The CRIV Sheet
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Editor's Corner

This issue of The CRIV Sheet begins with three articles on the theme of budget cuts and budget redistributions. First we have “Confessions of a Serial Killer” (don’t you love the title?) from our past CRIV Sheet Editor Dick Vaughan, giving the subject an academic twist. Next we have an article from Charley Dyer (we managed to get something out of him after retirement), with a description on how to analyze materials for possible cuts and how to understand the ramifications of certain cuts from the public library point of view. The last article on this subject comes from Patricia Barbone, who lays out the results of an informal survey put to private firms on future budget expectations and restraints.

Next we have a reprint of an article by Julienne Grant that first appeared in the summer 2005 issue of CALL Bulletin. Reprinting an article from another publication is not a practice of The CRIV Sheet, but we felt that it deserved the wider audience of our newsletter. It covers the Chicago Association of Law Libraries’ (CALL) mini site visit to CCH last spring. The CRIV Sheet is a perfect venue for this information to get widespread coverage, and the topic was right on point.

Following the CALL mini visit we have an article on Shibboleth Authentication—something we may all get to know intimately in the future. Tracy Thompson, CRIV Sheet assistant editor, provides insight on what it is, why we need it, how it works, and how it will someday happen in all libraries that offer online resources to diversified patrons.

Finally in the vendors’ corner, we have an article by Dick Spinelli from William S. Hein Company describing the HeinOnline Legal Classics Library. Dick tells us how the titles are selected and how this product differs from Thomson Gale’s Making of Modern Law collection.

From the Chair

As I finish writing this column a day or two before Thanksgiving, it has yet to begin snowing in Virginia. As fall comes to a close, however, I realize it has been a very busy six months for the CRIV.

The CRIV Publisher Communication Subcommittee fielded several requests for assistance from AALL members since the last issue of The CRIV Sheet was published in November. We worked with publishers regarding numbering and labeling of supplements, billing and invoice issues, and overall library relations strategies. Many of these issues are ongoing, and we continue to advocate on behalf of AALL members. While we do monitor postings to lists and blogs regarding vendor issues, I encourage you to contact us directly when problems arise.

CRIV works with the AALL Fair Business Practices Implementation Task Force to integrate the AALL Guide to Fair Business Practices for Legal Publishers into the CRIV’s interactions with vendors, as well as to promote and publicize the Guide. To that end, the CRIV has constructed a new workflow for you to follow when requesting assistance from the CRIV. This revised workflow incorporates principles listed in the Guide. Further information regarding this topic is available on the CRIVPage at www.aallnet.org/committee/criv/publisher_communication/index.htm.

The CRIV Annual Meeting/Education Subcommittee submitted several program proposals for St. Louis. One was accepted by the AALL Annual Meeting Program Committee. The CRIV will sponsor “Legal Publishers and Business Practices: AALL’s Ongoing Role in Monitoring the Information Industry.” We will pull together the chairs of the CRIV, Fair Business Practices Implementation Task Force, Vendor Relations Task Force, former Licensing Principles for Electronic Resources Special Committee, and Project COUNTER to update members on their activities and respond to questions regarding their work.

On a final note, CRIV conducted a productive and positive site visit to the LexisNexis offices in Dayton, Ohio, in November. The committee drafted its report in December and will release the final version early this year. We thank all of you who submitted questions and issues for discussion. All were brought before the representatives from LexisNexis, and an ongoing process has begun to address those issues that could not be resolved during the site visit. The CRIV looks forward to continuing to work with LexisNexis on your behalf. Please contact the CRIV if additional issues or questions have arisen since the site visit. The CRIV is planning additional site visits, as well as reverse site visits, for the spring of 2006. Look for further announcements regarding these and other CRIV initiatives this spring.
Confessions of a Serial Killer: The Nitty Gritty of Cancelling Legal Continuations

Every acquisitions or serials librarian is familiar with the process of ordering new materials for his or her library. It is what we do. No doubt each library has a few different wrinkles in the process, but I suspect we all pretty much carry out a similar group of tasks that result in the desired title appearing in our library. When times are good, we generally order more than when times are bad. When times are really bad, we might order very little. And when times are really, really bad, we might actually start canceling titles.

Like ordering, canceling can be a relatively routine process. Depending on how your library is organized, you might be the one making the decision to cancel a title or you might be the one told to make sure the cancellation is carried out. Regardless of who makes the decision as to what needs to be cancelled, ensuring that a basic cancellation is implemented requires contacting the vendor/publisher, followed by updating appropriate library records. If all goes smoothly, the title will stop arriving at an anticipated date and no further action will be required.

Even when things don’t go smoothly, canceling one or two titles is usually a pretty manageable task. When a major weeding project forces a library to cancel dozens of titles at a time, however, things tend to get a little more complicated. For instance, the author of this article was recently given the task to cancel dozens of titles at a time, however, things tend to get a little more complicated. Regardless of who makes the decision as to what needs to be cancelled, ensuring that a basic cancellation is implemented requires contacting the vendor/publisher, followed by updating appropriate library records. If all goes smoothly, the title will stop arriving at an anticipated date and no further action will be required.

Confession #1: I Didn’t Realize that Speed Matters

Once the decision has been made to cancel a title, determine how important it is for the cancellation to be activated immediately. If the purpose of the cancellation is financial, the entire process should be sped up. Contact the vendor by phone and initiate the cancellation as quickly as you can. In these situations, stopping all future payments becomes priority no. 1; the housekeeping of paperwork and recordkeeping can be taken care of after the cancellation has been confirmed.

If, on the other hand, speed is not crucial (for instance, when an annual payment has already been made and it is unlikely a refund will be offered), you may decide that it is easier to compile a list of titles being cancelled with a particular vendor, and you should send the list to the vendor via mail or e-mail. Although slower, this assures you of having a paper trail of the transactions—something that can be crucial should problems arise later.

Confession #2: I Didn’t Realize that a Subscription Can’t Always be Cancelled Immediately

Determine if the publication is a subscription-based title (usually paid in advance). If you have already paid for the title, you will need to decide if you want to, or can, stop receiving updates immediately. Some vendors cannot end a subscription until the subscription renewal date. If that is the case, you will need to decide what you are going to do with the updates that arrive after you have decided to cancel the title—do you continue to shelf them or do you discard them? If you keep on shelving them, you will need to institute some sort of procedure that will ensure that the title is closed when the last supplement is received. If, however, the vendor
allow you to cancel the subscription immediately, you need to find out if you are entitled to a refund (partial or full).

Confession #3: I Forgot Who I Talked to, When I Talked to Them, and What They Said

Regardless of how and when you contact the vendor, keep a copy of all correspondence and a record of all conversations. If you are canceling multiple titles from a single vendor, contact the vendor and talk to him or her about the best way to ensure that the cancellations are activated. Developing a relationship with an individual representative can prove to be much more effective than working with several different representatives. If you have a local/regional field representative, contact him or her as the process starts and see if he or she is willing to serve as an emissary between you and the vendor office that actually enters the cancellation.

Not only is it helpful to keep a record about who, when, and what was said, consider keeping a record that documents each step in the cancellation process. A cancellation form that lists important information for each cancelled title can prove to be extremely helpful as the process unfolds. Information listed on the form might include some of the following:

- Title name
- Internal title record number
- Number of copies the library owns (prior to cancellation)
- Number of copies being cancelled
- Purchase order number of the copy being cancelled
- Date last paid and invoice number
- Cost for this title in the last fiscal year
- Vendor name/vendor account number
- Vendor title number
- Date vendor contacted
- Date vendor confirmed cancellation
- Name of vendor representative that confirmed the cancellation
- Date(s) appropriate records (POs, Online Catalog, etc.) updated
- Date(s) appropriate people (faculty, attorneys, library staff, etc.) notified of the cancellation
- Action needed after the cancellation has take place.

While this information may not seem important at the start of the process, by the time you are done, you will appreciate having all of this information in one handy location for each cancelled title.

Confession #4: Of Course I Checked it in, There was Nothing to Tell Me not To

Inevitably, just when you think you have a continuation cancelled, a new part will arrive and be checked in by the library. To avoid this, you must insert appropriate notations in your online catalog or check-in system. This may take the form of a simple note, or your system may provide a way of closing out the record so nothing new can be checked in.

Be aware that the pipeline between vendor and library can be long and winding. If you cancel a title on day one, and an update for that title arrives on day 15, you need to determine if it was shipped prior to day one. If it was, you may be obligated to pay for the supplement. A good general rule that helps to keep the process moving along is to agree to pay for any supplements shipped before the cancellation date. Still there may be times when you want to attempt to return a supplement, even if it was shipped prior to the cancellation date. These returns will require working with the individual vendors in question.

In the same way you want to avoid receiving materials you cancelled, you want to avoid paying for materials that have been cancelled. This is particularly important when it comes to periodical subscriptions. The last thing you want to do is go through the process of canceling a periodical and then end up paying a renewal invoice. Thus, make sure that your order records alert the person in charge of paying invoices that the title has been cancelled.

Confession #5: I Didn’t Realize We Were Canceling Multiple Copies

Canceling one title can be hard enough; canceling multiple copies can increase your problems, if you are not careful. Don’t make assumptions about the other copies being cancelled: don’t assume they are purchased from the same vendor, don’t assume they are shelved in the same area of the library, and don’t assume you will treat the back run exactly the same (you may decide to discard one set and keep another). It is often easier, in the long run, to treat cancellations of multiple copies as two separate cancellations.

Confession #6: It Never Occurred to Me that Anyone Would Ask about the Cancellations Once They Were Cancelled

Inevitably, upon canceling a group of continuations, someone will start asking questions. “What titles did you cancel?” “Why did you cancel that title?” “How much money did you save by canceling those titles?” Be ready for these questions, and have the answers before the questions are asked.

Use your cancellation form (Confession #3) to keep a record of these types of issues as the project proceeds. Once the project is completed, produce a report (even if it is not asked for) that gives a statistical and financial snapshot of the project, as well a list of all titles cancelled.
Confession #7: Yes, I Cancelled that Title, but it Just Keeps Coming

One of the problems with canceling something that arrives during a period of time is that it is hard to confirm that it is truly cancelled. Often, all signs will indicate that you have successfully cancelled a title, but suddenly a supplement (issue, release, volume, etc.) arrives. When this happens, it is crucial that you be able to look back on your records to find out when the vendor confirmed the cancellation.

If you kept good records of the cancellation, you’ll be able to report to the vendor the date and name of the person who confirmed the cancellation when it was originally cancelled. If you don’t have those records, you’ll need to decide what to do. Keep the supplement and try to cancel the subscription again? Contact the vendor and try to cancel the subscription by phone and return the supplement? Discard the supplement because you already treated the title as cancelled and pay for it, even though you are not adding it to the collection? These are just a few of the questions that you’ll ask yourself.

The Verdict

The confessions of this particular serial killer may or may not be admissible in a court of law. What can be said for sure is that this particular killer made some rookie mistakes, mistakes that made the process more time consuming, more complicated, and probably more expensive. What do the mistakes all have in common? Well, in the words of the prison warden in Cool Hand Luke, “What we have here is a failure to communicate.”

The key to successfully canceling serial titles, especially large numbers of serial titles, is to make sure you communicate with everyone involved, every step of the way. Talk to your vendors—let them assist you in the cancellation process. Talk with your staff—let them know specific titles that are being cancelled and remind them what this means to their work. When problems arise, deal with them immediately and make sure all appropriate parties are aware of the problem/solution and how it might affect their work. Talk to your patrons—when they ask you questions about the cancellation, be ready with the answers.

If you are lucky, you’ll never have to go through a major cancellation project. But if you do, there is no reason why you should go into it blindly. Communicate, keep good records, and stay on top of the process. Following this advice won’t necessarily make canceling titles painless, but it will allow you to have some control over the process and ensure that you are effectively fulfilling your library’s needs.

Budget Reduction at the San Diego County Public Law Library

Editor’s Note: The following article outlines the budget-cutting process at the San Diego County Public Law Library prior to Charles Dyer’s retirement.

The San Diego County Public Law Library, like many public law libraries, recently had to make hard choices in order to reduce expenses. This article sums up some of the thinking that went into the reduction of acquisitions costs as a component of the library’s budget reduction plan, approved by the library’s board of trustees in November 2004.

The Plan

The plan’s objective was to have the library provide the services most needed by the community within a budget that could be reasonably forecast for the next five years. The following presumptions were made for planning purposes:

1. The library’s mission must change to reflect the shifting nature of its clientele and the changes in legal publishing. A new mission statement should emphasize the library’s service to self-represented litigants, with service to the other traditional users set as a secondary obligation.

2. The library’s major income source is civil filing fees. It is projected that income from these fees, even with annual increases in the library’s portion, will remain static. This is due to declining numbers of paid filings. Without legislation, the library does not have another method of generating large amounts of revenue on an annual basis that could be used for operating expenses.

3. Print subscriptions are increasing at rates between 8 and 16 percent per year.

4. The number of visits to the library by attorneys has dropped dramatically in the last several years, as attorneys now depend heavily on online services they can obtain in their offices.

5. The number of visits by self-represented litigants has risen slightly in the last several years, due both to population growth and to increased publicity and outreach by the library.

There was a caveat: Although self-represented litigants would be the first priority, faith would be kept with attorneys who are dues-paying members of the library, as this is a revenue factor (about 3.5
percent of the total budget, with perhaps another 1 to 2 percent coming from charitable donations). The library should continue to support the practitioner-oriented materials that are best used in hard copy, such as well-used treatises. These are what attorneys come to the law library to borrow.

With this mission change, the library proceeded to replace hard copy primary sources with computer access. Further, other sources that are readily available through computer access were also considered for cancellation, which included cases, statutes, legal periodicals, and agency-oriented loose-leaf services. Some materials, such as California primary sources, Continuing Education of the Bar materials, and California Forms of Pleading and Practice, were retained because of high-volume use. The branches were reduced to core collections. The main library collection had significant additional reductions. Every title was to be examined (the process continues into the current fiscal year).

The Process
The prescribed decision-making process is as follows:

(1) During the two-year first reduction phase, every subscription at the main library will be examined to determine the following:

a. Is the information covered by the subscription available in an online or Internet service?

b. If so, is the use of the subscription so heavy that the library would be required to have additional computer terminals and licenses for public use, just because of the cancellation of that one subscription? That is, does the subscription have a sizeable peak-load use such that cancellation would actually cost the library more money to replace it with online service?

c. Is the use and format of the materials such that online viewing would create a hardship for users? For example, a treatise in one or several volumes that a patron would sit and read at length would be harder to use as an online service. The dividing line would normally be placed at about the same point as the line used to determine whether copying is fair use. A legal periodical article is short enough that its use will be covered by online services when available. A Witkin treatise is not.

d. If the answers to a, b, and c are yes, no, and no, respectively, then the subscription will be cancelled.

e. During the examination of each subscription, there will be a further determination as to whether the subscription is used often enough to be worth continuing, even if not available in an online or Internet service.

f. New print subscriptions will not be added unless they pass this same test.

g. In succeeding years, any print subscription for which the answer to a is no will be re-examined when the subscription is due.

(2) East County and South Bay Branches’ print collections shall be reduced to core collections.

(3) The North County print collection shall be reduced according to the principles used to examine print subscriptions at the main library. (The North County Branch is 42 miles from the main library, usually requiring more than an hour drive.)

(4) In order to retain faith with dues-paying members, the total of practitioner-oriented treatises and similar materials retained in hard copy should be of an amount equal to or greater than the sum of one-half the funds collected from membership fees and the amounts contributed from private sources for the purchase of such materials. Donor wishes shall be respected. For example, the Bar Association of Northern San Diego County directs its gifts to be used at the North County Branch.

The Result
Increased online subscription costs were experienced as subscriptions were canceled. Use of databases that charge by the search are expected to increase. Unless staff later notes unanticipated hardships for patrons, charges for such use will be passed on to patrons.

By making this transition, the San Diego County Public Law Library has been able to reduce its acquisitions costs substantially. Another component not discussed here is that the library went further to reduce its technical services staff to an amount appropriate to handling the new collection development. The deployment of that staff also changed. Most of the reduction has been achieved through attrition, but there remains the possibility that the skill sets of a few staff may not meet the new needs.

Another component of this change was to emphasize the need to retain, and possibly increase, reference staff. The presumption is that self-represented litigants will consume greater amounts of reference services in learning to work with computer-accessed legal information. The San Diego County Public Law Library has been a leader in teaching classes to self-represented litigants. Now its classes will have to emphasize the different access points.
The Future

In the next few years, the self-represented litigant population should become more familiar with using online access, not just as repeat users, but also from their experiences with other knowledge systems outside of law. That is good, because eventually the library may have to go ahead and transfer nearly all resources to online services, including heavily used California materials, especially because some of them will no longer be published in hard copy.

Obviously, self-help books, such as those published by Nolo Press, will always remain economically viable for libraries in hard copy. But we may eventually have a day when most of our users expect to see materials in online versions first. As computerized language translation programs continue to improve, I hope that they may help provide better access for our non-English speaking populations.

The San Diego County Public Law Library has also been one of the leading libraries participating in live online reference. If it, and other public law libraries, can eventually contract with publishers to provide wide area network (WAN) contracts for commercial online law services, remote access to public law libraries may well become a substantial pattern for distributing our services. Reference librarians are already providing strong information regarding free Web sites.

With all this in mind, one of my last acts as director at the San Diego County Public Law Library was to obtain a grant to conduct a study on the long-term effects of the library’s capital needs. How much space, and what kind, will be needed five or 10 years from now? (An added factor is the greatly reduced price of digitizing old data, as shown by Thomson West as it builds its amazing appellate brief collection, including our collection of California briefs.) Will classroom space take the place of stacks? Will we do most of our work through telecommuting? Will live reference begin to include video conferencing? Stay tuned. I’ll leave this one to my successor, Robert Riger.

The process faced by the San Diego County Public Law Library is not any different from that faced by most public law libraries these days. Because of our size and the larger number of librarians involved in collection development, we have had to be more systematic so that we all operate together. I hope that my rendition of the very good work done by the staff at the San Diego County Public Law Library aids you in forming your plans and informing your boards.

Patricia Barbone
Hughes Hubbard Reed LLP, New York

Law Firm Library Budgets: What’s Ahead for 2006?

What’s worse than nails on a chalkboard? Well if you are responsible for managing the library budget in a law firm, you may well answer, “budget time.” Yes, budget time is that time of the year, generally the last quarter of the calendar year, when you project what your library expenses will be in the next fiscal year. It is a time filled with so many competing interests, as we struggle to satisfy the expectations of the various factions in our firms.

Attorneys, marketers, and our own library staff always seem to want more resources. But for all those people pushing us to acquire, there is a force in the law firm that pushes back just as hard. He or she is known by many names: CFO, COO, comptroller, executive director, or managing partner, to name a few. But this person is a formidable presence and has the firm’s overall profitability on his or her shoulders. Ultimately, he or she decides the library resources budget for the coming year.

Just what is the collective outlook on law firm library budgets for 2006? What are law firm librarians thinking about for their budget dollars? Will there be enough money to satisfy all expectations? Will firms be able to continue all their subscriptions? Will anyone be buying anything new? How will firm librarians balance it all?

Responses to an informal survey sent out on the Private Law Libraries Special Interest Section and Law Library Association of Greater New York online discussion lists give us some idea of what is ahead for private law firm library budgets. The survey, sent out on November 21 and open for a mere three days prior to Thanksgiving, yielded 92 responses: 36 percent of the respondents were from Am Law 100 firms and 20 percent were from Am Law 200 firms. The remaining 42 percent were from other firms. The largest respondent group consisted of librarians from firms with fewer than 150 attorneys: 35 percent. Twenty-five percent of the respondents were from firms with 151 to 275 attorneys, 8 percent were from firms with 276 to 400 attorneys, 13 percent were from firms with 401 to 600 attorneys, and a notable 17 percent were from firms with more than 600 attorneys.

What firm librarians expect for 2006 is similar to what occurred in 2005. More than 80 percent reported that their budget had increased in 2005 when compared to 2004, 13 percent reported that their budget had not increased, and 3 percent reported that their budget stayed the same. When asked if they believed their overall library budget would increase in 2006, 83 percent reported that it would, while 11
percent reported that it would not, and 7 percent reported that it would stay about the same.

**Are there different budgetary pressures on the smaller and largest law firms?** There are pros and cons of economies of scale in the law firm environment, but how does this affect firm librarian perceptions? Of respondents from 33 firms describing themselves as having 150 attorneys or fewer, 27 percent felt their department budget would decrease or stay the same, while 72 percent believed their budgets would increase. Among those that believed their budgets would increase, 15 percent believed their budgets would increase by 1-5 percent, and 39 percent of the respondents believed their budgets would increase by 6-10 percent.

At the other end of the spectrum are the firms with more than 600 attorneys. Almost all these respondents believed their budgets would increase: 56 percent estimated they would increase by 1-5 percent, and 25 percent estimated they would increase by 6-10 percent. Both librarians from the smallest and largest firms see increases ahead in 2006, but the distinction is that librarians at the largest firms expect their budgets to grow by a smaller percentage.

**Since firm librarians overall see increases ahead for 2006, what do they believe is driving these increases?** Based on the responses from this survey, the reason the law firm budget is increasing is clearly to keep up with the price increases of publishers and other content providers, while still acquiring new materials. When asked how much publishers would increase their costs in 2006, only 5 percent of librarians answered that prices would increase by 5 percent or less. Even though the consumer price index (CPI) from October 2005 to October 2004 increased 4.3 percent, and even though we see that other industries routinely hold prices level or even decrease prices, the legal publishing industry has always maintained aggressive growth with regular and significant price increases.

More than 50 percent of firm librarians believe that publishers would increase costs by 6-10 percent in 2006, and 39 percent believe that publishers would increase costs by 11-15 percent. The beliefs of firm librarians were different based on the size of their firms. The majority of librarians from firms with 1 to 150 attorneys, 151 to 275 attorneys, 401 to 600 attorneys, and 601 or more attorneys believed that publishers would increase costs by 6-10 percent. However, librarians from firms with 276 to 400 attorneys overwhelmingly believed that prices would increase by 11-15 percent. What could be the reason this group felt such price pressure? One theory is that the larger firms and smaller firms with homogeneous practices had enough users to qualify for discounts, but the firms with 276 to 400 attorneys had multi-practice firms and were not large enough to warrant the best rates.

The lack of competition in the legal marketplace was also a concern expressed by firm librarians. One librarian expressed the following sentiment, "The cost of resources usually exceeds the rate of inflation and the rate at which we can increase our billable rates in our market. As competition dwindles, costs will increase at a greater rate."

Another librarian expressed a similar sentiment, "The vendors have us over a barrel on costs. Many of the titles we buy are produced by a single vendor."

Yet another said, "Now with fewer vendors, the prices are going up at a steady rate, and I believe the trend will only get worse."

**If firm librarians expect larger budgets, will firm library collections stay the same?** The survey shows that librarians expect prices to outweigh the increases in their budgets. One librarian reported that the library would have to cancel some items in order to "off-set the higher costs and [still purchase] the new resources available."

Some librarians indicated that they would try to cut print, but their online budgets would continue to grow. For the librarians who expected their budgets to increase, 57 percent said the reason is that products they currently have will cost more and that they would be purchasing new resources. This survey question didn’t specifically address if cuts would still be needed, but since firm librarians indicated that price increases would be higher than budget increases, it is reasonable to believe that cuts will be made.

In conclusion, it looks like 2006 will be a year with a mixed outlook. Most firm librarians will see an increase in their allocated dollars, but they will have to work hard to allocate those dollars to satisfy all their users. While more money is great, and better than the alternative, more money doesn’t smooth the way if it isn’t quite enough to cover the expected price increases. So it looks like the balancing act of matching resources with user expectations will continue in 2006.
Visit to CCH Headquarters

Editor’s Note: The following article was originally published in the Chicago Association of Law Libraries newsletter, CALL Bulletin, summer 2005, no.196.

At the invitation of CCH, 24 Chicago Association of Law Libraries (CALL) members convened at the legal publisher’s headquarters in Riverwoods, Illinois, on April 5, 2005. The trip, organized by CALL’s Relations with Information Vendors Committee, provided CALL members with an opportunity to direct questions to CCH personnel and learn about some of the publisher’s new initiatives. More than 25 CCH employees also participated in the event, which included presentations, a Q&A session, and a sit-down lunch provided by CCH.

Leslie Bonacum, director of corporate communications, provided an overview of the corporate structure of Netherlands-based Wolters Kluwer, CCH’s parent company. As it was introduced in Amsterdam on March 21, 2005, most products and employees of CCH and Aspen Publishers are now part of the Wolters Kluwer Tax, Accounting, and Legal Division. Wolters Kluwer has initiated a new branding strategy, and its corporate logo will become more prominent on CCH and Aspen products.

CCH employees stated that print products, including Aspen and CCH book titles, generate 65 percent of the Tax, Accounting, and Legal Division’s revenue. Electronic products, including CCH’s Internet Research Network and Aspen’s Loislaw, are responsible for the remaining 35 percent. CCH staff indicated that there is an increasing customer demand for electronic products and that CCH “will publish in any media as long as [the] market supports it,” Bonacum said.

Scott Murray, Internet marketing manager, discussed CCH’s Cost Recovery Project. The project, which is in beta testing through the end of May, will ultimately provide CCH online subscribers with access to a usage reporting utility and a client matter number tracking system. CCH suggests that corporate subscribers charge clients a $249/hour retail fee for use of CCH online products. No official release date has been set for these new enhancements.

Jeanne Fitzmaurice, senior business technology analyst, demonstrated and discussed CCH@Hand, a new feature of CCH’s Tax Research Network. CCH@Hand allows the user to directly launch search queries from MS Office 2003 documents or a PC desktop. In addition, users can also quickly incorporate CCH content into e-mail and Word documents and create live links to CCH text. CCH@Hand is available automatically with subscriptions to the Tax Research Network and must be installed on a PC desktop. CALL attendees received demonstration CDs and accompanying literature about this new feature. Information about CCH@Hand is also available at www.CCHAtHand.com/Welcome.

Judith McRee, executive director of customer care operations, introduced Aspen Publisher’s new “My Account” feature, which was formally introduced in June. “My Account” is available through Aspen’s Web site (www.aspenpublishers.com) and will have many capabilities.

Specifically, “My Account” will allow Aspen subscribers to view invoices, subscriptions by status, details of orders, and link/unlink accounts to a single user ID. According to McRee, customers will eventually be able to pay by credit card using the “My Account” feature. McRee also explained that CCH and Aspen each have their own internal customer service organization and there is no immediate plan to merge them. For support issues, McRee specified that customers should utilize the contact information on their invoices. For Aspen, there is also a specialty, toll-free line for law firms, law libraries, and courts (877/529-5427), as well as a specialty e-mail address (lawlibrarian@aspenpublishers.com).

The CCH Web site (www.cch.com) provides a fully searchable knowledge base with answers to hundreds of FAQs. A live Web chat feature is forthcoming.

Jerry Pruitt, vice president of customer service and operations, announced that CCH print production and paperback book fulfillment operations have both moved. Print production has shifted from Florida to Chicago, and paperback book fulfillment has moved from Chicago to Maryland. These location changes, according to Pruitt, should ultimately result in improved service for customers.

CALL attendees directed an array of questions and concerns to CCH personnel during the course of the day. Several CALL members, for example, expressed dissatisfaction with Aspen’s practice of charging a percentage of invoice fee for shipping and handling.

Stacey Caywood, vice president of legal professional, responded that this issue was being reviewed for possible changes, but no specific timetable was in place. One CALL attendee described prior difficulties with Aspen’s handling of tax-exempt documentation and CCH staff indicated that these issues had been resolved. CCH personnel also stated that they were looking into general improvements regarding invoicing practices, account consolidation, and the Internet Research Network’s user interface.

Overall, the day spent at CCH was extremely informative, and CCH staff members were exceptionally cordial. Many thanks to Lorna Tang, chair of the Relations with Information Vendors Committee, and CCH’s Leslie Bonacum, who jointly organized this worthwhile event.

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From Authentication to Access Management: The Potential of Shibboleth

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This article, which owes a debt of gratitude to John Paschoud, of the London School of Economics and Political Science Library, for his excellent presentation at the International Coalition of Library Consortia (ICOLC) meeting in Poznan, Poland, in October 2005, will provide a basic introduction to a promising new solution for authentication issues.

In my work licensing electronic content on behalf of consortium members, I have long been aware of the shortcomings of existing authentication schemes for both the subscribing institution and the information provider. Both sides have good reason for dissatisfaction with the status quo. I have eagerly awaited the next big thing in authentication, and I think Shibboleth is it.

What is It?

The word shibboleth has biblical roots and refers to a password or phrase that can be used to weed out one group of people from another, who might otherwise have no other distinguishing features. Libraries and information providers have an interest in weeding out unauthorized users of licensed electronic content from those who are authorized to access the content. Shibboleth, in our context, refers to an open source, standards-based access management solution based on Security Assertion Markup Language (SAML) version 1.1. It seeks to replace the username/password and IP authentication methods now widely employed by libraries and information providers, among others.

Started in February 2000 as an initiative of Internet2 and a leading group of campus middleware architects, Shibboleth is now in release 1.3 and is ready for widespread implementation. Shibboleth's basic premise is that it provides or prohibits access to electronic content on the basis of individual users' attributes (faculty, staff, employee, student, judge, class member, alum, guest, etc.) rather than the personal credentials of the individual, the credentials of a network (as in IP authentication), or the credentials of a generic or institutional username and password. Brown University, North Carolina State, Penn State, and the University of Washington are among the higher education institutions working to implement this emerging technology.

Why Do We Need It?

When Shibboleth achieves widespread deployment, the process of user authentication will be greatly improved. Each user will have his or her own set of attributes that travel with him or her, can change fairly readily as needed, and still protect the user’s identity and privacy. Authorized users will be able to gain access to licensed content from any place at any time, regardless of their IP address or their ability to access a database of stored username/password combinations. Shibboleth also enables information providers to more closely control access to their licensed content; no longer will anyone within a given IP range automatically gain access to content.

Shibboleth addresses two key issues in the authentication realm. First, it simplifies and clarifies user authentication for both the user and the information provider. From users' perspectives, they employ a single sign on to gain access to all of the resources to which they are entitled—no plethora of passwords and usernames to commit to memory or to build a database around. And since the access management infrastructure is Web based, there is no connection to the physical location of the user, enabling an authorized user to access content from any location, regardless of the user’s IP address. On the information providers’ side, there is no more need for IP address management, which currently requires a great deal of administrative rigor.

Second, Shibboleth’s distributed infrastructure allows users to maintain their privacy with information providers, because all personal identity information is maintained by the institution. With increasing emphasis on maintaining the privacy of users, this is a key advantage of Shibboleth.

How Does It Work?

Now stay with me here. It’s not as complicated as it might sound. Basically, there are three main components, and a host of subcomponents, in the Shibboleth scheme.

First, the resource provider (ReP) is the host of the content the user attempts to access. The ReP maintains a number of the subcomponents. Second,
the identity provider (IdP) is the institution with which the user is affiliated and which will manage the attributes of the user. The IdP is also responsible for supporting a number of the required subcomponents. Third, the where are you from (WAYF) service manages the relationship between the ReP and IdP. The WAYF service is a trusted, centralized federation, such as InCommon (www.incommonfederation.org), the federation formed by Internet2 for this purpose.

Institutions that decide to implement Shibboleth need to affiliate with a WAYF federation. The WAYF federation allows institutions to establish a single set of technical, access, and policy rules that will be distributed to multiple resource providers, rather than requiring numerous bilateral arrangements between identity providers and resource providers.

A step-by-step explanation (adapted from John Paschoud’s article, “Shibboleth and SAML: at last, a viable global standard for resource access management,” http://hdl.handle.net/1988/81) of the authentication process follows.

1. **Using a browser, patron connects to the Web-based resource (ReP).**

2. **Since the Web server detects no pre-existing session for patron, the server hands her request over to Shibboleth Indexical Reference Establisher (SHIRE), which redirects patron’s Web browser to the WAYF server.**

3. **The WAYF server presents patron with a Web page from which she selects the name of her home organization.**

4. **When patron selects her home organization, her browser returns the selection to the WAYF.**

5. **The WAYF then redirects her Web browser to the handle server (HS) of her home organization.**

6. **From the handle server, patron gets a Web login screen of her university, well known to her since she uses the Web login already for various Web resources and services offered by her university.**

7. **Patron provides her credentials (e.g., username and password) to the handle server of her home organization—normally via an existing and familiar Web SSO (Single Sign-On) interface. A good example of the SSO environment can be found at Yale University, which has developed the Central Authentication Service (CAS). See http://tp.its.yale.edu/confluence/display/TP/Home?page=CentralAuthenticationService for more information.**

8. **Provided the credentials are correct, the handle server generates an opaque and digitally signed handle on behalf of patron. The handle gets sent by another Web browser redirection to the resource that the patron wants to access. (This step is completely invisible to patron, since it is a server-to-server communication in the background between the Shibboleth components at the ReP and IdP.) On the resource side, the handle received gets passed to the Shibboleth Attribute Requestor (SHAR) component.**

9. **The SHAR then sends the handle via a secure HTTP connection to the attribute authority (AA) at the home organization, which generated the handle.**

10. **The AA verifies the handle and its validity internally with the handle server. If valid, the AA checks out which attributes it may release to the resource based on the Attribute Release Policy (ARP) of patron regarding the resource. The AA sends the attributes, digitally signed, to the SHAR. Finally, the SHAR passes the attributes to the access control manager, which then, according to its configuration, authorizes the access for patron based on the set of attributes provided. If a resource requires information about the user for functional purposes (such as personalization), the access control manager can request and pass these attributes to the resource.**

Once authorized, a session is established, and the communication between patron and the resource within this session does not need any further involvement of Shibboleth components.

So that’s it in a nutshell. Obviously, there are significant technical issues behind this simplified picture. For those of you who are technically inclined, please see http://shibboleth.internet2.edu/shibboleth-documents.html for all of the gory details.

**How Will This Happen?**

For Shibboleth to replace existing authentication schemes as the gold standard, it will require a great deal of education, outreach, collaboration, and perseverance. But it will be worth it in the end. Shibboleth has the potential to overcome obstacles to access presented by current IP and username/password authentication schemes. It will result in authorized users gaining access to content any time from any place. It will also result in information providers gaining the ability to more closely control usage and therefore provide more accurate and relevant usage statistics. Institutions, IT departments, information providers, and federations will all need to work together to understand and implement the system successfully. The first step is building awareness.

For the most complete treatment of Shibboleth, including FAQs, mailing lists, technical specifications, and lists of enabled information providers, please visit http://shibboleth.internet2.edu/shib-intro.html.
Williams S. Hein and Co. Inc. released 100 titles in the Legal Classics Library of HeinOnline in 2005. This marked the first non-serial complete library added to HeinOnline since the electronic resource was initially introduced in 2000.

The positive response from subscribers to this new module has been very encouraging and has sent a strong signal that they want content added regularly. By the end of October 2005, the content grew to more than 200 titles, and we expect to easily attain our goal of having at least 300 titles available by the end of 2005.

One has only to look at titles already included in the library to realize why the initial releases have been so favorably received by subscribers. Titles, such as Theory of Legislation by Jeremy Bentham; Growth of the Law by Benjamin Cardozo; Framing of the Constitution of the United States by Max Farrand; Spirit of the Common Law by Roscoe Pound; Congress, the Constitution and the Supreme Court by Charles Warren; Blackstone’s Commentaries by Henry St. George Tucker; Ancient Law by Sir Henry James Sumner Maine; and Supreme Court in United States History by Charles Warren, are just a few examples of the major treatises already included.

The initial release consisted of titles from two primary sources: Morris Cohen’s award-winning Bibliography of Early American Law and the A.A.L.S. Law Books Recommended for Libraries. Under Cohen’s guidance, these two bibliographies will continue to serve as cornerstones for titles to be included in the Legal Classics Library.

With the release of the Gale Thomson Making of Modern Law Collection, librarians have questioned what the differences will be and how much overlap will occur in these two electronic collections. The scope of the Making of Modern Law Collection, with its approximately 20,000 titles, is much larger than HeinOnline’s Legal Classics Library is planned to be. While there will definitely be overlap in the two collections, the Legal Classics Library will be considerably more selective. The long-range goal in developing the Legal Classics Library is not necessarily to compete with the Making of Modern Law, but for the Legal Classics Library to be very selective and as reasonably priced as possible so that it will be affordable for a much broader spectrum of libraries.

In the Works
What are the future plans for HeinOnline’s Legal Classics Library? While it is too early in the development to accurately predict the exact content, the Hein Company will look to three primary sources for material to be included in this module. We will continue to rely on Cohen’s recommendations for titles in his Bibliography of Early American Law and for titles in Law Books Recommended for Libraries. Just as importantly, and what has always been true for projects the Hein Company has undertaken, we strongly solicit and encourage recommendations from the librarians with whom we have worked so closely through the years and upon whom we have relied in so many other areas.

In light of this, to specifically identify titles that will be included, or to predict how quickly this collection will grow, is not possible at this time. It is apparent, however, with the reaction to the initial releases, that the Legal Classics Library is meeting a need. Therefore, we will continue to expand the library, not to rival the Making of Modern Law, but simply to keep adding titles that are considered classic and that our consultant and our customers strongly feel should be included in a Legal Classics Library.

With the growth of all the modules within HeinOnline, a la carte pricing is now offered. For those who do not want to subscribe to the entire collection, the Legal Classics Library, as well as each of the other modules, is available separately. If you are interested in subscribing to an individual module, please get in touch with the marketing department at William S. Hein and Co., Inc. for more information.

As always, we appreciate your support of HeinOnline and all our other products and look forward to our continued relationship as we work to provide the best possible service to our customers and friends.