an organization and how our needs differ from those of a vendor’s other customers—even other
librarians? It was also a career path I found intriguing on a personal level, and I seriously considered a few opportunities to join existing groups at the larger vendors. However, my personal circumstances were incompatible with the requirements for those positions.

Besides, I’ve always been a bit of a maverick, which is how I ended up knocking on the door of Jones McClure Publishing early last year with the novel idea of creating a librarian relations position for them. I respected Jones McClure for the quality of its publications and admired its quirky nature (check out the employment link on our Web site at www.jonesmcclure.com/employment.asp). Fortunately for me, the company was receptive to my suggestion, mainly because I had many ideas for increasing librarians’ awareness of our federal publications outside of Texas, which would theoretically translate into increased sales of said titles. Because most of our publications are Texas-specific, and because we’ve been around for less than 20 years, Jones McClure is not well known outside its home state. I saw an opportunity to introduce my former colleagues around the nation to a strong, independent publisher of high-quality law books.

So, what do I do as the librarian relations manager for Jones McClure Publishing? In many ways, my job description is similar to those of my counterparts, although on a much smaller scale—consistent with the comparative size of our respective employers. Here at Jones McClure I often serve as the official librarian sounding board, like when someone has a new idea to package related titles together and offer them to our customers, big and small. “Dina, do you think this is something that will appeal to librarians?” If I’m not sure of the answer to that question, I’ll pick up the phone and ask a few librarian buddies for their thoughts. I also research existing products in specific areas of the law as we ponder new titles to publish. My input is a valued and crucial component in our product development cycle, and I’d like to think it helps improve the quality of our offerings.

However, while my contributions in those areas are important, my primary responsibility is to serve as the public face of Jones McClure in the law library community. So far, the only travel requirements for this position involve staffing an exhibit booth at the Special Library Association and AALL Annual Meetings, where I and my cohort find our efforts dwarfed by the elaborate displays and impressive staff fielded by larger and more well-known vendors. Yes, we still encounter law librarians who have never heard of us or have only a passing familiarity with the titles we publish, although that number has dwindled since I came on board last year.

So, you may ask, what’s it like to do this job for Jones McClure Publishing? Jones McClure is still a small and fairly young company, with about 50 employees and a casual dress code. I operate independently within the company, report directly to the business manager and the president, and find strong support for most of my promotional ideas. Some law-lib subscribers out there may remember my National Library Week Trivia Contest last year, which succeeded in increasing awareness of our company and may have actually helped sell a few books to boot. My biggest responsibility is getting us to the librarian conferences, talking to librarians there, and following up with them afterwards. I also work closely with our sales department and serve as a liaison for key accounts. If a librarian has a question for Jones McClure but doesn’t know who can answer it, I’m happy to help. After eight years as a solo, I’m accustomed to being the only one in the organization who does what I do, and I still enjoy the flexibility that comes with a unique role.

Do I still think of myself as a law librarian? Yes and no. While I am occasionally asked by a legal editor to assist with traditional legal research, I can in no way be described as the librarian for Jones McClure Publishing. I have no responsibility for maintaining our small collection of print materials; I do not negotiate contracts for access to online resources or keep track of users’ passwords. I don’t even see the bills … hallelujah! At the same time, working for what so many affectionately refer to as the dark side does not alter the fact that I am a degreed librarian, nor does it erase my 12 years of experience in the legal profession—eight of them as a firm librarian. While an organizational chart would place my position in or near the marketing department, I don’t sell books, either, although I do enjoy talking with librarians about why they might want to purchase our titles.

In fact, in order to succeed in helping Jones McClure market products to law librarians and increase its small share of your budgets, I must remain in touch with my “inner librarian,” as it were. When I talk with a firm librarian about, say, the advantages of O’Connor’s Federal Rules, Civil Trials, I draw from my own experience as a firm librarian, and I talk about the features that appealed to me and the attorneys at my old firm. When asked to weigh in on a new product idea, I put on my “librarian hat” and speak candidly about how I might have responded to such an offering if it were to come across my former desk.

And yet I am no longer a librarian by profession. I’m a vendor representative. As the only Jones McClure employee most of you know or will likely have a chance to meet in the near future, I remain keenly aware of the impact of any public remarks I might
make. I work for a company that sells products to your organizations. So I join various law librarian organizations, but cannot hold office. I monitor numerous librarian e-mail lists, but rarely respond to posts. Unless you’re looking for one of our books, I can’t help you with your ILL request, and I am not about to wade into any of the discussions of our competitors’ products, pricing, or practices.

Do I miss being a firm librarian? Again, the answer is yes and no. I really loved challenging research requests, particularly the kind that started with, “I’ve looked everywhere [read: Google] and can’t find this, I’ll bet you can’t either.” At least that’s much better than the “What do you mean, you can’t find it?!?” variety. But there are things I don’t miss, like budget battles and some of the technical services aspects of my old job. And, while there’s nothing quite like the adrenaline surge of “Drop everything! The hearing starts in half an hour!,” I have adapted well to the less-frenetic pace of legal publishing and corporate life in general. Yes, we have crunch times, too, but they are more predictable. I do miss being able to participate more fully in the local and national librarian organizations, but there are still some leadership opportunities open to vendor reps like me. The best part is getting to build and strengthen librarian-vendor relationships—only now I do it from the other side of the fence. A year and a half later, I’m happy to report that working on the dark side is not so bad after all.

Professional Shoppers Acquire Within

“So you buy books?”

I was talking to a distant in-law who happened to be a lawyer. She was thrilled that I worked in a law library, but I was having difficulty explaining what exactly I do for a living.

“Well,” I said slowly, “kind of. But I work with budgets, too.”

“Oh,” she said excitedly, “you mean like an accountant.”

“Yeah, I guess ...”

Later in the car, my wife turned to me and said shortly, “You are not an accountant. You set the long-term acquisitions policy for the library and establish procedures to put that strategy into action.”

The truth is, I still struggle sometimes to explain what exactly it is I do. Acquisitions is a funny kind of job, an assortment of several related functions, but not obviously so in all cases. My wife was right, but even such a succinct and accurate description misses the essence of acquisitions work. I have, therefore, crafted different ways to illustrate what exactly I do.

Alchemist. I always imagine libraries as dusty stacks and ancient tomes locked away in a stone keep. I know better, of course, but I like to think of these great stores of knowledge as a kind of lost treasure. I was surprised (though admittedly pleased) to find that the acquisitions librarian is still shrouded in ambiguity. The acquisitions librarian is a modern alchemist turning gold into knowledge (instead of the other way around) and tends to be misunderstood, even by other librarians. The heavy use of budgetary formulas and compilations of spreadsheets has ensured a certain lack of interest in the actual day-to-day magic of acquisitions.

Detective. Sitting at my desk, rifling through a list of claims or cancellations under the too-white light of my desk lamp, I sometimes feel like a noir investigator on a tough case. I have what amounts to a pretty good collection of evidence for an endless amount of mysteries, and they just keep coming in: e-mail inquiries, phone requests, and print-outs in my mailbox. I sift through scraps, notes, invoices, and letters, trying to piece accounts back together. Or I try to find a trail that leads to a special issue of a foreign periodical. Or I try to reconstruct just what went wrong in the last monograph order. When one of these puzzles is solved, I move on to the next challenge. It’s a job where solving the mystery can be its own reward.

Merchant. Many people, even librarians, are uncomfortable about the business end of the library. Too bad, really, because the purchase or licensing of resources is one of the most interesting parts of librarianship. Especially in a networked world, a dazzling marketplace of informational and cultural materials is available and ever-expanding. To an acquisitions professional, as a kind of trader in information goods, this giant bazaar of resources keeps everything interesting. Whether I’m doing an out-of-print search through the labyrinthine Internet used book market or sitting down with a vendor representative just in from Amsterdam, it’s one of the thrilling aspects of library work.
I do not know if such allegorical representations of my job would increase people’s understanding of what I do. In fact, I have never really used these definitions when explaining my job to other people. In the end, I like my wife’s definition best. I actually tried to use it recently at an evening class I was taking. I was telling a small group of people what I did as an acquisitions librarian: “I oversee the long term strategic planning for the acquisitions of library materials.” One of the women chuckled. “Oh,” she said, not bothering to hide her amusement, “so you buy books.”

**CRIV Tools**

*Assistant Editor’s Note: The CRIV Tools are in the process of being updated under the leadership of CRIV Tools Subcommittee Chair Tom Gaylord. Meanwhile, the tools you can use now are available at www.aallnet.org/committee/criv/resources/tools.*

**Checklist for the Negotiation of Internet Subscriptions**—A sampling of issues that should be addressed in the negotiation of Internet subscriptions from legal and law-related publishers.

**Dealing with Telemarketers**—Acquisitions librarians often receive unwelcome telephone solicitations from publishers’ telemarketing representatives. Here you will find a brief summary of the legal and trade guidelines on this topic.

**Divested Titles List**—As law publishers have merged over the past decade and titles were divested from one to another, it is increasingly difficult to keep track of who publishes what. Here is a consolidated list to help you identify the current publisher of a title whose original publisher has ceased to exist.

**Getting Results from Customer Service**—Useful guidelines to follow when working with vendor customer service representatives to resolve problems.

**Glossary of Publishing Terms**—A handy guide to assist acquisitions/collection development librarians who are new to the profession or for anyone unfamiliar with the terminology of legal information vendors.

**Legal Publishers List**—List of corporate affiliations that trace the current lines of ownership in the U.S. legal publishing industry. It was developed and maintained by Rob Richards at the University of Colorado through December 2001 and is now maintained by Jan Anderson of the Georgetown University Law Library.

**Making the Best Use of the Exhibit Hall**—Tips on how to get the most of the Annual Meeting exhibit hall.

**Sample Letters to Law Library Vendors**—Several ready-to-use letters that will cover most routine problems with information vendors.

**Sample Publisher Log**—Keep a record of steps taken to resolve disputes.

**Vendor Contact Information Grids**—List of legal information vendors providing contact information, including street addresses, phone numbers, e-mail addresses, customer service and copyright contacts, and much more.
The International Law Institute (ILI) publishes and distributes books on transnational litigation, international trade, international dispute resolution, foreign legal systems, the legal and financial aspects of economic development, and U.S. law. In addition to its publishing business, ILI is well-known for its educational programs and advising activities.

ILI is an independent, non-profit organization that did not start out as a publishing company. In 1955, two institutes were founded—one at Georgetown University Law Center in Washington, D.C., and the other at Johannes Goethe University in Frankfurt, Germany. These two educational institutes were founded on a mission to facilitate business and trade through ties between America and Europe by sharing scholarly work and academic exchanges.

ILI has developed through the years by providing training for professionals of both public and private sectors in fundamentals, such as good government, stable legal and judicial systems, functioning capital markets with sound financial institutions, and capable administration. This training and education, along with advising governments and international private entities, combines with publishing to form the three pillars of ILI’s activities.

In the spirit of addressing the challenges faced by the international community through these three pillars, ILI has set up regional centers around the globe. Currently, there are centers in Kampala, Uganda (Africa Centre for Legal Excellence); Abuja, Nigeria (African Development Law Institute); and Cairo, Egypt (Middle East Development Law Institute). ILI is also looking to start up centers in South/Central America and Asia.

ILI’s first publishing project, in 1985, was the multi-volume set titled *International Judicial Assistance*, an authoritative work on transnational litigation often cited by the U.S. Supreme Court and in scholarly publications. The author of the two Civil and Commercial volumes, Bruno Ristau, was the director for the Office of Foreign Litigation, Civil Division of the U.S. Department of Justice, for almost 20 years. Completing the multi-volume set are five Criminal volumes written by Michael Abbell, who was director for the Office of International Affairs in the Criminal Division of the U.S. Department of Justice.

A more recent publication is the reinstated annual *Digest of United States Practice in International Law*. Recognized as one of the most important publications in the international law community, the *Digest* reports on international legal events during the year in review. The *Digest* ceased publication in 1989 but is now back in publication with annual editions for 2000, 2001, and 2002. Additional volumes to fill the 10-year gap from 1989-1999 are in the works. The first of these, for the years 1989-1990, is already available, and volumes for 1991-1999 are in progress. The editors are Sally Cummins and David Stewart of the Office of the Legal Adviser of the U.S. Department of State.

In addition to publishing books, ILI also distributes a number of books in the interest of providing their customers with a broader selection of publications. The most notable publications distributed by the institute are bilingual legal and business dictionaries, particularly Faruqi’s *English-Arabic/Arabic-English Law Dictionaries* (two volumes) and Noronha’s *English-Portuguese/Portuguese-English Legal Dictionary* (one volume).

As of this writing, there is no news yet as to who will take the place of Peter Whitten, who has been director of publishing at ILI for the past 20 years. Lauren Boucher, the publications manager at the institute and Whitten’s assistant for the past four years, is currently the person to contact regarding publications.

**Contact ILI:**
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**BNA Debuts New Customer Records and Billing System**

In mid-November 2004, The Bureau of National Affairs Inc. (BNA) began a phased implementation of a new system to handle customer records and billing. In the first phase, BNA migrated a group of its largest law firm accounts to the new system, which uses Unison software from Global Turnkey Systems Inc. (GTS). Restricting initial use of the system to a limited number of customers was a deliberate decision by BNA. The law firm accounts allowed the system to be used to its full capabilities, yet the small number of accounts migrated ensured that any glitches could be fixed by BNA without disruption to customers. In 2005, BNA's remaining customers will be migrated to the new system, again in phases throughout the year.

BNA's business system project has been a multi-year, interdepartmental effort that began with an extensive review of the company's billing requirements, including discussion and input from numerous law librarians about what they liked and didn't like about BNA's billing. An extensive review of software vendors was conducted, and, after GTS was chosen, the company spent more than two years modifying the software to meet BNA-specific requirements and testing the software intensively. Training on the new system was provided to BNA's legal solutions consultants, who are assigned to the law firms migrated to the new system so that they can offer direct assistance as needed. BNA's customer service representatives have also been fully trained on the new system. All customers, before they are migrated to the system, will receive a letter explaining the new system and a specially designed brochure outlining the changes to invoices and statements that are being made under the new system.

This new business system represents a significant investment for BNA, one that the company feels is necessary to avoid damaging its ability to remain a successful, independent, employee-owned publisher. From the inception of the project, a guiding principle has been, “first, do no harm.” The project has proceeded deliberately and cautiously, so as to ensure that no major disruption is felt by BNA's customers. This principle is not new for BNA; in fact, an earlier effort at implementing a new business system was halted just before it went live, based on BNA's judgment that the system would not support its customers properly.

BNA appreciates the opportunity afforded by the CRIV to make customers aware of this new system. Anyone with questions can contact Cynthia Bolbach, BNA vice president and corporate secretary who has headed the business system project, at 202/452-4580 or by e-mail at cbolbach@bna.com.

**New Legal Periodical Blog**

John Doyle, of the Washington and Lee University School of Law Library, has started a blog devoted to the subject of legal periodicals (http://bloggery.wlu.edu/lawrevs). “The primary purpose for the blog is to keep a record of changes to the Most-cited Legal Periodicals List at http://law.wlu.edu/library/research/lawrevs/mostcited.asp (the blog can also be accessed from that site by clicking on “Update-Blog”),” Doyle said. “I try to keep up with changes to about 1,000 legal periodical titles, and it may be useful to others to have a record of new titles added, titles that have ceased and been deleted, or title changes.”

Doyle has also, “found it fun to add some entries on recent articles that I’ve read concerning legal periodicals and various observations about searching legal periodicals,” he said. “For example, methodological problems in counting the number of articles a journal publishes (for impact factor data) when indexes fail to index issues (such as Index to Legal Periodicals failing to index any of volume 50 (1998) of the Florida Law Review; unexpected (to me) results in Westlaw when searching with consecutive ‘+n’ connectors; and a small study on the correlation between library holdings and journal ranking. I don’t expect this blog to be highly active, just a few entries each month.”

Doyle is happy to have others contribute. “If you have a need to publish, but if, like me, you get thoughts along the way that seem worth preserving but that hardly justify an article, a blog may be for you,” he said. “Anyone can send me an e-mail (doylej@wlu.edu) requesting a password to the blog, or else just e-mail a note to me and I’ll add it.”

**Hein no Longer Fulfilling Thomson West Standing Order Titles**

The William S. Hein Company announced in late October that it will no longer be able to provide customers with standing orders of titles published by Thomson West. Hein will continue to provide customers with Thomson West monographs. Kevin Marmion, president of Hein, noted that the two companies are working together closely “to make sure
this transition is as simple as possible.” In his October 27 e-mail to customers, Marmion explained:

This decision was not made without considerable thought. The majority of these standing orders were placed with our company prior to that publisher’s acquisition by Thomson West. (For example, Clark Boardman, KLIN Companies, along with other Thomson West acquisitions.) At the time that service was offered, these publishers provided a standing order discount to agents and were willing to drop ship the material directly from their warehouse to your library. During those times your library received the same timely shipment at the same price as if you ordered directly from the publisher itself.

Today, Thomson West no longer offers a trade discount to vendors on standing orders and will not drop ship materials to libraries on our behalf. Consequently, all the standing order material has to be brought into our facility in Buffalo, New York, checked, repackaged, and reshipped to your library, adding a delay in service as well as the necessity to charge additional service costs to fulfill these books to your library. In these times of tight budgets, we can no longer justify providing this service and feel your library would be better served by receiving this material directly from Thomson West. We are confident many of you already have a relationship with Thomson West and are receiving shipments and a monthly invoice from them already. Your best interests are always our primary concern.

Our staff has been in communication with Thomson West to make sure this transition is as simple as possible and have provided this same list to Thomson West to assure a smooth transition on November 1. Thomson West will provide you with uninterrupted standing order service. Your Thomson West representative has been informed of this decision and can assist you in updating the purchase order number if necessary. If you have any questions concerning these updates prior to the November 1, 2004, transfer, please feel free to contact our customer service department at 800/828-7571 or our customer service director, Rudy Hein, at r_hein@wshein.com or call 800/828-7571, ext. 130. You should have already received a list of your standing order titles that are affected by this decision. If you have not received your list of standing order titles or if you would like a complete list of the titles affected, please e-mail us at customerservice@wshein.com and we will gladly provide that information for you.

Oceana Ends SOLT Program

Oceana Publications Inc. has decided to end its long standing SOLT (Standing Order Legal Texts) program. The program’s official end date was December 31, 2004. SOLT supplied participating libraries with new titles at a reduced price, unless the library advised the publisher that it did not want one of the announced titles.

Laurence Selby, Oceana vice president for product development and sales/marketing, notified current SOLT customers of the program’s demise in early October. In his announcement Selby noted, “not enough of your librarian colleagues participated in the program in recent years to make it a success. Oceana contemplated several possibilities for maintaining the program. In the end, however, we chose not to insist on the type of obligations from you that would make the program economically feasible to us. Oceana takes pride in being one of the last independently owned and operated publishing firms and is intent on maintaining its reputation for being attuned to customer trends, needs, and satisfaction.”