THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS WITH INFORMATION VENDORS

AALL / YOUR LEGAL KNOWLEDGE NETWORK™

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Welcome to another year of *The CRIV Sheet*! As is customary, in this issue, you'll find reviews of several sessions from the virtual AALL Annual Meeting this July. As is less customary, due to the need to reformat the conference into a virtual experience this summer, each of these sessions has a video component to the recording, which are only available to conference registrants. The recordings will be available to all members in January 2021.

Clanitra Nejdl reviews "The Business of Research Services: Transforming Roles to Add Value." Matt Cooper reviews "Searching in All 50 State Court Dockets: Will It Ever Be a Reality?" Ashley Ames Ahlbrand reviews "Legal Ethics in the Use of Artificial Intelligence." Steve Anderson reviews the pre-recorded session "Copyright Issues in the Connected and Digital World." Finally, Deborah L. Heller reviews the pre-recorded session "Research Toolkit: Answers to Your Research Questions in One Click." In addition, within these pages you will find an article from Deborah L. Heller highlighting the various COVID-19 and social justice resources offered by several information vendors; a detailed overview of ransomware from Cynthia Condit; and a series of vignettes documenting several AALL members' experiences with the new Bloomberg Law dockets usage policy.

*The CRIV Shee*t is always looking for writers, and we are already seeking articles for our February issue. If you have an idea for an article related to the dissemination or preservation of information, vendor relations, or the like, please reach out to us. *The CRIV Sheet* is an excellent avenue for getting published.

Finally, and most importantly, with the coronavirus pandemic still plaguing the nation, we hope you are all staying healthy and safe. Many of us are still working from home, either fully or partially, and that prolonged experience may have you reevaluating how you approach the work you need to perform, how you provide services to your patrons, and how you access information. During these times, please keep CRIV in mind as a valuable resource if you are encountering questions or problems with the research platforms you use. We continue to serve as a conduit between the law library community and legal information vendors and are happy to advocate for answers to any issues you may be experiencing. To request assistance, visit the **CRIV website**. Until next time, remember that the *CRIV Blog* is another valuable resource for the latest news and updates from a variety of research platforms and vendors.

FROM THE CHAIR

DEBORAH L. HELLER
ACTING DIRECTOR OF THE LAW LIBRARY
PACE UNIVERSITY ELISABETH HAUB SCHOOL OF LAW

Hello *CRIV Sheet* readers,

I am happy to be able to welcome you to the first issue of Volume 43. Once again, we are lucky to have Matt Timko and Ashley Ames Ahlbrand as our co-editors of *The CRIV Sheet*. The publication is in their incredibly capable hands and they will provide us with some wonderful content this year.

In July, AALL hosted its first Virtual Conference. While we all missed getting together, it was still a wonderful event filled with incredible presentations. As we do every year, this issue has recaps of some CRIV-recommended programming. Thankfully, many of the sessions that we were looking forward to, proceeded in a virtual format. CRIV also hosted the annual **Vendor Roundtable** at the beginning of July as a webinar. Happily, it was well attended by the membership. I would like to thank all the vendors who participated and provided the AALL membership with information about the services being provided both in the spring and in the future in relation to the pandemic. Many vendors also provided information on some of the resources they have regarding social justice, which is always an important subject, but this year, has become even more meaningful.

Despite the fact that many of us are experiencing a "new normal" brought on by adaptations in response to the pandemic, CRIV is still here to help. You can always submit your **requests for assistance** using the online form. We do not disclose your identity to the vendor while we try to work through your problem, so please feel free to provide all the relevant information.

Finally, please remember that *The CRIV Sheet* is always looking for contributions. We are always looking for articles and this is a great way to get a publication under your belt. Please contact **Ashley** or **Matt** for more information.

CRIV Blog
crivblog.com

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BLOG COORDINATOR

Deborah L. Heller
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Vendor Roundtable

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UPDATED VENDOR RESOURCES FOR COVID-19

DEBORAH L. HELLER
ACTING DIRECTOR OF THE LAW LIBRARY
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CRIV hosted its annual **Vendor Roundtable** at the beginning of July. Several legal information vendors presented on what they have done in response to COVID-19 as well as plans they had for the future. Below are some links to resources mentioned during the event.

Thomson Reuters

- **COVID-19 Resource Center**
- **Westlaw COVID Resources**
- **Civil Rights Legal Materials and News**

LexisNexis: Complimentary COVID-19 & Related Resources

- **Global COVID-19 Resources page** (select U.S. or another country; contains many of the resources listed below on one convenient page)
- **Free updated Coronavirus (COVID-19) Resource Kit** (practical guidance by practice area)
- **Free Law360® site with breaking news**

- **Free Law360 court closures** site
- **The Lexis Practice Advisor Journal™ Coronavirus 2020 Special Edition**
- **Free Intelligize® Insights & Analysis on company response to COVID-19**
- **Free State Net® COVID-19 Legislative & Regulatory Update**s
- **Elsevier® Novel Coronavirus Information Center**

LexisNexis: Racial Equality Resources

- **LexisNexis® statement**
- **LexisNexis® Rule of Law website**
- **State Net® Legislative & Regulatory Updates on Racial Equality & Police Reform**
- **Law360® Access to Justice**
- **Lexis Practice Advisor Protester's Rights Resource Kit**

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RANSOMWARE — STRONGER THAN EVER

CYNTHIA CONDIT
REFERENCE AND CIRCULATION LIBRARIAN & PROFESSOR OF PRACTICE
UNIVERSITY OF ARIZONA COLLEGE OF LAW LIBRARY

Ransomware, the malicious malware that can spread quickly across a computer network, encrypting or otherwise locking down access to data, cost businesses, health organizations, educational institutions, and others millions of dollars in lost revenue and **disrupted operations in 2019**.

It's hard to believe that the **first ransomware** virus was created three decades ago. In 1989, Joseph L. Popp infected 20,000 floppy disks (remember those?) with a virus that were distributed at a global World Health Organization gathering. Nonetheless, it took

another 17 years before ransomware began to achieve a high level of sophistication. It wasn't until 2005 that the first contemporary ransomware programs began to show up. In 2008, Bitcoin's emergence was a game changer for ransomware cyber criminals by providing a mostly anonymous system of transferring money and making it easy for them to extort their victims. Since 2011, large scale ransomware attacks have escalated. For a recap of these and other key events and attacks from 2005 through February 2020, reference **KnowBe4's timeline**.

A lot is written about ransomware. However, with the complicated nature of ransomware explanations, **Infographics** have presented new ways to obtain a quick and clear visual overview of the current state of ransomware. For example, MalwareFox offers an **infographic** that outlines the trends and figures for ransomware statistics in 2019. According to their infographic, desktops were the most infected device (80%), access was gained most often through phishing via email or social media (69%), the major cause of attacks started with careless employees (51%), and 46 percent of victims did not pay the ransom and instead decrypted on their own or replaced data with backup. The infographic also includes a map that reveals the distribution of ransomware attacks across the world—the U.S. was hit 46 percent of the time, while other countries or continents were hit less than 10 percent of the time.

What makes ransomware difficult to deal with is the continuing evolution of new strains of ransomware. If you are interested in learning what the 10 "monstrous ransomware strains that haunted 2019" were, take a look at this **infographic** from Acronis (further details on each monster strain appears just after the infographic). **Ryuk** (number seven on the list) was responsible for a pervasive attack that halted production at a giant Belgian airplane parts manufacturer for weeks and sent home nearly 1,000 employees on paid leave while the company struggled to restore critical systems frozen by the attack. The Ryuk virus continues to attack, most recently hitting the ***Tampa Bay Times*** in January 2020.

Network file encryption is a type of attack that locks access to files by encrypting them. **Vectra artificial intelligence (AI's) infographic** breaks down the victims of this type of attack by industry around the world and in the U.S. The finance and insurance industry was hit hardest in Europe and in the Middle East (35%), with the healthcare industry at 18 percent and energy industry at 17 percent. Like Europe and the Middle East, in the U.S., the finance and insurance industry was hit hardest at 38 percent. Education is a close second at 37 percent, followed by governments at 9 percent. The infographic also shows where network file encryption has been detected by region.

An **infographic from Dropsuite** provides additional information on the most targeted industries along with a list of the most notorious attacks since 2013, and the top ransomware infiltration tactics. Interestingly, Dropsuite predicts a massive increase in ransomware attacks on hospitals by 2021.

What's ahead, you ask? According to ***Comm & Tech Blog's infographic***, ransomware attacks will increase to 1 in every 11 seconds by 2021. They also predict that 70 percent of the people who pay ransom will not get their data back. **McAfee's threats prediction infographic** describes new directions ransomware attacks will take, including the emergence of cyber criminals merging to create malware-as-a-service families, evasion techniques moving toward the use of AI, and attacks looking to target cloud services. Notable is the prediction of issues presented by voice-controlled digital assistants allowing entry into the home. It looks like ransomware may be coming very close to home. You might want to reconsider buying those smart appliances, or, take charge and learn how to **protect your smart home** from potential hackers.

This article is reprinted from the **CRIV Blog** *with permission by the author.*

EXPERIENCES WITH BLOOMBERG DOCKET FEES

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The following accounts come in response to an **Academic Law Libraries Special Interest Section (ALL-SIS) ListServ** question from Adrienne DeWitt: "Does anyone have any additional information about Bloomberg Law's Policy on Academic Use of Dockets?" The responses and various experiences came pouring in (and make up the majority of this article) and presented a cross section of how Bloomberg's current docket charging policy has been addressed by AALL members and institutions.

Overview of the Policy

Kevin Gerson: The new student/faculty and institutional annual limits on Bloomberg dockets charges were effective retroactively to January 1, 2020. Charges are incurred, within dockets, for such actions as docket alerts, refreshing dockets, and requesting new filings. The way it works is that once a user hits his/her individual limit, that user would no longer have the ability within the system to perform actions that would generate additional charges. However, Bloomberg may give the institution the ability to agree to cover those extra charges, which would then allow the user to continue perform the docket functions. I'm sent regular docket usage reports from Bloomberg, which gives us the op-

portunity to head off any problems in advance. But, yes, certainly, any faculty or student can simply refrain from using Bloomberg dockets altogether.

Jane Bahnson: This past June, our Bloomberg Law representative contacted me to talk about changes to the docket access program for academic institutions and to go over our usage data. She explained the new policy was the result of extraordinary use by some institutions and the PACER costs incurred, but that she did not believe we would be significantly impacted. Under our original agreement, students and faculty were allowed (and indeed encouraged) to download as many PACER documents and set as many docket alerts as they desired. The new policy limits individual use to $1,500 in annual incurred PACER costs per user, up to a cumulative maximum of 30 percent of our overall subscription fees in PACER costs for the entire school.

Hitting the Limit

Ashley Ames Ahlbrand: We had our first student hit the limit earlier this semester, but the work was primarily done over the summer as an RA for a professor. Our Bloomberg Law representative told us that, if large-scale access is needed for "legitimate research projects," to let her know, as there are some workarounds they

can offer. In a follow-up meeting with her a few weeks later, one option we acted on was to designate a Dockets Administrator. Under this option, your law library's designee can monitor the docket usage and charges of each Bloomberg Law user in your account, and work with any user who is reaching their limit to find other accounts, such as librarians or RAs, who could continue their docket research for them.

Jane Bahnson: I was told I would be able to monitor our institutional usage, but as of today that feature is "coming soon." We have individual faculty members who are heavy users, particularly those in clinics. A few expressed concern and we advised them to avoid duplicative docket alerts and gave them a list of other resources for obtaining pleadings and dockets. We had one student whose account was flagged for unusual usage, but this was not related to PACER costs. Our representative told us to contact her if someone anticipated a special reason for heavy usage and perhaps something could be accommodated. Thus far, we have not approached our annual limit for PACER costs, and no one's usage has been terminated.

Adrienne DeWitt: We have written to Bloomberg Law for more instruction on this change but have heard no response. What I find most troubling is how this can affect students, who are still learning about how to search effectively, and professors who can hit this wall without knowing it (like what happened to you, Ashley). I have visions of a law student who racks up a bill like the urban legend of the 2L associate who burns through Westlaw! I have also asked if there was a way students and faculty can deselect Bloomberg Dockets as part of the Bloomberg Law research platform. That way, there is no risk of a bill, because there is no access to the database.

Getting Bloomberg Updates and Reports

Kevin Gerson: To get updates on Docket Usage, I made arrangements with our Bloomberg rep. These reports are eye-opening. It's good to see the charges librarians are generating and who the heavy faculty and student users are. We actually had a student who generated $20k in PACER charges in one quarter! It gives you a chance to reach out to heavy users and alert them to free options.

Jane Bahnson: Our main concern is how to address these PACER fee limits going forward. Our upper-level students were told to download documents and set up alerts at will, and their access to Bloomberg Law will last six months after they graduate, when we no longer have control over their usage. Another concern is the accuracy of Bloomberg's accounting. Three times I have received spreadsheets of users that include faculty and students who left our institution some years ago, and several remain on our account even after we notified Bloomberg. One of our heaviest users' email address even reflects the new institution where this user transferred in 2016. Bloomberg has not removed this user from our account in order to preserve the user's pre-set alerts but advised they will take these costs into account if we near our limit. Since we did not negotiate this arrangement, nor the continued use by our graduates after they leave, we are concerned about our ability to keep overall PACER costs within our institutional limits. The relatively easy docket searching is one of the most popular features on Bloomberg for our law community. We are working on the best way to advise our students and faculty of the need for judicious use of this resource going forward.

Adrienne De Witt: There's also the issue of privacy. Sending a report on the dockets that were pulled monthly could be viewed as a restraint on academic freedom. I know that sounds hyperbolic, but some people are touchy about their privacy.

Alternatives?

Heidi Heller: I am a big proponent of teaching dockets, because we use them so heavily in practice. It is possible to get a flat fee contract with Lexis Courtlink, which includes all federal dockets (and many state dockets) and does not pass through any PACER fees (i.e., all PACER fees are included in the flat rate in Bloomberg). Also, many state dockets and documents are free, so using state dockets for research problems may not involve students incurring any fees at all.

Adrienne DeWitt: We need to inform our community about these changes, but we have no information to fully explain to them what's going on. As it is, I advise them to use Lexis or Court Listener.

CRIV SHEET SUMMARIES: 2020 AALL ANNUAL MEETING EDUCATION PROGRAMS

The 113th Annual Meeting & Conference of the American Association of Law Libraries was held virtually, from July 13 to July 17, 2020. The theme of the 2020 conference was "Unmasking Our Potential." In **Volume 42 No. 3** of *The CRIV Sheet* (June 2020), 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.

THE BUSINESS OF RESEARCH SERVICES: TRANSFORMING ROLES TO ADD VALUE

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HEAD OF PROFESSIONAL DEVELOPMENT & RESEARCH SERVICES LIBRARIAN AND LECTURER IN LAW
VANDERBILT UNIVERSITY ALYNE QUEENER MASSEY LAW LIBRARY

Moderator: Mark Gediman (Reference Librarian, Alston & Bird LLP)
Speakers: Scott Bailey (Director of Research Services, Eversheds Sutherland, LLP); Dianne Chambers (Business Research Librarian, Eversheds Sutherland, LLP); John L. Jackson (Business Research Librarian, Eversheds Sutherland, LLP) & Katherine Simms (Research Analyst, Eversheds Sutherland, LLP)

This session provided insights from four legal information professionals from Eversheds Sutherland, LLP who have worked together to reinvent the law firm's library services into a successful Research and Knowledge Services (RKS) team. The RKS team was designed to be more responsive to the law firm's needs and rooted in the law firm's core values of being professional, inclusive, open, creative, and collaborative. Further, the team's aim was to focus more thoroughly on demonstrating the value that its members add to the law firm, both through cost-savings and through their collective abilities. To this end, the RKS team now reports to the law firm's chief pricing and value officer and is considered part of the revenue side of the law firm.

The speakers shared their multi-step process for rebranding their services. One of the earliest steps involved hiring additional team members whose roles have enhanced the abilities of the existing team. Another step was to expand the RKS team's services into all administrative areas across the law firm's nine practice groups. In so doing, the RKS team created customized materials for each area. Although physically based in Atlanta, Georgia and Washington, DC, the RKS team supports a global practice, and the team emphasizes this. A key aspect of the RKS branding has been the promotion of the team having five main superpowers. These "superpowers" consist of: proactive research and insight, education and training, resource management, knowledge management, and thought leadership and innovation. The team even created a logo (2020 Vision) and held an open house to support the rebranding where they wore "2020 Vision" glasses and capes to emphasize the superhero theme.

Another compelling aspect of the session was the RKS discussion of how their individual professional backgrounds have proved critical to the success of the team. Each of the four team members have diverse skill sets and experiences. For example, one team member has a background in journalism, another team member previously worked for LexisNexis, and a third team member has in the past worked as a lobbyist and later for Bloomberg Law. It is clear from the information shared that the team members' collective professional experiences have played an integral role in the team's current successes. As the RKS team continues its planning, the team members have also set specific goals for the future. For example, the team plans to expand online and mobile RKS services, further reduce research costs, and become completely digital in its services by the end of next year.

Although this session was targeted to firm librarians, any legal information professional or team considering a rebranding or reinvention of services would benefit from the information shared. Additional information about the RKS team's efforts can be found in a recent *AALL Spectrum* article by team members Scott Bailey and Katherine Simms: **Knowledge to the Rescue!: The Innovative Deployment of Information Professionals**.

SEARCHING IN ALL 50 STATE COURT DOCKETS: WILL IT EVER BE A REALITY?

MATTHEW S. COOPER
ASSISTANT DIRECTOR FOR PUBLIC SERVICES AND ADJUNCT PROFESSOR
THE OHIO STATE UNIVERSITY MORITZ COLLEGE OF LAW

Moderator: Mary Ann Wacker (Kirkland & Ellis) & Margaret Bartlett (Locke Lord)
Speakers: Blayne Scofield (Bloomberg Law); Alison Manchester (LexisNexis); (Nicole Clark (Trellis Legal Intelligence) & Phillip Vaden (re: Search)

This program was an interesting session that included very knowledgeable panelists in the business of providing access to state court filings. In the academic setting, library users consistently inquire about court filings, both federal and state. As readers of *The CRIV Sheet* likely know, locating federal court filings within the last 10 years or so is usually a much easier task than finding state court filings. Some library users assume that finding state court filings is a relatively straightforward task and that most documents are readily available online. As the presenters of the session confirmed, this is definitely not the case.

The presenters shared useful insights on the current state of docket searching at the state court level. In short, the availability of filings varies widely depending on the state and county, from no online availability to full and free public availability, and there are substantial challenges to making state court filings accessible in a uniform way.

The panelists explained some of the challenges to systematically providing access to state court filings such as receiving docket information and filings in a raw and messy form that takes considerable time and effort to organize and structure in a usable way (aka, to normalize the data). Other challenges included the expense of obtaining access to court records, delays between when documents are filed and when clerks post them online (which hinders timely tracking of cases), and courts' focus on serving judges and litigants, not

necessarily a wider audience such as academics and practitioners seeking to learn more about how a court or judge has ruled in the past.

Approaches to making court documents available varied by vendor, from scraping publicly available data on court clerk websites, manually collecting documents from clerks' offices, acquiring batches of document files from courts, or some combination of these approaches. Re: Search, a project of Texas-based company Tyler Technologies, contracts with courts once an e-filing system is in place to create a platform that will serve broader access needs. Re:Search currently operates statewide in Texas, Illinois, Georgia, and New Mexico.

Answering the question of the program title, the presenters were not confident that searching dockets across all 50 states would be possible anytime soon, but definitely saw potential for growth in state docket access products. As the presenters explained, what drives growth in particular states and counties is user demand, which correlates to the volume of commercial litigation taking place. Developing systems that would offer robust litigation analytics as well as access to and searchability of the underlying documents is ideal. Such a system would allow litigants to create visualizations of probable litigation outcomes while also providing the ability to dig deeper into particular trial-level case documents to understand why certain outcomes are probable.

Better docket access and analytics for state courts is likely on the horizon, particularly for certain high-vol-

ume courts. In some instances, this could happen state-wide, especially if courts across the state share the same e-filing system, though this is often not the case. Vaden noted the significance of that factor for wider docket searching functionality. In any event, based on what the presenters shared, we should not expect a robust 50-state docket search tool anytime in the foreseeable future.

LEGAL ETHICS IN THE USE OF ARTIFICIAL INTELLIGENCE

ASHLEY AMES AHLBRAND
ASSISTANT DIRECTOR FOR PUBLIC SERVICES
INDIANA UNIVERSITY MAURER SCHOOL OF LAW

Moderator: Kim Nayyer (Cornell University)
Speakers: Kristin Johnson (Tulane University School of Law); Sarah Sutherland (CanLII) & Steven A. Lastres (Devevoise & Plimpton)

In this session, three panelists brought their expertise to the discussion of the ethical implications of artificial intelligence (AI). Because AI is a broadly conceived term, moderator Kim Nayyer began by defining their focus on AI narrowly as a component of a larger product or system: specifically, the discussion revolved around machine learning, in which the AI first learns from a given dataset, and then continues to learn based on its own activity, making the process of machine learning both iterative and cumulative.

To provide further context for the importance of this conversation, Nayyer highlighted a recent **ABA Resolution** in which it was "[r]esolved, that the American Bar Association urges courts and lawyers to address the emerging ethical and legal issues related to the usage of artificial intelligence (AI) in the practice of law including: (1) bias, explainability, and transparency of automated decisions made by AI; (2) ethical and beneficial usage of AI; and (3) controls and oversight of AI and the vendors that provide AI." With that as the framework for the session, each panelist presented their perspective on the role and boundaries of AI in practice.

Kristin Johnson highlighted the blurry line between the benefits and ethical quagmires that AI usage presents. Using the current COVID-19 crisis as a use case, she discussed a method of contact tracing that could employ AI and Bluetooth technology to trace when and for how long a positive COVID patient's Bluetooth-enabled device had been in close proximity to other Bluetooth-enabled devices. Citing the need to ensure the safety of employees or students, Johnson said, many employers and universities could see this use of AI as extremely positive; but on the other hand, such tracing threatens to violate the patient's right to privacy.

Sarah Sutherland took up the conversation from there, raising more concerns about the use of AI today. First, she noted the troubling manner in which people adopt AI tools without understanding how it operates and how it draws its conclusions. Second, she identified the frequent concern that these AI programs will start replacing people in the workforce, thereby eliminating jobs. To both of these concerns, Sutherland posited that the use of AI would be much more effective if the technology was placed in the hands of savvy individuals who understood how the AI worked and used it to improve their own work (not to replace actual people in the workforce). Sutherland cited e-discovery tools as a current example of the effective use of AI, where it does not replace the role of the attorney in discovery proceedings but makes the attorney's work better and more efficient. Finally, Sutherland suggested that the development of AI technology should proceed but called for greater oversight by the government to ensure that it is developed and harnessed in a safe manner.

As a strong compliment to the first two panelists, Steve Lastres rounded out the presentation by proposing that, in terms of the use of AI in the legal industry, law librarians are the most logically positioned to be the leaders and experts in this emerging field. He called on us to educate ourselves in this area, get to know the tools, conduct comparative research with similar products (like the judge analytics products of Westlaw, LexisNexis, and Bloomberg Law) to get a sense of what data they pull from to render their predictions, and speak with the vendors themselves to become self-made experts on these tools. Then, share your expertise with

your constituents, whether that includes the attorneys in your firm or the students and faculty at your school. Lastres highlighted several educational resources his team brought to the attorneys at Debevoise & Plimpton. Other ongoing endeavors include professional devel-opment trainings on the ethical implications of AI; the development of a resource center listing websites, books, articles, and white papers attorneys could peruse to educate themselves; and the development of an AI blog where they could continue the conversation.

COPYRIGHT ISSUES IN THE CONNECTED AND DIGITAL WORLD (PRE-RECORDED)

STEVE ANDERSON
DIRECTOR
THURGOOD MARSHALL STATE LAW LIBRARY

Moderator: Cindy Guyer (University of Southern California)
Speakers: Jef Pearlman (University of Southern California) & Mary Rasenberger (Authors Guild)

This was a fascinating livestream program on copyright law, which turned out to be more than just an overview or guide to today's law. The target audience was billed as being for "All librarians who conduct or teach legal research, and all private and government legal informa-tion publishers; librarians who are or will be involved with increasing access to attorney/faculty publications; librarian-authors who want to increase their own publication citations for professional growth and tenure purposes; and librarians who need to ensure their posts on social media accounts are copyright compliant." However, in many ways, it was a copyright expert law-yer talking with a copyright expert law librarian.

Jef Pearlman discussed the recent U.S. Supreme Court case, *Georgia, et al. v. Public.Resource.Org, Inc.,* which permitted the respondent *Public.Resource.Org* to copy and publicly share annotations from the Official Code of Georgia Annotated because they were written by the Georgia legislative branch itself. Such legislative-ly developed annotations are ineligible for copyright, the Court held. This idea eventually may be broadened by other courts to include open access to those states' laws adopting a copyrighted model code. Nevertheless, because so few other states author annotations them-selves, the Supreme Court's holding will be somewhat limited.

Pearlman also gave a short review of another po-tentially consequential copyright case, involving the National Emergency Library (NEL) of the Internet Archive. The NEL opened in March 2020, making the Internet Archive's entire database free for all users due to the coronavirus pandemic. This notably also includes scans of materials under copyright. Consequently, pub-lishers sued the Internet Archive in early June 2020. A decision or settlement has not been reached.

Cindy Guyer was the final speaker, and she present-ed a number of reminders on "Keeping Social Media Copyright Compliant." Items include the fact that one grants an automatic license to the social media plat-form for whatever one posts online and that whatever one posts may be appropriated by others. For that reason, it is preferable to embed or link to the original post. One of her sayings was "When in doubt, throw it out," meaning that one must use their own material or a licensed or fair use image or text. Otherwise, such material should be omitted from a post.

It was the second speaker, Mary E. Rasenberger, who may have given the most thoughtful and insight-ful remarks. The Authors Guild offers a very different perspective from usual librarian advocacy. Librarians at times may have their preconceived notions of authors. One such conception that this writer had was that the average full-time author made more than just $20,000, annually. "The average full-time writer makes just $20,000 per year," Rasenberger said, clarifying the type of person for whom her organization advocates.

Rasenberger reviewed the 2020 Authors Guild Mod-el Contract, which is the sample agreement between writers and publishers that the Guild promotes. The Model Contract contains two concepts beneficial to the author: contractual reversion rights and statutory ter-mination rights. Reversion rights contractually spell out how and under what conditions an author may get her rights back from a publisher. An example of a reversion

right might look like this "After 3 years, a writer may receive rights from a publisher if the writer notifies the publisher of the request, the book has sold fewer than 100 copies in the last two quarterly periods, and the publisher is not planning a 'print on demand' or eBook version."

Termination rights are governed statutorily by Sections 203 and 304 of the Copyright Act. These sections give an author and her heirs the right to terminate the grant of an author's copyright to a publisher on or after certain eligibility dates. A very useful handout accompanied the presentation. It includes slides from all three speakers' talks and a book, Understanding Rights Reversion, published by the Authors Alliance, a project of the University of California, Berkeley Law School's Samuelson Law, Technology & Public Policy Clinic.

The more law librarians know what authors must do to guard their publication rights from publishers' abuses, the better off we all are. This is true, at least, of smaller publishers; when this writer asked Rasenberger if the two main legal publishers followed the Guild's Model Contract, she replied that she did not know.

RESEARCH TOOLKIT: ANSWERS TO YOUR RESEARCH QUESTIONS IN ONE CLICK (PRE-RECORDED)

DEBORAH L. HELLER
ACTING DIRECTOR OF THE LAW LIBRARY
PACE UNIVERSITY ELISABETH HAUB SCHOOL OF LAW

Speaker: Tania Danielson (Schulte Roth & Zabel)

The focus of the session was a Research Toolkit Tania Danielson worked to help create over a period of 1.5 years. The toolkit is a database that provides users with targeted answers for specific research tasks. The germ of the idea for the toolkit sprouted from the proliferation of research tools flooding the market in recent years. In consultation with a group of litigation attorneys who provided information about the resources they use for specific tasks, a research guide was created and posted on the litigation practice page.

After about a month, one of the associates who worked on the guide inquired about making the guide a database. Creating a database from the existing information required close communication and work with a senior web developer as well as a lot of trial and error. After about two months, Danielson had a template that had been created using SharePoint. This template was used to create the database. Once the information was put into the database, the next step in the process was testing. Attorneys from outside of the pilot group, research staff, two partners, and some people from the managing clerk's office tested the toolkit. Using the input from the testers, additional categories were added, and existing content was regrouped. After a few months of testing the final version was launched at a litigation practice lunch.

The toolkit became so popular that a transactional portion was added to the existing litigation portion of the toolkit. The current toolkit has a topic and entry format. Each legal topic has a link to the best resource to address that issue as well as some additional information. The system allows you to edit, delete, sort, and expand the entire toolkit. Each section has a search feature and the whole toolkit may be searched by expanding it and using a CTRL-F search. The toolkit is intended to be agile and respond to the needs of its users.

Over 96 unique users have used the toolkit for 569 separate sessions within the past year. It allows for faster access to resources. Associate trainings now include an introduction to the toolkit. Additionally, although a little resistant to the resource at first, reference staff have utilized the toolkit often while working from home during the pandemic. Use of the toolkit has resulted in less dependence on metered resources and has highlighted new or underutilized resources.

For the future, there are plans to allow searches that will retrieve sample documents from their document management system, allow for keyword search capability in the entire database, provide an opportunity for attorneys to customize, include the toolkit as a resource on Research HUB, and track resources used within the toolkit.

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, Law 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: December 17, 2019   Refer to *The CRIV Sheet* volume 42, issue 3, page 12.

CRIV/LEXISNEXIS SEMIANNUAL CALL

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

Date: June 18, 2020
Participants: Carolyn Bach (Senior Manager, Librarian Relations and Faculty Programs, LexisNexis); James Oakes (Segment Manager, LexisNexis); Karen Selden (AALL Executive Board Liaison); Vani Ungapen (AALL Executive Director) & Karen Provost (CRIV Board, LexisNexis Liaison)

Lexis Advance® Updates

- Non-billable Zones (NBZs): Law firms now have the ability to share "non-billable" links to sources and documents directly with their users. These links can be hosted on the firm's intranet. NBZs are becoming more popular. Common applications now include an NBZ for summer associates and for attorneys to access specific content in a work-from-home environment.

- Ravel™ View has been improved with a color set that is more accessible to our color-impaired users. We also improved the way Ravel View displays on the page so that valuable information from the legend isn't obscured when a user engages with different aspects of the tool.

- A project is well underway to merge practice centers with practice area pages and jurisdictional pages in Explore Content to improve usability and reduce confusion and clutter on the page. All jurisdiction pages and most practice areas are complete.

- Improved work folders: Following the nationwide

shift toward remote work due to COVID-19, we've been enhancing work folders by: 1) making sure that annotations and highlights added to any document saved in a folder are visible anywhere that document is accessed throughout the system; and 2) ensuring that the version of a document saved in a folder is always up to date with the live document. For example, if I annotate a case and save it in a folder, those annotations will be visible the next time I retrieve that case by citation from the homepage; not just from within the folder. If I saved news stories in a folder and the publisher updates the language of those stories after the fact, the version in the folder will be the same as the version elsewhere on Lexis Advance, without my needing to manually update the folder. Similarly, the Shepard's Signal™ indicators on cases in folders will reflect the current Shepard's symbol on the Lexis Advance service, without the need to update manually.

- A minor enhancement, but one legal information professionals will appreciate, is a new indicator that makes it easy for users to identify when a source is

no longer updated. A small icon that looks like a filing box will appear next to the name of the source in Find a Source, the Source Information window, and in the word wheel.

Context Analytics

In April, Context Company Analytics module was released, featuring company profiles for nearly 2.5 million companies from around the world. Building on the exclusive legal language analytics in the Context offering, this new module also introduces industry-first news language analytics, allowing users to understand the interplay between news stories and litigation. We're already seeing Context Company Analytics used by business development professionals as well as litigators. The Context Expert Witness Analytics module now offers the ability to compare experts by hiring party, top jurisdictions, number of settlements, number of testimonies, and number of challenges—right from the results set.

Lexis Product Liability Navigator™

Perhaps the most exciting news is the recent launch of the newest, one-of-a-kind product—the Lexis Product Liability Navigator. Users can quickly identify relevant regulations, recalls and reports, multidistrict litigation, verdicts and settlements, and subject matter experts, and leverage exciting filters such "case law by theories of liability" or "affirmative defenses" and more. There's nothing like it in the market.

Nexis Newsdesk™ Update

- Search results are enhanced to include less filters (ability to expand for more), an article preview button, and an infographic to depict trends over time for that search

- Quick Search has been rebranded as Simple Search—guided search template for new users

- Helpful "Remove the Noise" filters added to post-search filters to help further refine results

- New transfer of ownership functionality to allow administrators the ability to move content from one user's account to another

- Alerts merged into newsletters

- Newsletter export functionality expanded to access the last 30 days of content

ID Migration Update

Lex Machina® customers can now access the product via their Lexis Advance ID.

COVID-19 Complimentary Resources

- **Global COVID-19 Resources page** (select U.S. or another country; contains many of the resources listed below in one convenient page)

- **Free updated Coronavirus (COVID-19) Resource Kit** (practical guidance by practice area)

- **Free Law360® site with breaking news**

- **Free Law360 court closures** site

- **The Lexis Practice Advisor Journal™ Coronavirus 2020 Special Edition**

- **Free Intelligize® Insights & Analysis on company response to COVID-19**

- **Free State Net® COVID-19 Legislative & Regulatory Updates**

- **Elsevier® Novel Coronavirus Information Center**

LexisNexis® Information Professional Resources

The LexisNexis® InfoPro website and newsletters have been upgraded. This site is designed specifically for legal information professionals. The new streamlined InfoPro website includes current and archived InfoPro newsletters, research tips, law librarian webinars, and additional resources for information professionals. Bookmark the site, and if you're not a subscriber, click here to subscribe and stay on top of key enhancements added to the products you use daily.

Law librarianship is ever evolving, and so is the librarian relations team. The Librarian Relations Consultants have a new job title, Knowledge & Research Consultants, to better reflect how they support today's law firm information professionals. LexisNexis is proud to be a Platinum sponsor of the 2020 AALL Virtual Conference.

CRIV/THOMSON REUTERS SEMIANNUAL CALL

DEBORAH L. HELLER
ACTING DIRECTOR OF THE LAW LIBRARY
PACE UNIVERSITY ELISABETH HAUB SCHOOL OF LAW

Date: June 2, 2020

Participants: Deborah Heller(CRIV Thomson Reuters Liaison); Kim Hurley (Information Management Advisor at Thomson Reuters); Rachel Torgerson (Customer Success Strategist at Thomson Reuters) & Kevin Lane (Manager, Westlaw Product Development)

Agenda and Notes

- Discussion about some of the billing changes recently implemented and forthcoming.

- Working to improve communication and redesign invoices

- Ensuring a more reliable communication channel to customers

- Increase in electronic invoicing

- Making it clearer to customers if they are on auto-pay for certain items

  - The invoice more clearly shows that something has already been paid to cut down on duplicate payments

  - Providing 60, 30, and 15-day notices when a credit card that the customer is using for auto-pay is expiring to help prevent past due invoices and collections.

- Working to reduce the unapplied payments backlog by contacting customers and asking how payments should be applied to their account

- Three phase invoice redesign

  - Phase One began in early May and applies to new sale or debit invoices

    - **Cleaner**

    - **Clearly outlines the amount due and the date it is due**

    - **Customer name and address clearly provided on the invoice**

    - **Customers will receive a PDF attachment with the invoice in an email so there is no longer the need to go to a separate platform in order to access the actual invoice**

    - **The invoice will include hyperlinks.**

  - Phase Two is anticipated to launch in the Third Quarter of 2020 and applies to Subscription, Credit, and Pro Forma invoices

  - Phase Three launch date is still being determined after Phase Two and will include online invoices

- Updates to customer support information, including **how to read new invoices**

  - Quick Check on Westlaw Edge have added a quotation analysis feature that analyzes quotes in legal documents to ensure that they are accurate

  - A new feature on Westlaw Edge that was rolled out late in the summer is **Quick Check Judicial**

  - Allows you to upload multiple documents from a single matter. So, the documents submitted by both parties will be analyzed together

  - Shows the cases cited by each party, cases cited by both parties, and cases cited by neither party

  - Will allow you to upload up to six documents at one time and assign each document to a party

  - It will be included with a Westlaw Edge subscription

- More Practical Law materials were released at the end of June

  - Includes a commercial litigation subtopic with over 200 new resources

  - Substantive videos by the Practical Law editors

  - Relaunch of the life sciences topic

  - FDA-regulatory cross practice collections or the 2020 AALL Virtual Conference.

CRIV/WOLTERS KLUWER SEMIANNUAL CALL

CYNTHIA CONDIT
REFERENCE AND CIRCULATION LIBRARIAN & PROFESSOR OF PRACTICE
UNIVERSITY OF ARIZONA COLLEGE OF LAW LIBRARY

Date: Thursday June 11, 2020 / 1:00 PM (EST)
Participants: Jenna Ellis (Wolters Kluwer Liaison); Vani Ungapen (AALL Executive Director); Karen Selden (CRIV AALL Executive Board Liaison) & Cynthia Condit (CRIV Board Wolters Kluwer Liaison)

Wolters Kluwer Programs, Activities, or Business of Interest to CRIV and/or AALL

- COVID-19 Resources:
  - Wolters Kluwer provides a public page of **COVID-19 Resources and Tools**. The extensive, curated list offers Back to Office agency guidance and legal insights, State Bar Association guidance, white papers, legislation, frequently asked questions, links to third-party resources, and information specific to over 10 legal practice areas.
  - Wolters Kluwers also offers free access to its **COVID-19 State and Federal Compare Smart Chart**. Users can locate curated state and federal content by topic and jurisdiction in a single resource. View federal and state laws, regulations, and executive orders organized topically across banking and finance, labor and employment/HR and benefits, health and infectious disease, and others along with links to full text, updates, and more. The Smart Chart is updated three times a week.
- Summer Associate Training:
  - Wolters Kluwer continued to offer Summer Associate Training to law firms functioning in hybrid remote environments. In addition to offering virtual training sessions, Wolters Kluwer has created over 30 new training videos organized by practice area. The **two to three-minute videos** focus on tasks a new associate might need to perform, such as how to pull up a no-action letter.

Requests for Advocacy

- Cheetah Platform Update: Wolters Kluwer reports that the Cheetah tax content platform update was completed successfully the end of February 2020. Potential issues with Cheetah since COVID-19 closure of schools may be the result of employees working outside of the normal access points/IP ranges.
  - AALL Programs, Activities, or Business of Interest to Wolters Kluwer
  - Ebook subscriptions. Cynthia asked if there were any plans for Wolters Kluwer to provide eBook subscriptions for course reserves this coming fall. Jenna will follow up on this question, which was not on the original agenda.
  - **CRIV Vendor Roundtable**. CRIV invited Wolters Kluwer to participate in the CRIV Vendor Roundtable at AALL's Virtual Conference on Monday, July 6. The topic was Vendor Responses to COVID-19 and plans for the future. Wolters Kluwer is interested in sending someone and will forward names on to Deborah Heller. Karen advised that some questions may revolve around obtaining eBook reserves for law schools in the fall.
  - AALL Virtual Exhibit Hall. Vani and Karen encouraged Wolters Kluwer to reconsider participating in AALL's Virtual Exhibit Hall as a sponsor for this year's AALL Virtual Conference. Vani will share screenshots and a page from another virtual exhibit hall with Jenna that illustrates what a virtual exhibit hall looks like and how it functions. Karen noted that law firms and law schools would benefit from the opportunity to have Wolters Kluwer present at the Exhibit Hall event. Jenna will share the information and elevate it to the appropriate level. Vani and Karen expressed appreciation regarding continuing this conversation with Wolters Kluwer.