

THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS
WITH INFORMATION VENDORS

VOLUME 42, NO. 1 / NOVEMBER 2019



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Welcome to the first *CRIV Sheet* issue of the year, and the very first Editors' Corner! For the first time, *The CRIV Sheet* has co-editors, Ashley Ames Ahlbrand and Matt Timko. We are pleased to take over *The CRIV Sheet* from outgoing editor (and incoming CRIV Chair) R. Martin (Marty) Witt and hope to continue his strong and valuable example for the coming year. We would also like to thank the members of *The CRIV Sheet* subcommittee who will help bring you valuable articles and information over the next year.

As is tradition in *The CRIV Sheet*, this first issue focuses on review: both of the relevant AALL sessions highlighted in **Volume 41, No. 3** of *The CRIV Sheet*, as well as the last semiannual vendor calls with Bloomberg Law, LexisNexis, Thomson Reuters, and Wolters Kluwer. These vendor calls can be found on the *CRIV Blog*, which has weekly stories and information relevant to the relationship between the law library profession and legal information vendors.

In this issue, we have nine AALL Annual Meeting session reviews from CRIV members (and nonmembers) who attended the sessions and reported their experiences. Deborah L. Heller starts us off with a summary of the CRIV Vendor Roundtable, Sabrina A. Davis helps explain how to use web archives in legal research, and Margaret Bartlett takes us on a deep dive of the federal and state court analytics market. Karen J. Provost provides two summaries, highlighting tips for securing your data and using data visualization to help law firms, while Matt Timko summarizes how to do more with less, how to build a case for innovation, and reviews the emerging international landscape of artificial intelligence (AI) regulations. Finally, Mary Jenkins provides a firsthand account of AALL's third Innovation Tournament that concluded the sessions at AALL.

The CRIV Sheet is produced by the **Committee on Relations with Information Vendors**, and our intent is to provide valuable articles for all AALL members. To that end, we welcome articles, ideas, or other feedback from AALL membership to make these issues the most useful they can be. Please feel free to reach out to either of the co-editors, or any member of *The CRIV Sheet* subcommittee with your thoughts and ideas. We hope you find this first issue valuable and continue to read *The CRIV Sheet* for many years to come.

FROM THE CHAIR

R. MARTIN WITT

ASSISTANT DIRECTOR FOR SPECIAL PROJECTS & LECTURER
IN LAW
COLUMBIA UNIVERSITY ARTHUR W. DIAMOND LAW LIBRARY

Hello dear readers of *The CRIV Sheet*! It is my pleasure to welcome you to the first issue of Volume 42. I'm also pleased to be able to introduce the Co-Editors of *The CRIV Sheet* for this year —Ashley Ames Ahlbrand and Matt Timko. I am confident that they will continue to procure excellent content for us all to enjoy.

As is our custom, this first issue includes *CRIV Sheet Summaries* of many of the CRIV-recommended programs from the 2019 AALL Annual Meeting. In addition, we have our semiannual vendor calls with Bloomberg Law, LexisNexis, Thomson Reuters, and Wolters Kluwer. These calls are central to the mission of CRIV—after all we are the Committee on Relations with Information Vendors.

Remember, if you're having issues with a vendor and you want assistance, CRIV is here for you. Any AALL member can complete a [Request for Assistance](#). While you do provide your name, this is only in case the Committee needs to contact you for clarification or follow-up; your identity is not revealed to the vendor so you should feel comfortable speaking freely.

Also, keep your eyes peeled for a CRIV webinar on artificial intelligence and its future. It is currently being developed and we hope to have it ready to go later this year. It will be the culmination of nearly a full year of planning, spearheaded by our past CRIV Chair C.J. Pipins.

I hope you enjoy this issue of *The CRIV Sheet* and consider contributing to it in the future. If you'd like to write an article, please contact [Ashley](#) or [Matt](#)!

CRIV Blog

crivblog.com

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COORDINATOR

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Vendor Roundtable

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CRIV SHEET SUMMARIES: 2019 AALL ANNUAL MEETING EDUCATION PROGRAMS

The 112th Annual Meeting & Conference of the American Association of Law Libraries was held in Washington, DC, from July 13 to July 16, 2019. The theme of the 2019 conference was “Capitalizing on Our Strengths.” In Volume 41, No. 3 of *The CRIV Sheet* (May 2019), CRIV was happy to offer some recommended programs for this conference. In this issue, we follow up with program reviews from seven of those recommended programs as part of our *CRIV Sheet* Summaries.

CRIV VENDOR ROUNDTABLE

DEBORAH L. HELLER

ACTING DIRECTOR OF THE LAW LIBRARY
ELISABETH HAUB SCHOOL OF LAW AT PACE UNIVERSITY

Participates: Bloomberg Law, Casetext, Fastcase, HeinOnline, LexisNexis, PLI, Thomson Reuters, Wolters Kluwer, CRIV members, interested law librarians.

The session began with an open discussion. The first question asked related to recent letters Bloomberg Law sent to standing order customers with the latest edition of some print titles. Titles receiving the last supplement or update for 2019 have included or will include a letter notifying customers that the standing order program for Bloomberg Law titles is ending at the end of 2019. The end of the standing order program is part of Bloomberg’s process of ending print publications and moving exclusively to Bloomberg Law for all of its titles. Bloomberg Law feels that this move will provide the ability to update treatises in real time.

Representatives from Bloomberg Law acknowledged that the letter was not very clear and caused frustration in many libraries. Bloomberg Law can provide a list of titles that will no longer be published in print as well as which publications are not slated to end print publication. This process is moving slowly because Bloomberg Law still needs to negotiate with their existing authors in relation to digital-only printing. Some court and public law librarians expressed frustration with the move to e-book-only publication since the format is not as accessible for their patrons. The librarians encouraged the vendors to be more flexible with the packages that are being offered since such libraries have reduced budgets and need to be able to specifically tailor their collections.

The main topic on the agenda was the role of artificial intelligence (AI) in different products cur-

rently available, and what could be available in the future. Thomson Reuters addressed the issue first and discussed how the company has been putting AI into its products for 25 years. Quick Check is one of the latest products on Westlaw Edge, which encourages AI capability. The company representative noted that they try to focus on identifying areas where users could benefit from finding information quickly and be more confident in the results. The company is focusing on the right content, expertise (tuning the AI mechanism to the law), and technology. Although Thomson Reuters does not normally comment on the future, the representative mentioned that they are always interested in finding efficiencies to workflow and using AI to augment human work.

Representatives from LexisNexis mentioned that they deployed machine learning internally back in 1992 and have since increased their focus on machine learning, as well as advanced natural language processing to ensure better results. LexisNexis is working on technical capability mining, as well as providing greater insights for language pattern recognition. LexisNexis also does not comment on future development but noted that the company sees the opportunity to validate and confirm work done by humans in the editorial ranks of the company to ensure quality work. Bloomberg Law noted that AI is used throughout the platform and has advantages in finding patterns and structuring data. The focus of the company remains

on efficiency, specifically making day-to-day tasks more efficient.

HeinOnline noted that it has applied subject level article indexing as well as the “More Like This” feature in the Law Journal Library collection. The “More Like This” feature looks at keywords and relationships with other documents in the Law Journal Library. HeinOnline has plans to expand this feature to the rest of the databases on the platform. The company has also been working extensively on author indexing and profiles.

The discussion then moved to the idea of vendor neutral citations. The problem is that some judges and courts specify the use of Westlaw Edge or Lexis Advance citation for brand new or particularly unpublished cases. Such citation includes the year of the decision, identification of the publisher, and a number assigned by the publisher to identify the case. The problem is that many people do not have access to Lexis Advance and/or Westlaw Edge and therefore have trouble locating the cases. One suggestion was a public facing .csv file providing those citations. Harvard is in discussions with LexisNexis about moving toward a vendor neutral citation in relation to the case law access project. This issue has been discussed for years and still runs into the problem that citation requirements are still subject to court rules at the local level, and even if the vendors did support these citations, they have very little control over what type of citation is required.

A preview of the HeinOnline/*U.S. News* scholarly impact project was discussed. Hein, because of their vast Law Journal Library, was approached by law professors and deans who wanted to have scholarly impact included as part of the *U.S. News* ranking process. In the winter, Hein and *U.S. News* sent out requests to the

law schools to have a complete list of full-time tenured faculty. Hein used the list to work on a large cleaning and data association project in order to find alternate names associated with professors and to ensure that all works indexed in Hein are associated with the correct authors. The indexing in Hein is keyed by humans, so it is possible that there are mistakes, as well as by not associating a professor with a different version of his/her name. Hein is expecting to get through all of the law schools by the end of the summer or early fall.

As the school lists are completed, they are being emailed to the person at the law school who originally sent the list as well as the law library director. These lists should be reviewed with any changes, additions, or deletions sent to Hein support. HeinOnline is not involved with the methodology for scholarly impact calculation; this is entirely the responsibility of *U.S. News*; Hein is only providing the author profile information.

Someone asked a question about having vendors provide better usage statistics. Bloomberg Law noted that it is easier for them to provide usage statistics for the academic market on a quarterly basis than it is for them to provide usage reports to law firms. However, anyone wanting statistics should contact their account representative. Additionally, the analytics are all compiled manually and not automatically pushed to users. Automatic systems are under discussion but have not been developed yet. On the same topic, someone expressed a desire for understandable definitions for usage statistics in order to make the statistics more meaningful.

Finally, someone brought up the importance of MARC Records in helping to drive usage. Bloomberg Law and PLI noted that they provide quarterly records. Thomson Reuters noted that the company decided it was better to put its capital in other areas rather than MARC records. Someone suggested that even just having MARC Records for secondary sources in databases would be beneficial.

DO MORE WITH LESS: WORKPLACE EFFICIENCY TOOLS

MATT TIMKO

ACADEMIC TECHNOLOGIES AND OUTREACH SERVICES

NORTHERN ILLINOIS UNIVERSITY DAVID C. SHAPIRO LAW LIBRARY

Speakers: Mari Cheney (Lewis & Clark Law School); Ellen Frentzen (Boston University School of Law); Anna Lawless-Collins (Boston University School of Law) & Meg Kribble (Skadden, Arps, Slate, Meagher & Flom LLP)

The program entitled “Do More with Less: Workplace Efficiency Tools” began by stating an important caveat: while it is not ok that librarians are forced to do more with less, it is nevertheless the reality of the profession. The program helped identify several tools and tips that will be helpful for anyone trying to maximize their time, as well as the work done during that time. The tools provided were generally applicable to all types of libraries and focused on organizing tasks amongst large group projects.

Central to the session were the use of task manager programs, which provide a step-by-step “to do” list for any and all projects you need to complete. **KanbanFlow** was one such example, which color codes various tasks and organizes them based on priority. The platform maintains notifications and status of the project from start to finish, and also “repopulates” the task if it is recurring (i.e., regular statistics analysis, etc.). The boards are customizable to allow different users to organize the tasks based on their own preferences, while still allowing group tasks to be accessible by the project members. **Trello** is another option for task management that is similar to KanbanFlow, but with a slightly cleaner layout. Trello also allows for a checklist to be added to larger projects so that projects requiring multiple tasks can be maintained within a single “card” to help monitor when all tasks in the project are completed.

While these programs have free versions, to fully utilize them requires paid subscriptions. However, there are many free (or institutionally available) programs for librarians. **Microsoft Outlook** has several organizational tools, such as integrating a work calendar, email, and task list into one program. There are limits, of course, but if a person is using Outlook already, this

will be an easy transition. For internal communications, **Slack** is a cheaper option than **LibAnswers**, but **Teams** (by Microsoft) is “free” and provides the ability to communicate with members of a group project who are not available in person. This allows for a greater ability to communicate, but also maintain transcripts and notes of the conversations and action plans within the group. These are only some of the tools that were discussed, as well as tips for using common tools (such as email, internal statistics collection, etc.) more efficiently. The “Grab-bag” portion was particularly insightful.

While the in-person session was very informative, there are major problems for anyone **listening** to the recording. For starters, there are no accompanying slides meaning that it is impossible to know what the speakers are referencing in the audio. Similarly, because the presentation was so reliant on PowerPoint slides, it is difficult to follow along with the audio because the speakers reference items that a viewer would only be able to see when attending in person.

With that said, the session is well worth your time, especially if you are familiar with the tools already and would like to get firsthand experiences with those who have used them. Also, the list of tips at the end of the presentation comes through very clearly without the slides, and these are very beneficial. Ultimately, the session is helpful since the presenters all identify why they use the particular tools, and how these tools have helped solve or simplify problems. To this end, the session was more about finding solutions to problems, and how technology can help. While it was not an exhaustive list, it does present various case studies of how librarians have been at the forefront in making workflows in any institution more efficient.

LAW LIBRARIANS AND ONLINE SECURITY: TRANSFORMING TALK INTO ACTION

KAREN J. PROVOST

ELECTRONIC SERVICES MANAGER
FRIED FRANK HARRIS SHRIVER & JACOBSON LLP

Speakers: Deborah Ginsberg (Chicago-Kent College of Law) & Scott Baron (Incenter Technology)

Debbie Ginsberg, educational technologies librarian at Chicago-Kent College of Law, created this program because she was concerned about the growing occurrences of identity theft and data breaches. She hoped to share ways that law librarians can raise awareness within their organizations and personal lives. Her co-presenter was Scott Baron, president of **Incenter Technology**, which recently launched a comprehensive, cybersecurity solution for companies. She started her program by providing some interesting statistics:

- Sixty (60) million Americans have been affected by identity theft
- The cost of the average data breach to a U.S. company is \$7.91 million
- About 23 percent of law firms have experienced a cyberattack or data breach
- About 29 percent of firms reported no security policy

In 2017, a malware attack involving DLA Piper encrypted their systems and essentially made them useless for several weeks. It took over 15,000 hours of IT overtime to recover files and the firm was forced to wipe its entire Windows environment and start from scratch. An administrator had clicked on a link in an email purporting to be an “update” to their accounting software. This NotPetya malware attack has taken several large companies offline, not just DLA Piper.

Law librarians have been at the forefront of this issue, and need to make lawyers, law students, and others aware of several potential forms of attacks, including

many of the following: phishing is when you receive an email that attempts to get your banking or login credentials; malware is software designed to disrupt, damage, or gain unauthorized access to your system; or brute force programs that use simple trial and error to guess passwords of members of the system. To combat these attacks, there are several tools librarians have used to protect themselves and their institutions.

Email threat mitigation such as **Gmail security checkup** or **Outlook guidance**. Steps you should take beyond these built-in protections include enabling Multi-Factor Authentication on all cloud and social media accounts and using password vaults to manage your passwords and keep them secure. Examples of password vaults include **LastPass** and **BitWarden Personal**. Further steps everyone should take involve applying web filters, which are programs that can screen incoming webpages to determine if some content should not be displayed.

Finally, personal firewalls should always be turned on and any Virtual Private Networks (VPNs) should always be used to establish a private, secure, and more reliable connection. Additionally, basic protections such as Endpoint Protection and Anti-Virus (such as Cy-lance) programs should be implemented. Ultimately the best protection is user awareness, so training programs to help employees spot phishing campaigns, understand best practices for creating passwords, and how to handle sensitive data, go a long way toward protecting the individual and the institution. For further tools, see the **Department of Homeland Security’s Tips** for safeguarding your data.

DEEP DIVE: THE FEDERAL AND STATE COURT ANALYTICS MARKET – SHOULD THE BUYER BEWARE? WHAT’S ON THE HORIZON?

MARGARET BARTLETT

LIBRARY MANAGER
LOCKE LORD LLP

Moderators: Jean O’Grady (DLA Piper); Diana J. Koppang (Neal, Gerber & Eisenberg LLP) & Robert Ambrogi (LawSites Blog)

Speakers: Amy Towell (Docket Navigator); Jeremy Sullivan (DLA Piper LLP (US)); Diana Koppang (Neal, Gerber & Eisenberg LLP); Tanya Livshits (Irell & Manella); Daniel Lewis (Ravel Law (a LexisNexis company)); Michael Sander (Docket Alarm); Jeff Arvidson (Thomson Reuters); Justin Brownstone (Gavelytics); Todd Barton (Bloomberg Law); Itai Gurari (Judicata); Ed Walters (Fastcase); Josh Becker (Lex Machina) & Kevin Miles (Norton Rose Fulbright)

This deep dive provided valuable insight into the advantages, disadvantages, and future of analytics with three panels: 1) law librarians reported on the results of an extensive survey they had done; 2) vendor representatives discussed their state court analytics; and 3) vendor representatives highlighted upcoming developments and the future of analytics.

The first panel, moderated by Diana Koppang, featured law librarians reporting the results of a survey they conducted comparing analytics platforms. A clear distinction was made between docket analytics, which show statistics, such as how many motions a judge has granted or denied and caselaw analytics, which are focused more on semantics, such as why a judge ruled one way or the other. As part of the results, the panelists ranked the platforms by ease of use and functionality, with the platforms that were easiest to use having the lowest functionality. Conversely, the platforms that allowed the most advanced searching required a deeper understanding of their features but offered more sophisticated results. The main takeaway from this panel was transparency: Vendors need to be more transparent with their data and should clearly indicate coverage and data limitations so that attorneys are fully informed when relying on analytics to advise their clients. Transparency is also critical for librarians who likely can't afford to subscribe to all of the available analytics platforms and need to make an informed decision about which one will work best for their firm's needs.

The second part of the program was moderated by Jean O'Grady and focused on state court analytics and featured panelists from Judicata, Docket Alarm/Fastcase, Ravel Law, Thomson Reuters, and Lex Machina. Each panelist described their product and discussed the barriers to comprehensive state court analytics, such as access to data, a lack of normalized data at the state level, courts that are resistant to making their data

available for commercial purposes, and states that simply do not have dockets to be analyzed. The panelists also discussed their differing perspectives on how to normalize and analyze the data, whether they use a taxonomy, technology, or a hybrid of the two. A common thread throughout this panel was that access to data is a major issue with developing analytics. Librarians were encouraged to contact their representatives to advocate for the PACER bill currently going through Congress ([H.R. 6714](#)). This bill would make PACER information free and also allow states the ability to opt-in to a PACER-like system, giving commercial vendors access to good, normalized data that could be analyzed.

The third part of the program was moderated by Robert Ambrogi and focused on the future of litigation analytics. This portion featured Ed Walters from FastCase, Amy Towell from Docket Navigator, Todd Barton from Bloomberg Law, Jeff Arvidson from Thomson Reuters, and Josh Becker from Lex Machina. Each panelist highlighted some of the upcoming developments on their platforms, where they see the future of analytics over the next few months and years, and issues of privacy and access as these resources become more prevalent. As one of the panelists said, "analytics research is legal research." Since analytics is the future of legal research, will it soon be unethical to advise clients without consulting analytical resources, much the same way that running a Shepard's or KeyCite report is standard practice now? Considering the many coverage, access, and ease of use issues raised in the previous panels, how reliable are the current tools, and can vendors provide more transparency regarding coverage so that attorneys are better informed when advising their clients? This panel ended with a lively discussion of these and other questions that will become even more important as the use of analytics tools becomes more widespread in the legal industry.

I KNOW IT USED TO BE THERE: USING WEB ARCHIVES IN LEGAL RESEARCH

SABRINA A. DAVIS

RESEARCH LIBRARIAN

NORTON ROSE FULBRIGHT US LLP

Speakers: Abigail Grotke (The Library of Congress); Mark Graham (Internet Archive), Clare Stanton (Harvard Law School Library) & Kincaid Brown (University of Michigan Law Library)

The most useful session I attended at AALL 2019, it highlighted three products: the [Wayback Machine](#) (from Internet Archive), the [Library of Congress Web Archives](#), and [Perma.cc](#) (from Harvard University).

Of the three products, I am most familiar with the Wayback Machine, as I have been using it for years for research projects. However, I still learned many new things about it, including the following:

- A new checkbox to “Save Outlinks” (i.e., pages internally linked on URLs)
- Browser extensions intercept 404 errors and redirect
- iOS and Android apps are available
- There are links to digitized books on Wikipedia
- They are fighting link rot by replacing broken links on Wikipedia
- Other Internet Archive resources:
 - RECAP: previously downloaded PACER docs available for free
 - Controlled digital lending by libraries through OpenLibrary: one digital book per one print copy, which uses Digital Rights Management (DRM)
 - TV News Archive with closed-captioning and Optical Character Recognition (OCR)

- Voice of America (VOA), an archive of radio recordings (not yet public)

The Library of Congress Web Archives has a focused, selective content approach based on Library of Congress collections, including: U.S. Congressional Web Archive; Blawgs (228 followed); Federal Courts; International Tribunals; Foreign Law; State Government websites (targeted for state-published documents); and Indigenous Law (which will be released in 2020). Although it is crawled by Wayback Machine, the Library of Congress Web Archives are not part of Wayback Machine results—so it is a good idea to check both resources. Some of its features include:

- Browsing as well as faceted searching of records at the collection level (full-text searching not available)
- Ability to restrict to the Law Library of Congress
- Ability to examine underlying datasets

Finally, perma.cc was built to address legal link rot. It uses user-driven captures instead of web crawlers to save websites. Creating a permalink is easy—simply copy and paste the URL to perma.cc. Perma.cc also allows hi-fi captures and playbacks (Webrecorder), and it captures carousels of images. Although it seems to be used primarily in academia, some law firm applications include using permalinks in briefs, internal, born-digital documents, and in blawgs. The guideline for citing to a perma.cc permalink is to use the permalink in addition to the original URL.

THE AGE OF AI: EMERGING REGULATORY LANDSCAPE AROUND THE WORLD

MATT TIMKO

ACADEMIC TECHNOLOGIES AND OUTREACH SERVICES
NORTHERN ILLINOIS UNIVERSITY DAVID C. SHAPIRO LAW LIBRARY

Speakers: Laney Zhang; Jenny Gesley; Tariq Ahmad & Nicolas Boring (Law Library of Congress)

This session discussed the advances made in artificial intelligence (AI) in China, Germany, Canada, and several other European and Asian countries. These summaries focused primarily on the legal effects of general AI, as opposed to the implications of AI in

the legal field and provided a lot of information on the general state of AI regulations across a myriad of legal systems. From the outset, the presenters were clear that this session would not provide an in-depth analysis of the implications of AI in American law, and true to

their word, if your goal is to understand the effect of AI in the American legal system, this session will not be helpful. It does, however, provide several examples of how other legal systems have addressed advances in AI when introduced into society at large. The examples are certainly instructive, regardless of which legal system you are most interested in.

The most useful analysis came in the example of driverless cars. While all countries are concerned and regulate the testing of driverless cars, almost all countries take a different approach to the issue, depending on their legal perspective. This was the most universal example as well, having been addressed by almost every region in the world. For instance, China has set strict rules, all of which require some form of human participation in the testing of AI cars. In Europe, Germany has a strong public policy of human dignity, requiring consideration of economic and other social factors; Belgium has active testing of all types of AI cars, while France is currently testing only certain types of cars; and the European Union as a whole requires other ethical considerations (for all AI, not just driverless vehicles). Canada has gone so far as to apply criminal liability on the manufacturer for any vehicle that causes an accident leading to litigation, or which would otherwise lead to other legal action.

Several countries have created national strategies and standards to harness AI for economic growth and sustainability. Canada was the first to develop a national strategy for AI, which focused on using AI to help bolster the Canadian workforce, for both college graduates and other professionals; but at this point

there are still several blind spots, including protections against certain common and potential abuses. Europe has focused on staying at the forefront of technological advances, partially to maintain their status as leaders in the industry, but also to help the European workforce transition to an economy where AI is omnipresent. China is currently in the middle of a three-year plan to similarly use AI to their own economic benefit.

In reaction to the current state of AI, and more importantly to the abuses that have already occurred, several countries are instituting ethical standards and legal protections for the use and development of AI. Singapore has created a Model AI Governance framework, which they hope will be applicable across national boundaries; however, at this point this standard is non-binding, leading many to question how effective it will ultimately be in Singapore, let alone globally. Canada, recognizing the gaps in their national strategy, is currently working on an updated policy that will have more effective measures for protecting their citizens from AI abuses. The EU has set ethical rules aimed at protecting human agency, privacy, transparency, and other issues of social concern.

These are only some of the examples discussed in the session, but there are far more, both general and specific, which will be fascinating for anyone interested in the global implications of AI. I would strongly recommend you listen to the [recording](#), which should be easy to follow without visual aids. However, the [visual presentations](#) are provided, and are a terrific reference for AI and international law issues.

BUILDING THE CASE FOR LEGAL INNOVATION

MATT TIMKO

ACADEMIC TECHNOLOGIES AND OUTREACH SERVICES
NORTHERN ILLINOIS UNIVERSITY DAVID C. SHAPIRO LAW LIBRARY

Speakers: Steven Lastres (Debevoise & Plimpton LLP); Dean Sonderegger (Wolters Kluwer); Catherine Monte (Fox Rothschild LLP) & Gabe Teninbaum (Suffolk University Law School)

This session was largely targeted to law firms, and specifically knowledge management professionals in law firms, but really approached the idea of legal innovation holistically. While the majority of the panel work in law firms or legal business, there was a law professor who has developed a curriculum to push legal innovation at

the law school level. Throughout the discussion, it was clear that innovation first introduced at the law firm level is often slow to take root, while instilling the values of innovation in law schools will reap greater rewards over time. Though every panelist had different examples of what worked best for them, they were all in agreement

that creating the value of innovation at an early point is the best strategy long term.

Law firms have in recent years pushed for innovation in how technology is utilized in order to give firms an edge in the market. Often times, this is the entry point for knowledge managers to really make their case: without investment, the law firm will fall behind in technology innovation and start losing money. However, beyond the financial aspect, the presenters demonstrated how they approached the issues even before this trend toward innovation. For instance, Catherine Monte stressed that to get anywhere, individuals must be willing to continually beat the drum for legal innovation. She noted how this can often be frustrating, but that the more innovation is advocated for, the greater the chance of it becoming noticed by the partners and becoming a priority.

Steven Lastres stressed that innovation is not all about creation, but also mastering existing technology. Since innovative technology often builds upon current technology, it is important to become an expert in any technology that helps the firm, regardless of whether it was internally or externally created. The byproduct of course is that this expertise leads to identification of gaps in the tools that can then be filled by members of the firm. On the other hand, this can be quite tedious, since expertise often comes from repetitive actions, which occurs over the course of years. However, this process is also cost effective, since it allows for innovation to come naturally from day-to-day operations.

Inherent in the theme of tech innovation is innovation with an aim toward data protection. While this includes individual privacy, the most pressing issue for

the presenters is the need to protect clients' as well as the firm's data to avoid liability from a data breach.

Both firms represented at the session have data security officers who need to ensure that anything the library or KM departments do takes data security into account. This also requires librarians to be extra careful when using third-party vendors to ensure that their engagement letters with the firm provide for adequate security measures, up to the standards of the security officer.

Gabe Teninbaum detailed the program at Suffolk where law students are required to design a simple app that "sets the tone" for valuing legal innovation. Part of the principle of "learn by doing," Suffolk's aim is to help attorneys become tech innovators before they even become attorneys, and instilling these skills into legal education, leading (hopefully) to practicable legal skills. Suffolk is also home to the Institute on Legal Innovation and Technology, which provides students with technological skills aimed at helping graduates become technological lawyers.

The common principle shared amongst the presenters was the process of failure, almost to the point that failure was a prerequisite for innovation. Each of them had stories of how time and effort went into a project that ultimately never went anywhere, but invariably this work led to something else that was successful. This [session](#) is well worth your time, regardless of what type of library you work in. Although it focused primarily upon how law firms approach innovation, there is tremendous value for academic librarians to find new and exciting ways to present innovation as a value at the law school level.

DATA VISUALIZATION TO HELP SET FIRM RENEWAL STRATEGY

KAREN J. PROVOST

ELECTRONIC SERVICES MANAGER

FRIED FRANK HARRIS SHRIVER & JACOBSON LLP

Presenters: Debra Pfeifer (ReedSmith); Jeremy Watson (ReedSmith); Melanie Cline (Buchanon Ingersoll) & Rita Young (K&L Gates)

When presenting your budget or a renewal proposal, it does not help your cause to simply say "usage looks great" or "there was a 400% increase this year." You need to understand where the value of what you already have is located, as well as plan to acquire and demon-

strate that value in ways that make sense. Using data visualization tools can help with this. For the program, we were presented with a hypothetical situation that analyzed four different subscriptions to determine the option to renew that would best lower legal research

spending. A Q3 report would then be presented to the CFO.

The data visualization process includes several steps. First, get the data: there are a variety of ways to get data about usage and costs. Your IT department, Marketing, Research Monitor or Onelog, and vendors are all good places to start. You will also need pricing information from previous contracts to determine increases or decreases over the long run. Determine what Key Performance Indicators are important for you to track. You can also generate your own data online or through email voting surveys, paper surveys, or reaching out by telephone.

Second, clean up the data. If data comes from different sources, you will need to first clean it up by standardizing all the data into a single scheme. Compare vendor data with your own data from in-house systems, recognizing any trends and eliminate duplicates. In order to create reports that tell your story, establish procedures for cleaning, analyzing, and reporting, and keep it consistent. Third, analyze or visualize the data. This is where you can use data visualization tools to look for patterns of interest or concern. Some reporting and analytics tools to use are Tableau Public, Microsoft Power BI, Microsoft Office, STATSilk, Visme, Office Timeline, Zoho Analytics, and Gephi. For example, when dealing with contracts, compare length of con-

tracts, increases each year, growth and renewal clauses, and external links for Terms & Conditions. Similarly, to analyze spending and determine the total cost to the firm, look at all vendors together on one spreadsheet. Some good visualization charts and graphs include a subscription cost pie chart, Year Over Year Increase, and Total Cost for the Life of a Contract. You will also want to analyze users by office, resource and title, and analyze usage by sessions per week, sessions by resource, or percentage of sessions by title or department

After you have analyzed the data, you should be able to answer some basic questions such as: What type of resources are users using or not using? How much of this usage is redundant to other resources? How much of this usage is specific to each platform? Beyond creating the reports for your CFO or library director, you can use the data for your next renewal negotiation with the vendor. Create an entry for each vendor that includes what you need to discuss during your next negotiation. This data is the evidence you need to show vendors why you need to cancel seats or deserve a decrease in price.

Using the procedures outlined in the program, I feel confident that I would be able to apply the analysis discovered to set both vendor and internal strategies to justify the renewal or purchase of a resource.

AALL INNOVATION TOURNAMENT

MARY JENKINS

MANAGER, RESEARCH SOLUTIONS
ACCUFILE, INC.

It has been my good fortune to attend each of AALL's innovation tournaments, including the most recent tournament in Washington, DC, the third annual event. Sponsored by LexisNexis this year and judged by the audience and an esteemed panel, it is always exciting to see the range of problem-solving applications that are pitched each year, and 2019 was no exception.

In advance of the AALL Annual Meeting, AALL members propose innovative approaches to improve their workplaces. The idea cannot have been fully

realized or implemented yet; the prize money can help not only bring recognition to the talented winner(s) but it can help bring their idea to reality. Read more about the criteria and process on [AALL's Innovation Tournament webpage](#). The range of ideas is quite wide, from expanded access to e-resources and court records to customer service initiatives and anything else that needs a fresh look and solution. Finalists are selected from the proposals.

Allison Reeve, Littler Mendelson, P.C., won Judges' Choice this year. Allison pitched a SharePoint-based solution to the issue of access to California county-level tentative rulings using document automation, analytics, and partnerships. Any of us who work with court records daily and/or who attended or listened to the AALL 2019 Deep Dive program, *The Federal and State Court Analytics Market—Should the Buyer Beware? What's on The Horizon?* ([access the recording](#)) can appreciate the challenge that Allison is addressing with her Tentative Rulings Database.

Andre Davison of Blank Rome LLP took home the Audience Choice award. He pitched seamless access to e-resources using SAML authentication and e-treatise records via the firm's intranet, enabling users to use this access to get right to the content they need. Each winner was awarded a \$2,500 prize.

It's worth noting that Martin Korn (Sheppard, Mullin) and Erik Adams (Sidley Austin) were finalists as well and also made a compelling pitch for seamless access to e-resources using SAML authentication and e-treatise records via an intranet.

If you'd like to learn more about the finalists' ideas, listen to Andre Davison on the *Geek in Review* pod-

cast, episode 51. Allison, in her *On Firmer Ground* post, offers insight into her motivations and priorities. For a judge's perspective, read [David Whelan's account](#). As David points out, all of this year's finalists work in law firm settings.

As always, the judges asked perceptive questions about the finalists' use of technology applications, any challenges they've faced, and more. 2019 final round judges included Owen Byrd (Chief Evangelist, Lex Machina); Catherine Monte (CKO, Fox Rothschild); Scott Vanderlin (University of Chicago D'Angelo Law Library); David Whelan (Director, The Great Library, Law Society of Ontario), and Beth Williams (Senior Director of the Law Library at Stanford University).

The AALL Innovation Tournament demonstrated once again the value and expertise that information professionals bring to their workplaces and the importance of encouraging innovative solutions. It's not too early to identify problems and opportunities in need of an innovative solution at your workplace, considering the visibility, feedback, and financial support that this tournament can provide. Congratulations to Andre and Allison.

CRIV LIAISONS TO VENDORS

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

CRIV/BLOOMBERG BNA SEMIANNUAL CALL

R. MARTIN WITT

ASSISTANT DIRECTOR FOR SPECIAL PROJECTS & LECTURER IN LAW
COLUMBIA UNIVERSITY ARTHUR W. DIAMOND LAW LIBRARY

Date: June 28, 2019 / 3:00 p.m. (EST)

Participants: Michael Bernier (Director of Knowledge Services and Library Relations, Bloomberg BNA); Joe Breda (President, Bloomberg BNA); Andrew Prior (Senior Director, Customer Experience, Bloomberg BNA); Vani Ungapen (Executive Director, AALL) & R. Martin Witt (CRIV Liaison)

Bloomberg BNA Updates

The first suite is now live for anyone with Bloomberg BNA's entire site license at no additional cost. It integrates the "points of law" and "smart code" features

Litigation Practical Guidance

and is designed to allow researchers to work from beginning to end of a case. Other features will be forthcoming, including special defenses and discovery.

Dockets

Dockets on Bloomberg BNA have been given a facelift based on user feedback, now providing a clearer presentation of currency information and a more visible Update Docket button. Docket alerts, complaints, and other filings can be requested directly from email alert (no login required).

ABA/BNA Lawyers' Manual on Professional Conduct

This has been converted into a brand-new Legal Ethics Practice Center. A method of citation to a permanent record is being explored.

Bloomberg BNA Analysis Channel - For more in-depth analysis of legal issues

AALL Annual Meeting Update

- Bloomberg BNA is once again a sponsor for the AALL Annual Meeting, at the Silver Level.
- Specific items that Bloomberg BNA is also sponsoring include:
 - AALL Annual Meeting Bags
 - SR-SIS Sexual Orientation & Gender Identity Reception (Sunday, July 14 at 8:00 PM)
 - AALL/Bloomberg BNA Continuing Education Grants
 - PLLIP-SIS Summit – For the 10th consecutive year (since inception).
 - Almost 1,450 Annual Meeting attendees registered as of Monday, June 24, 2019.

CRIV Requests for Assistance

TOPIC: Standing Order program

BACKGROUND (CRIV): The text of a received letter is reproduced below (emphasis and underlines in original).

Dear Valued Bloomberg BNA Books Customer:

As Bloomberg BNA continues to deliver high-quality content and analysis that has been the hallmark of Bloomberg BNA since 1926, we are committed to serving your needs.

Moving forward, our Standing Order program will discontinue, and you will no longer automatically receive updates to this title. You can still visit us at Books.BloombergLaw.com to view and purchase all of our available print titles. Please note that this is in an effort to streamline our purchasing processes and to better serve you as we shift to our enhanced digital offerings on Pro. BloombergLaw.com.

We understand that changes to our programs can raise questions and concerns from our clients. For more information regarding your account, please contact us at 1-800-960-1220 or BloombergBNA@cheytec.com. Bloomberg BNA is continuously innovating our products and offerings to continue to deliver world-class content to you. We thank you for choosing us as your source for your legal reference products, and greatly appreciate your business.

QUESTION (CRIV): Can you confirm that the Standing Order program has ceased, effective May 30, 2019?

BLOOMBERG BNA: The Standing Order program will actually continue through end of 2019 for all clients. Letters are sent out now on a title-by-title basis, included with the final title of 2019.

QUESTION (CRIV): Can you confirm that existing standing orders will be serviced through the end of the year?

BLOOMBERG BNA: Yes, standing orders will be serviced through the end of 2019.

QUESTION (CRIV): If the Standing Order program is being cancelled, is it being cancelled for everyone/every type of library?

BLOOMBERG BNA: The Standing Order program is being discontinued across the board, for all types of customers.

COMMENT (CRIV): The offer to visit [Books. BloombergLaw.com](http://Books.BloombergLaw.com) to purchase individual titles that were previously covered by the Standing Order program has the potential to significantly increase the time spent acquiring the desired titles. Even understanding the ultimate desire to move to no-print-all-electronic, adding to the workflow of law libraries in the meantime seems to engender some degree of ill will.

BLOOMBERG BNA: Many standing order items get returned, and this will eliminate that problem. Users will be able to get title-by-title notification emails when a new edition is available.

TOPIC: Itemized Invoices

BACKGROUND (CRIV): A law firm with BLOOMBERG BNA products that includes several full Bloomberg BNA licenses, a firm-wide subscription to a newsletter, and the BNA Tax Management Portfolios in print is expecting to renew (terms were agreed upon with the rep) for the subscription term of June 1, 2019 to May 31, 2019. As of the end of the first week of June, the firm had not been provided with an invoice.

QUESTION (CRIV): Is it common practice to have a delay between the start of a subscription term and the issuance of an invoice?

BLOOMBERG BNA: Invoices are generally sent before renewal. If there are problems or specific questions, concerned users can contact Mike Bernier.

BACKGROUND (CRIV): Related, the firm also requested an itemization of the cost associated with each of the products purchased/to be purchased, demonstrating how much was being

paid for each of the full Bloomberg BNA licenses, the firm-wide newsletter subscription, and the BNA Tax Management Portfolios in print. In response to that request, they were told that BLOOMBERG BNA would no longer provide itemized costs.

QUESTION (CRIV): Does BLOOMBERG BNA no longer offer itemized costs/invoices showing the money put toward discrete parts of a subscription?

BLOOMBERG BNA: Items are generally purchased as package and those packages are individually negotiated.

BLOOMBERG BNA: The invoice does not include itemization, but a library's individual BLOOMBERG BNA representative can be asked for a quote on what a particular package might cost without a specific title in it.

BLOOMBERG BNA: It is possible in an invoice to break out print v. electronic costs. Anyone seeking that information is encouraged to contact Mike Bernier.

CRIV/LEXISNEXIS SEMIANNUAL CALL

KAREN J. PROVOST

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

Date: June 17, 2019

Participants: Carolyn Bach (Senior Manager, Librarian Relations and Faculty Programs, LexisNexis); Teresa Harmon (Senior Director, Segment Management LexisNexis); James D. Oakes (Segment Manager, LexisNexis); Vani Ungapen (Executive Director, AALL); CJ Pipins (Chair, CRIV) & Karen Provost (LexisNexis Liaison, CRIV).

Integration Update from LexisNexis

We value the time and effort AALL has put into sharing their insights on our products and pricing, so we wanted to give an update on this topic. We have made strides in our integrated product plans, based on customer feedback, by launching and migrating products to the same platform that provides a common navigation experience and extensive linking between products. Recent examples of this include the launch of Context on Lexis Advance, leveraging the Ravel technology previously available in Ravellaw.com, and the imminent launch of the CourtLink redesign on Lexis Advance.

We have also created seamless navigation across our ecosystem with migrations to a single ID, which is complete or planned over the next few months for

Lexis Advance (complete in 2017), Intelligize (complete), CourtLink, Dossier, Diligence, Nexis TotalPatent One, and Newsdesk. Taken together, these enhancements allow your users to best capitalize on the products a firm/organization purchases by having the simplicity of one ID, the efficiency of a common navigation, and the deeper insights provided by links between products.

As always, since pricing and packaging plans vary by customer type and are customized to meet specific customer needs, we encourage members to reach out to their LexisNexis account representative with specific questions.

Status of Annotated Georgia Code

The key case on this issue, *Code Revision Commission, et al v. Public Resource Org, Inc.*, has a potential to be heard

by the U.S. Supreme Court. We are following that case and do not generally comment on ongoing litigation.

Unique Lexis Identifiers in Cases and making them accessible:

We are looking into this question and will address during the CRIV Roundtable session at the AALL Annual Meeting.

Updates since January

Lexis Advance

- Verdict and Settlement Analyzer Refresh and Improvements – modernized charts on the front page that are both easier to understand and provide a better user experience; added more than 130 new injuries to the post-search filter for injury type; and added an alerts function.
- Added multiple segments for searching in News, Company, and Financial and Trademark content, as well as the ability to search news by industry.
- In Company & Financial content: Ticker Symbol, State, SIC, Revenue, Company (for Analyst Reports), City, and Address (for Company Profiles)
- In News content: Show (for News transcripts), Body (for news); and added the ability to search news by Industry
- Specialized Segments for two sources:
 - Verigift
 - Donation Type, Donation Year, Donor, Recipient, Transaction, Category, and Zip Code
 - Wealth Engine: Company, Donor, Country, City, Street, and Address
 - Expert for Expert Witnesses
 - Award for Verdicts
 - Trademark and Mark-Descrip for Trademark
 - Improved accessibility in the Word Wheel for users who are visually disabled
 - Context
 - Improved reports delivery to allow for more customization of reports
 - Added ability to search for experts by Area of Expertise

- Lexis Practice Advisor

New Modules

- Business Entities
- Energy & Utilities
- Civil Litigation

Coming later in 2019

Lexis Advance

- State Court Swim Lanes in Ravel View: As you may know, Ravel View currently has horizontal “lanes” for different levels of Federal Courts; we are improving the experience to more easily discern state courts by breaking them out into jurisdictional hierarchy, similarly to how we treat Federal.
- Streamlined Homepage Redesign
- AI-enabled research assistant tool
- Statutes Compare Tool – a quick means to ascertain changes in a statute over time
- Expert Witness Cards on Lexis Answers – users will be able ask “Who is Expert Michael Gowalter?” and get some immediate information, powered by machine learning, in addition to normal search results.
- Courts Module on Context (targeted for August)
- Context for Business Development for Large Law firms
- CourtLink on Lexis Advance – starting to rollout over the coming months

We are developing a brief analysis tool, anticipated to be released by end of year. More info will be available on AALLNET.

Lexis Practice Advisor

Evolving Guidance; this tool combines the news resources of Law360 with the forms and guidance provided within Lexis Practice Advisor for editorially selected issues, providing end-to-end awareness and guidance as an issue develops.

- Life Sciences Module: targeted for August
- AALL Preview: LexisNexis is proud to be the Gold sponsor.
- We’ll be showcasing over a dozen products and tools

in booth #301 with an emphasis on AI technology, analytics, exclusive content, and integrated solutions.

- Law360® and Intelligize® will be in the LexisNexis booth this year.

Librarians can preview products releasing later in the year at dedicated demo stations including Courtlink on Lexis Advance, Courts module on Context, Business Development on Context, AI enabled research assistant tool, and a brief analysis tool.

CRIV/THOMSON REUTERS SEMIANNUAL CALL

CAROLINE WALTERS

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

Participants: Kim N. Hurley (Information Management Advisor, Thomson Reuters); Rachel Torgerson (Customer Success Strategist Customer to Cash, Thomson Reuters); Vani Ungapen (Executive Director, AALL) & Caroline Walters (Thomson Reuters Liaison, CRIV).

Agenda

- Caroline Walters reported that there were no “new” outstanding TR issues from the CRIV forum* (see below)
- Rachel Torgerson Customer to Cash Group Update
 - Progress continues on the Product Descriptions initiative. Internally, at Thomson Reuters, the Customer to Cash Group has engaged additional teams at TR to work on clear product descriptions for all products not just print publications. This initiative continues to be a top priority for the Customer to Cash Group.
- Enhanced Customer Engagement led by Armando Fagundes’ group continues to make progress on the High Touch Service Model and is rolling out a Pilot Program. This model is focused on delivering to customers a “single point of contact” for all billing issues such as cash application, credits, and collections. Internally, TR is reorganizing existing resources to meet this new single point of contact approach.
- Work continues on the MY TR site (i.e., enhanced MY ACCOUNT). MY TR will be a consistent, uniform self-service portal for customers. Focus will be on user management: ease of changing billing con-

We also have several program sessions on a variety of topics including a panel discussion on Assessing and Managing News; Ligation Analytics, Courtlink on Lexis Advance, and Digital Library.

tact persons, reviewing bills/invoices, easily tracking payments, credits, and refunds, as well as selecting payment options. Finally, MY TR will allow users to proactively set up automatic notifications of bills, etc. A beta test group is being formulated for feedback on the MY TR site. Most importantly, the MY TR group continues to work on improving overall performance rates.

- Harvard Law School and TR Tax & Accounting specific billing issue was discussed. Rachel Torgerson will follow up with Caroline Waters offline.
- AALL/Thomson Reuters Booth will have MY TR kiosk where librarians can see demonstrations of the new MY TR site. Senior TR customer service representatives and managers will be available to field questions.
- Discussion regarding the AALL CRIV Roundtable agenda on Sunday, July 14 at 1:00pm (EDT). Topics will include:
 - Preservation concerns regarding Secondary Legal resources: **“Gone Forever? Preservation Concerns for Secondary Legal Sources in the Electronic Age and Why It Matters”**

- Focus on Artificial Intelligence and how it's being implemented in the legal information profession
- Explore the "unique identifiers" that both Lexis and Westlaw assign to new cases and how to improve access to those identifiers for consumers of legal information

*On the Post-conference call there were two requests for assistance that came through:

Issue #1: Customer reported problems paying invoices by credit card making it necessary to speak with Customer Service to confirm the charges are applied correctly, but the wait time is too long.

- Rachel Torgerson, Customer Success Strategist for TR handled the request by helping their Accounts Payable Department get access to MyAccount which provides the ability to view and pay bills online.
- She is also looking into the long wait times to make payments with Customer Service Teams and is also

sharing this customer's lack of confidence of payments being applied.

Issue #2: A customer reported a problem of shifting content for a license agreement at the point of renewal for Thomson Reuters Practical Law (due to new version releases) without informing the customer.

- The Practical Law Specialist reached out and explained the new, expanded content and functionality and to show that if someone clicks on a 'new' item they will receive an out-of-plan message with a prompt to connect with their client management team.
- The Practical Team provided the customer with a full demonstration of the new features/functionality/content as well as provided pricing so that they could make a clear decision regarding the firm's renewal and Practical Law content upgrade.

CRIV/WOLTERS KLUWER SEMIANNUAL CALL

C.J. PIPINS

ASSOCIATE DIRECTOR FOR PUBLIC SERVICES
UNIVERSITY OF BALTIMORE LAW LIBRARY

Date: Thursday June 13, 2019 / 11:00 a.m. (EST)

Participants: Jonathan Cape Wolters Kluwer); Jenna Ellis (Wolters Kluwer); Vani Ungapen (Executive Director, AALL) & C.J. Pipins (CRIV Liaison).

Agenda

- Welcome
- WK Programs, Activities, or Business of Interest to CRIV and/or AALL
 - Malware attack – On Monday May 6, 2019 Wolters Kluwer found that they had viruses coming in, and they quickly shut down all systems because they knew they had to protect clients and data as fast as possible. Next they brought in a forensics team and all other necessary reinforcements. By the end of the day Monday, the virus was identified. It turned out to be a zero-day virus, and they pushed a patch out. The forensics team then figured out what type of damage it could do. It's a malware virus and there is no evidence that it exported any

data. It attacked all divisions of Wolters Kluwer. The team started scanning every server, and as they were deemed to be clean and clear, they brought them back up. Client-facing applications were at the front of this queue. Cheetah started coming back within three days. Some servers were affected and must be rebuilt. By the weekend Cheetah was completely back up, and the next week financial systems came back up. Everyone is fairly confident that everything is fine now. The final forensic report is pending but everything looks to be safe. WK is going to start working with clients to make up for the down time. Corporate is involved as well. There is no further information about that at the moment. For more information contact jonathan.cape@wolterskluwer.com.

- New tax content – Tax essentials is a topical-ly-arranged content set. There are over 1,000 topics. It has been rolled out and integrated into the tax libraries in Cheetah (if purchased). Within two clicks a user can access an entire set of materials on a topic they select. This is a new way to curate everything for the tax researcher. The content includes an introduction written by outside experts or WK internal editors, primary and secondary content, smart charts, and practice aids. It was created in response to tax researchers from schools, firms, and even accountants who described this as the way they want the information to be laid out. Outside experts or WK editors write the content that introduces the issues and then users will find primary and secondary content on the same page. Below is an example of the industry experts and their topic discussion and introduction, along with links on the left side to the primary, secondary, tools, etc.

Each link following the overview organizes topics by content type.

- Outstanding Requests for Advocacy – NONE
- AALL Programs, Activities, or Business of Interest to WK
 - Preservation of historical legal resources (p.6). Jenna will take a look and share this article with her team.
 - CRIV Vendor Roundtable at the AALL Annual Meeting Sunday July 14 1:00 p.m. – 2:00 p.m. Topics:
 - [AI](#)
 - [Unique identifiers](#)
 - [Anything else that folks bring up](#)

Course Materials for Students with Disabilities

This is an increasing problem that AALL members are starting to experience and investigate further. At the moment the default method of providing access to course materials to students with disabilities is limited to providing a PDF. This is insufficient and does not address the vast array of disabilities that students face.

Thank you to Wolters Kluwer for being a silver sponsor for the AALL Annual Meeting.



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