

THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS
WITH INFORMATION VENDORS

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EDITOR'S CORNER

ANDREW CHRISTENSEN

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Emerging from the dark chill of winter, and the apparent tail-end of a (hopefully) once-in-a-lifetime two-year viral pandemic, comes the March 2022 edition of *The CRIV Sheet*.

The CRIV Sheet

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Originally expected as a February issue, this one needed a bit more time. I sought to summon an outstanding slate of authors to deliver a variety of timely and informative pieces, and I am excited by the result. Thanks for your patience, which I hope you will find well rewarded when reading through.

Up first, Cynthia Condit gives guidance on developing a vendor diversity procurement program for your institution as a concrete, meaningful implementation of diversity, equity, and inclusion principles that we should all aspire to.

Next, Brittany Kolonay and Christos Pamboukes—librarians with experience in both law schools and law firms—discuss how to work with vendors and resource end-users in your organization to beta test new digital products.

Ben Keele shares his expert insight on the ways governments are providing authentication of official, web-based legal documents under the Uniform Electronic Legal Material Act (UELMA), a law with strong support among the legal and librarian communities that is increasingly being adopted across the country.

The Association of American Law Schools held its Annual Meeting in January, and Ashley Ahlbrand offers her reviews of two programs that focused on law libraries and legal information, summarizing them for those who could not attend virtually. (Recordings are now available through links provided in the article.)

Finally, we include the minutes from the winter semiannual conference calls between AALL and the four largest vendors of our profession: Bloomberg, LexisNexis, Thomson Reuters, and Wolters Kluwer. These reports, also published on the *CRIV Blog*, are helpful one-stop updates on a multitude of recent and upcoming changes to the vendors' platforms and policies.

I hope you enjoy this early-spring issue. The next edition of *The CRIV Sheet* is due out in June, and if you would like to contribute as an author or advise us of a topic, please let me know at christensena@wlu.edu.

FROM THE CHAIR

ASHLEY AMES AHLBRAND

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Hello dear readers and thank you for perusing the latest issue of *The CRIV Sheet*.

This is our first issue of 2022, and with a new year comes the inevitable discussion of New Year's resolutions. As I sat down to write this column in early January, I started wondering what CRIV-related New Year's resolutions might look like. I started by looking for a [list of the most common New Year's resolutions](#) and putting a CRIV-related spin on them. While we are now quite settled into 2022, it's never too late to start a new resolution. Enjoy!

- **Exercise more.** Flex your research muscles and try out new databases and sources of legal information to answer your research questions, beyond your go-to resources.
- **Lose weight.** Weight management seems akin to collection management. Resolve to study what resources your patrons are using and what sources you are missing, then trim and sculpt the healthiest collection to suit your research needs.
- **Get organized.** You could look at this from several perspectives. First, you might resolve to seek out tools or methods for organizing your research. Alternatively, you might resolve to revisit how your library could better organize your print and digital collections to best suit your patrons' needs.
- **Learn a new skill or hobby.** This year, explore new areas of legal information that are less familiar to you, such as artificial intelligence or data analytics.
- **Save more/spend less.** Expand your research wheelhouse by utilizing more free and low-cost resources in your daily grind.
- **Quit smoking.** This is an admittedly tough one to analogize to CRIV- or research-related resolutions, but if we think of smoking as one of many vices you might want to quit, you could resolve to conquer a research-related vice, such as adopting better time-management strategies to finally stop procrastinating on large research projects.
- **Spend more time with family and friends.** Resolve to offer or attend more research trainings this year, whether hosted by your institution, a professional association, or a vendor.
- **Travel more.** OK, I am just going to be optimistic here: Conferences! Here's hoping I'll see you all in Denver this July (and that other conferences will have the opportunity to go back to in-person offerings as well).
- **Read more.** One of my favorite aspects of a career in law or librarianship is the imperative to be a lifelong learner. So, resolve this year to explore an unfamiliar or challenging topic within legal information, whether that's a

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specific subject area, like foreign and comparative legal research, or a characteristic of legal information you would like to understand better, such as how search algorithms or artificial intelligence systems function.

So, there you go: Our 10 proposed CRIV- and research-related resolutions for 2022! Let's make it a productive and prodigious year!

THE NEXT STEP: IMPLEMENTING A VENDOR DIVERSITY PROCUREMENT PROGRAM

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Diversity, Equity, and Inclusion (DEI) programs in the workplace have experienced a surge of interest in the past couple years as the Black Lives Matter movement has received national and global attention. Some corporations, law firms, and universities are now expanding their DEI programs by turning an eye to their vendors and implementing procurement programs with a focus on vendor diversity.

Why a Vendor Diversity Procurement Program?

Reasons for developing a vendor diversity procurement program are not any different from those for implementing a DEI program in the workplace. For some, the reasons derive from altruistic, humanistic, and ethical motivations: It is about the genuine desire to do the right thing and to be more inclusive. A vendor diversity procurement program helps generate economic opportunity for underrepresented communities, which delivers broader societal benefits. There also is an aspect of psychological safety that an organization imparts when it develops a strong DEI program. [Kerri Mesiah](#), the first full-time director of DEI at Latham & Watkins, emphasizes reinforcing the idea that “you belong as you are.” Extending diversity into your vendor procurement program amplifies your commitment to diversity in all aspects of your workplace, reassuring employees they are valued and important.

Additionally, there are compelling commercial reasons, backed by data, to develop a vendor diversity procurement program—for example, reports by [McKinsey & Co.](#) and [Glassdoor](#). The McKinsey Report notes that the most diverse organizations are 25 percent more likely to experience above average prof-

itability. Vendor diversity widens the pool of potential suppliers and creates a more agile and resilient supply chain. It promotes competition in your supply base which can improve product quality and drive down costs. The different perspectives from a diverse group of vendors can lead to new strategies that bring innovative solutions and products to the table.


A Brief Look Back

Early vendor diversity procurement programs emerged out of the civil rights movement of the 1960s. General Motors, according to *Harvard Business Review*, set up one of the first programs in 1968, with others in the auto industry following suit soon after. Early initiatives were tied to federal government rules and regulations. In 1978, [Section 211 of Pub. L. 95-507](#) amended the Small Business Act to encourage contractors doing business with the federal government to provide opportunities to “socially and economically disadvantaged individuals.”

Although vendor diversity has evolved slowly over the past 40 years, much has changed. Initially, vendor diversity focused on minority-owned businesses, which consisted mostly of those owned by African Americans and then, in the 1980s, women. Today, vendor diversity has expanded to include Hispanic Americans, Native Americans, Asian Americans, people with disabilities, veterans and veterans with disabilities, and the LGBTQ+ community.

What Is a Diverse Vendor?

A diverse vendor is one in which more than 50 percent of the business is owned and operated by an individual



or group that is part of a traditionally underrepresented or underserved group. While the percentage of ownership does not change, specific definitions and requirements may attach depending on the vendor category. For example, [13 C.F.R. § 1223.1](#) defines a disabled-owned business, but it may also be useful to look at the definition of disability at [29 C.F.R. § 1630.20\(g\)](#) and [1630.3](#) and Appendix to Part 1630-Interpretive Guidance on Title 1 of the American with Disabilities Act.

Establishing a Successful Vendor Diversity Procurement Program

Central to developing a vendor diversity procurement program is demonstrating its importance. Involve your procurement and finance departments in the process from the beginning. Invite their thoughts and input. Emphasize that the program is central to purchase decisions. Inform your employees with progress updates.

Together, review your current supply chain vendors. Develop an organization-wide policy that includes diversity targets and how they will be achieved. Seek out and evaluate diverse vendors, keeping [affinity bias](#) in mind. Automate your vendor diversity process. Implement a policy that regularly allows you to track data and manage diversity targets.

Snapshot: Carnegie Mellon University

In December 2020, the Carnegie Mellon University (CMU) Office of Human Resources and the Finance Division began updating CMU's Request for Proposals and Qualifications to require DEI commitments in writing from vendors and contractors by summer of 2021. In conjunction with this requirement, CMU's Office of Human Resources and the Finance Division worked together to create training opportunities for their vendors to increase access and awareness of opportunities. Additionally, CMU's Finance Division held "Doing Business with Carnegie Mellon" sessions with local businesses, in partnership with Bridgeway Capital and the African American Chamber of Commerce of Western Pennsylvania. The sessions covered how to become a university vendor, the vendor pre-registration survey, and the university's commitment to supporting doing business with diverse vendors.

Finding diverse vendors that comply with your policies may be challenging. Some organizations rely on third-party agencies that provide vendor diversity certification. The certification process is arduous

for the vendor. It requires extensive documentation, screenings, interviews, and sometimes on-site visits to confirm the vendor's diversity. It takes weeks to months to gain approval. Other organizations seek out and develop relationships with councils and chambers of commerce devoted to diverse groups, such as the [Council for Supplier Diversity](#), the [National Minority Supplier Development Council](#), the [Women's Business Enterprise National Council](#), and the [National LGBT Chamber of Commerce](#).

If you are in a specialized market and cannot find a qualified diverse vendor to supply what you need, look for a vendor that is committed to and supports DEI. Most businesses with a commitment to DEI share their goals and information on their website. Look for a DEI annual report. Ask others to recommend a third-party resource that evaluates businesses on diversity efforts. And, importantly, talk to the vendor.

Communication and transparency are key, not only within your organization but also with your vendors. Build and foster relationships with them. Share your vendor diversity policy. Ask them about issues they face and how you can help remove barriers. Invite their ideas. Offer training in your procurement process. Develop mentoring and training programs to help them meet your standards.

Snapshot: Cornell University

In conjunction with Cornell University's overarching commitment to diversity, the university's Procurement and Payment Services office created a supplier diversity procurement program. The PPS website provides relevant stakeholders with a variety of information about its vendor diversity efforts. For example, there is an "Annual Spend with Diverse Suppliers" chart that provides total spend amounts for different diverse vendor groups going back to 2016. From the sidebar, you can connect to their Mission, Vision, and Strategies overview, their definition of diverse business, and lists of diverse vendors. Under "See Also" are resources for suppliers (including information about how to get certified), information for small businesses, local and regional businesses, and a chart for university employees to help them choose a supplier.

Just like with your workplace DEI program, after implementing a vendor diversity procurement program, don't wipe your hands, say job well done, and leave it at that. The program requires care and attention. Continue to monitor and improve what you have in place. Check in

with all stakeholders and ask for feedback and suggestions. Include it in your annual DEI report.

Final Thoughts

Keeping up the momentum can be taxing. Fatigue can set in and threaten progress and continuity. Remember the riddle, “How do you eat an elephant?” Answer:

“One bite at a time.” So, set small definable goals (e.g., **SMART**), keep your expectations realistic, empower others to act and participate, and communicate regularly with everyone. Finally, place your reasons for committing to a vendor diversity procurement program front and center where you can see them.

AN INTRODUCTION TO BETA TESTING: SETTING EXPECTATIONS AND IMPROVING OUTCOMES

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Information products that have not gone through beta testing are bad for everyone—for the attorneys and librarians whose information needs are not being met, and for the vendors having to fix a broken product. Given the high stakes involved, it is only natural for vendors to recruit librarians to be involved in this quality-control process, sometimes as beta testers themselves and sometimes as the conduit through which other end users might get involved.

In both scenarios, law librarians possess the expertise to run the product through its paces and communicate flaws in its design. The benefit to both groups is a better product all around. However, these potential benefits come with a potential cost, not just in terms of money spent but in terms of time spent and goodwill. Below we will discuss the concept of beta testing as applied to law librarianship, and then offer a non-exhaustive list of factors law librarians should consider before beta testing new products.

What is Beta Testing?

As described by leading digital testing and quality company **Applause**, beta testing is one of the final steps in the software development lifecycle before a product goes live. Also referred to as user testing or customer validation, beta testing aims to ensure that end users are satisfied with a software product before it is made generally available.

Relatedly, products that are still in development but released to some users are often called “beta products.” The use of “beta” in this situation reflects that the vendor is continuing to actively work on the product, even though there is no targeted release date. In general, beta testing practices vary significantly between companies and products. As far as the authors are aware, there is no standard beta testing process employed by legal information vendors.

It should be noted that the term “beta testing” applies only to products that have yet to be released to the public. While the considerations for beta testing may be similar to the considerations for testing a publicly released product during a trial run, it is important to keep in mind that beta testing will generally require a higher level of participation on the part of the end user.

Beta Testing in Legal Information Resources

Despite the occasional rhetorical query along the lines of “why didn’t they just ask for our opinions while they were designing this product?”, law librarians are often involved in beta testing. However, because the scope of beta testing can vary widely, being asked to be a beta tester can be a very loosely defined request. Therefore, it is important to understand the costs and benefits of being involved in the development process, both before agreeing to participate in beta testing and during the beta testing phase itself.

General Beta Testing Considerations

While it is impossible to outline every consideration involved in beta testing, we offer the following list of considerations that may help facilitate internal discussions as well as setting expectations with vendors.

1. **What is expected of you as a tester?** Frame this as a measure of the time spent during an average work week. Beta testing can run the gamut from performing specific tests to integrating the product into your daily work routine. In either case, you should not hesitate to make clear to the vendor that your time and expertise is valuable. If there is a level of participation that you are most comfortable with, be sure to convey this to the vendor at the outset.
2. **How close is the product to going live, and how long has the product been in beta mode?** Knowing when a product is expected to go live can help you manage your expectations about the product and the beta-testing experience in general. Some products can remain in “beta” mode forever, never really improving but never dying either. You might not want to waste your time beta testing a product that is unlikely to be released in the near future.
3. **What technical or subject matter expertise is needed to test?** Occasionally, vendors will be best aided by those with a certain subject matter or technical expertise. Being clear upfront will prevent unnecessary time spent.
4. **Who will get your feedback?** A product in the development stage should still be getting worked on by developers and other software or data engineers. Depending on your comfort level and your level of involvement with the process, you might want to make sure you are meeting with developers rather than solely relaying information through sales or customer service representatives. On the other hand, you may want to consider having a single vendor contact for beta testing through which your feedback gets funneled through, to make sure that nothing gets lost and everyone within the vendor organization receives the same information from you.
5. **Is there a monetary cost?** Some products that are “beta” may still be considered functional enough for vendors to charge some amount to add it. Relatedly, you may need to inquire into the expected price

range for the final product. Knowing that your institution will be priced out of a product may impact your decision to participate in beta testing.

6. **How much goodwill exists between the vendor and your institution?** The relationship between the vendor and beta testers may differ from the relationship between the vendor and your institution. It is therefore important to consider issues that may be relevant not just to the beta testing process itself, but also to how the experience may positively or negatively impact your institution’s perspective on the final product or the vendor in general.
7. **What will you have access to?** Verify that your users will continue to have access to the “legacy,” or current, version of the product (where applicable). We would also recommend informing other stakeholders within your organization before agreeing to be a beta tester for any new product, including Electronic Services/Legal Content Services.
8. **Will beta testing impact your current contract or contract negotiations?** Being asked to take on beta testing can have a wide variety of impacts on your current contracts. Some testing could be done for free as a professional courtesy, others could require extensive contract negotiation or NDAs that may negatively impact your organization’s overall contracting stance. You may also want to consider whether involvement in product development will reach a level that may raise conflict of interest issues.

Special Considerations for Attorney Participation in Beta Testing

Sometimes, both the vendor and you as the librarian will realize that the best testers are the attorneys or faculty members themselves, especially for products aimed at specialized practices or when products are entirely new. Again, our advice is not meant to outline all considerations, but to lay out a few that may be the most relevant to you.

- **Determine whether you should be the one driving your institution’s trial.** We know there are scenarios where vendors may prefer to work directly with end users such as attorneys. However, we encourage you to make sure that you are actively

involved in any trial process involving attorneys, even when the attorneys are the ones providing the feedback.

First, being involved allows you to be your user's advocate, just as you are in the contract process. You can help advocate for reasonable time constraints and make sure individual testers are being treated fairly. Second, you can help drive which users may be the best testers in a way that may be less burdensome to them. Third, the information provided may be useful to future acquisitions or contract negotiations and you will want to be aware of it.

You may also want to prohibit the vendor from contacting any of the attorneys directly. Consider having attorneys relay their feedback through you instead. Then you can present their feedback to the vendor. This would ensure that vendors would not be able to pitch additional products to an attorney in their role as beta tester.

- **Do you have the “capital” to run a trial like this?** When you bring in other end users such as

attorneys or faculty, it can impact the credibility not just of you but of the library staff in general. We would not advise bringing in attorneys without having their trust and goodwill established first. Also, consider that being a beta tester may take time that would be better spent pursuing other goals or projects. While a smoothly functioning beta test may raise your value, a poorly functioning one could have negative impacts on your ability to do other unrelated projects.

Final Thoughts

Being a beta tester can be an opportunity to make improvements to a product that you will one day use. We also hope this article demonstrates some of the potential issues that could disrupt a successful beta-testing partnership. If law librarians can avoid these pitfalls, they should feel confident participating as beta testers in the future, while also keeping their institutional goals in mind.

APPROACHES TO AUTHENTICATING LEGAL MATERIALS PURSUANT TO THE UNIFORM ELECTRONIC LEGAL MATERIAL ACT

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Introduction to UELMA

The **Uniform Electronic Legal Material Act** (UELMA) is now a little over a decade old and has been enacted in twenty-one states, the District of Columbia, and the U.S. Virgin Islands. Enough time has passed that some states have been able to implement it fully and present their digital legal materials as official, publicly accessible, authenticated, and preserved.

UELMA is outcome-based, meaning that it requires official publishers to make digital legal materials authenticated, preserved, and accessible when they are designated as official, but it is silent regarding the precise means by which the publishers reach those outcomes. The authentication requirement may be the aspect that is most different

from digital publishing of other, non-binding government documents. A brief examination of several UELMA states' digital statutes will reveal trends in how state publishers have chosen to fulfill UELMA's requirements. This may be useful to librarians advocating for enacting UELMA in their states and to researchers using official legal materials authenticated pursuant to UELMA.

Authentication

UELMA provides for legal material to be authenticated by the publisher, specifically by “provid[ing] a method for a user to determine that the record received by the user from the publisher is unaltered from the official record published by the publisher.” The key aspects of this requirement are that the “official record”—a court

opinion, a statute, a regulation—is unaltered and that the user must have a way of ascertaining that it is unaltered. A state may know that its digital legal materials have not been altered since it published them online, but researchers also must be able to confirm this after they have accessed them. The method of verification by the user is the crucial difference between the authentication methods used by different states.

Computers can use cryptographic hash functions to compare digital files and figure out whether one copy is the same as another copy. A hash function is an algorithm that processes a file and creates a digest, which is a long alphanumeric string. While unintelligible to the human eye, for computers, the digest is akin to a fingerprint for that file. If even one character is altered in that file, the resulting digest will not match the unaltered file. All the methods of file authentication rely on hash functions to “fingerprint” the legal materials. Researchers can then apply the same hash function to their copies and com-

pare them to the digests of the original files. If the digests match, then the researcher can know that the files have not been changed from the original.

Now that we understand how hash functions make “fingerprints” to authenticate digital files, we can consider how different states enable researchers to verify the authenticity of digital legal materials.

Upload to Compare Files

Minnesota is one of the earliest UELMA adopters. The Minnesota Statutes are presented online in both HTML and PDF, but the PDF is the file that the Minnesota government will authenticate. Once a researcher has obtained a PDF of a statute, they can upload the file on the [Revisor of Statute’s document authentication page](#). If the file’s digest matches one in the publisher’s records, then a message will display indicating the file is authentic. Note that the digest for the authenticated file is also displayed (see fig. 1).

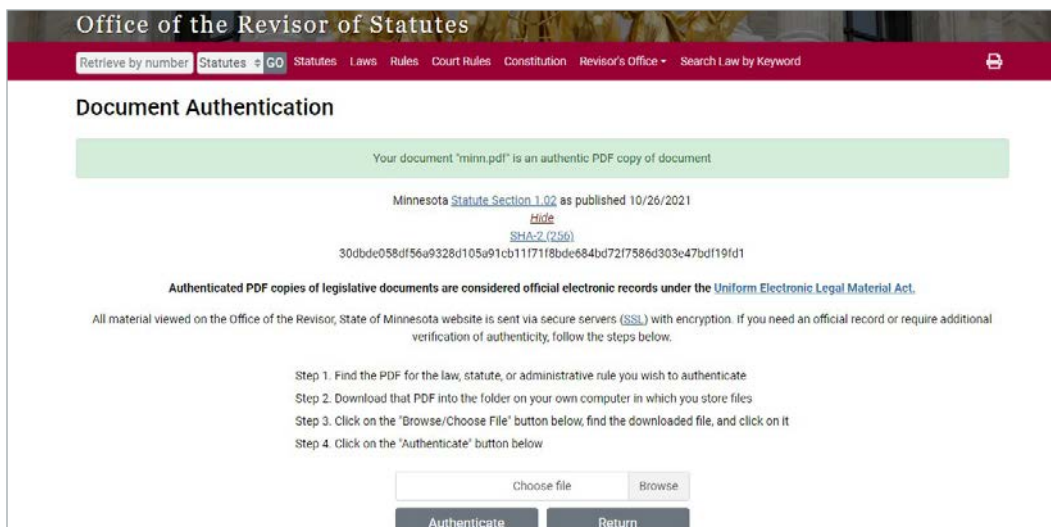


Fig. 1

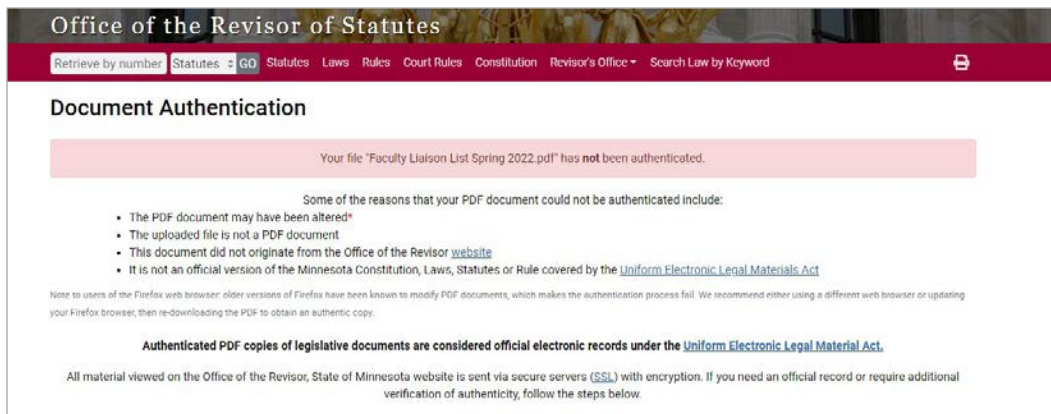


Fig. 2

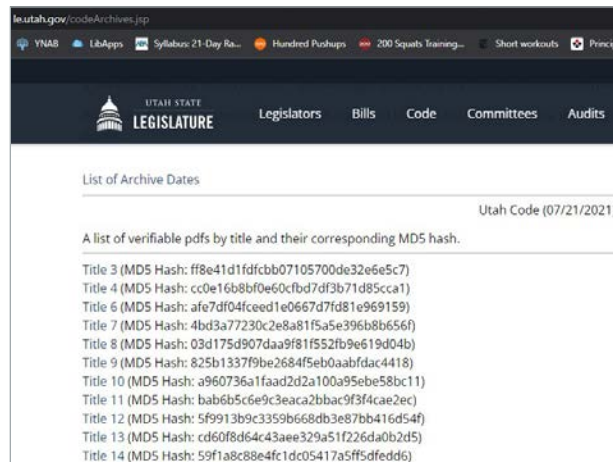
On the other hand, when the researcher uploads any other PDF, or a PDF of the statute that had been altered in some way, a message would indicate that the file could not be authenticated (see fig. 2).

A benefit of Minnesota’s approach is that researchers can authenticate materials on demand. They can also verify files that may have been obtained some time ago or that did not come directly from the state publisher’s website. For example, one researcher may retrieve a statute and send the PDF to another researcher. This second person may then wait six months before returning to the publisher’s site and still verify the file’s authenticity. One disadvantage of this approach is that there is no apparent way to verify multiple files in a single batch.

Publishing Digests

Utah’s approach is similar to Minnesota’s, in that it has created digests for each file and then provided a means for researchers to check that the digests for their files match the expected values. Utah, however, has placed a bit more responsibility on the researcher. Utah has made digests for each title of the Utah Code and published a [list of digests](#) (see fig. 3).

Fig. 3

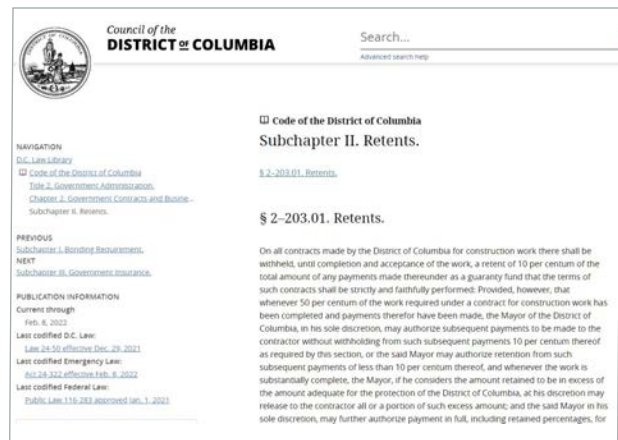


Researchers can download a title, run it through a hash function using freely available software, and then compare the digest to the published list. If they match, then that title is authentic. This method seems to be quite low maintenance. The software for running hash functions is widely available and the publisher does not

need to maintain a site to compare digests for researchers. This makes the authentication function somewhat less user friendly. Also, the statutes are authenticated at the title level. If a researcher wishes to authenticate a section, they need to obtain and verify the digest of the title containing that section. Minnesota’s method is easier on researchers checking single sections, while Utah’s is easier for verifying large chunks of statutory sections.

Built-in Authentication

Fig. 4



Washington, DC has adopted the [Open Law Library](#) platform for publishing its legal materials, including the [D.C. Code](#) (see fig. 4). The Open Law Library developers explain in a [white paper](#) how the platform records all versions of documents published in the system and maintains cryptographic digests that can be used to check a copy for authenticity. This authentication method is built into the platform, which is an advantage for publishers wishing to combine authentication, preservation, and access functions into one system. While the digests exist to verify the authenticity of a copy, there is no clear method for a researcher to do so without assistance from the publisher.

Digital Signatures

The authentication method that is probably most familiar to librarians is using digital signatures. This method also uses digests to check the fidelity of a copy to the original but adds a method for verifying the identity of the publisher.

To apply a trustworthy signature, a publisher needs a digital certificate. These are usually obtained from

companies that verify the identity and authority of the publisher. Once the publisher has completed the vetting process, they can use the certificate to sign files. It is possible to self-sign PDFs, but this essentially skips verifying that the file came from the official publisher. On the other hand, if the digest for the file matches the expected value for an official file, then the researcher is not very concerned about where the file came from.

The U.S. Government Publishing Office (GPO) has chosen to use digital signatures. The GPO's [white paper on authentication](#) is an excellent introduction to the basics of using public key infrastructure (PKI) to create trustworthy digital signatures. For example, the [Federal Register PDF](#) pictured below is authenticated with a signature using a certificate issued by Symantec (see fig. 5).

Delaware has also chosen to use digital signatures to authenticate its [statutes](#), but its certificate is issued by another vendor, Entrust (see fig. 6).

Digital signatures are currently the most user-friendly option because a file's authenticity is automatically checked and visually displayed. The main downside

of this approach is cost. The vendors charge for digital certificates, and the process requires licensed software. In 2011, shortly after UELMA was finalized, the California Legislative Counsel produced a [report on authentication options](#) that provides further explanation of digital signatures and (outdated, at this point) cost estimates. A [recent report](#) by the New York Office of Information Technology Services provides current details on how New York state agencies and some other states handle digital publishing of legal materials.

Final Thought

A variety of options is available for authenticating legal materials. As more states enact UELMA, additional methods of authentication may be developed. UELMA's flexible, outcomes-based framework can accommodate technological change for the long term.



Fig. 5



Fig. 6



CRIV SHEET SUMMARIES: A REVIEW OF AALS ANNUAL MEETING PROGRAMS

ASHLEY AMES AHLBRAND

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INDIANA UNIVERSITY MAURER SCHOOL OF LAW

The Annual Meeting of the Association of American Law Schools (AALS) was held virtually January 5-9, 2022. The theme was “Freedom, Equality, and the Common Good.” We present reviews of two programs that were especially relevant to law librarians and *CRIV Sheet* readers. Recordings of both programs are available on YouTube, linked through their titles below. Registered conference participants can access a full list of over 140 available program recordings on the [AALS website](#).

REENVISIONING LIBRARY MISSIONS AND STAFFING IN THE POST-COVID WORLD

AALS Section on Law Libraries and Legal Information

Moderator: Jessica de Perio Wittman (Director of the Law Library & Associate Professor of Law, University of Connecticut)

Speakers: Beth Williams (Senior Director of the Robert Crown Law Library & Senior Lecturer in Law, Stanford University); Amanda Runyon (Associate Dean & Director of Biddle Law Library, University of Pennsylvania) & June Hsiao Liebert (Director of Information Services, O’Melveny & Myers LLP)


In this program, panelists representing both academic and firm libraries discussed how their institutions dealt with—and continue to deal with—the COVID-19 pandemic. Through a series of probing questions, the audience discovered the similarities and differences between institutions in their approaches to staffing and services throughout the pandemic. Questions during this program centered on two main themes: employees and patrons.

Questions related to employees seemed to circle a central keyword: flexibility. The panelists first addressed the need for flexibility when discussing return to work plans, with some institutions having returned to near fully on-site status, others still mostly or entirely remote, and still others somewhere in the middle. Panelists had an interesting discussion of equity in return-to-work policies, with some library positions more directly tied to the physical collection and the physical space, and others more easily adaptable to a remote environment. Williams emphasized a need to balance the needs and concerns of the institution with those of the individual

employee and emphasized that we do ourselves a disservice if we assume we know what people want or prefer.

Discussion of employees also led to questions about hiring and retention. All three panelists noted relative stability at their institutions throughout the pandemic, notwithstanding some retirements and some employees choosing to leave because of institutional policies such as vaccine mandates. When asked about changes to hiring practices and job descriptions, panelists again invoked the need for flexibility. Runyon noted advantages and disadvantages to hiring employees to fill remote positions. On the one hand, managers supervising employees who are on-site, remote, and/or hybrid will need strong supervisory skills to monitor productivity and keep employees engaged. On the other hand, promoting an open position as remote, or at least as remote-possible, could draw a larger pool of candidates, including those who cannot move or work full-time.

Questions relating to patrons seemed to circle around a couple central keywords as well: engagement and communication. Panelists from academic institu-



tions reported on creative ways they have stayed connected with students and school organizations during the pandemic, including virtual coloring contests and book-related bracket challenges, partnering with student groups to create virtual book displays, and offering virtual reference consultations—all with positive feedback from students.

Engagement with faculty has included new partnerships with the library, perhaps seeing the library in a new light. Williams noted that her library provided educational technology support as faculty moved to online instruction, which helped the faculty fully appreciate her library's knowledge of and commitment to online instruction. This echoed Liebert's remarks when discussing employee retention—the importance of showing your institution's administration the value of the work your library performs. As frustrating as pandemic changes have been for all of us, moments like this can also provide opportunities to show your value in new and meaningful ways.

A particularly poignant question to me was, “How can academic law libraries best prepare students to work in a law firm?” I think that's a question many of us in academia ask ourselves regularly, and I was eager to hear the responses. Corresponding with the buzzword of the entire program—flexibility—Liebert noted that it is very rare in the law firm world for everyone to be in the office on any given day, so in a way, the virtual or hybrid experience the students are having right now may be preparing them for what to expect in the firm setting. To that end, she continued, law schools must push more technology training on students, from online research platforms to Zoom.

Runyon added that it seems like academic law libraries today need to maintain two different libraries: one for the faculty and one for the students. This echoed discussion in the chat by attendees—every bit as lively as the panel itself—and raised questions that libraries have asked for years but that do not seem to have one right answer: Is there a reason to maintain a print collection anymore? And what is the library's role as place?

There has been a move in libraries of all different types to migrate more to electronic collections than print in the last several years, and the pandemic has only accelerated that move. Yet not all patrons have the same access to electronic platforms, so if you are at a library that serves law students and faculty as well as members of a broader university and the public, is print reduction equitable?


Voices in the chat extolled the virtues of the library, beyond its print or digital collections as well, as a space for quiet study, for collaboration, for consultation, another challenge posed by the pandemic. Just as the needs and comfort levels of library employees differ in terms of returning to work on-site, the needs and comfort levels of patrons can differ as well. Some may not have stable internet at home; some may lack the technology to access digital library collections; some may have spent the last couple of years craving the space the library provides that they simply cannot replicate at home. There are no easy answers to print versus digital, or remote versus on-site. For now, as Runyon noted, we may still need to continue maintaining different libraries for different patrons.

INTERNATIONAL AND COMPARATIVE LEGAL RESEARCH

AALS Section on Law in the Americas and AALS Section on Comparative Law

Moderator: Lauren Fielder (Assistant Dean for Graduate & International Programs, University of Texas School of Law)

Speakers: Barbara Bavis (Bibliographic and Research Instruction Librarian, Law Library of Congress); Peter Roudik (Assistant Law Librarian of Congress for Research); Gustavo Guerra (Senior Foreign Law Specialist, Law Library of Congress); Eduardo Soares (Senior Foreign Law Specialist, Law Library of Congress); Katharina Boele-Woelki (Chair and Dean, Bucerius Law School) & Mark E. Wojcik (Professor of Law, University of Illinois Chicago)



I will fully admit: When it comes to foreign and comparative legal research, I often feel like I am up a creek without a paddle. This session at the virtual 2022 AALS Annual Meeting, therefore, was of great interest to me. The majority of panelists are research experts at the Law Library of Congress who spoke about recent updates to their many online research tools, with special attention on their foreign, comparative, and international law (FCIL) resources. Each panelist spoke in turn, and each presentation seemed to build upon the last, as if growing the Law Library of Congress's collection before my very eyes.

Barbara Bavis began by describing the Law Library of Congress's collections; with 2.9 million volumes, they are the largest law library in the world. About half of that collection is FCIL materials, representing 267 nations and jurisdictions in 140 languages. Bavis then proceeded to provide updates on several of the Law Library of Congress's online resources. She promoted their [Ask-a-Librarian](#) service (which I can guarantee I will be using in the future!). She drew our attention to the Law Library of Congress's website, [law.gov](#), and their many resources, including [research guides](#) (which includes their well-known Guide to Law Online (covering U.S. states and territories and nations of the world), the [Legal Research Institute](#) (which offers on-site courses and webinars), their [free digitized collections](#) (including mostly U.S. law but also FCIL and indigenous law), and their blog, [In Custodia Legis](#).

Peter Roudik took us deeper into the foreign and comparative research offerings of the Law Library of Congress, speaking about the work of the Global Legal Research Directorate. It comprises eighteen foreign law specialists who cover Argentina, Brazil, Canada, Chile,

China, Egypt, Eritrea, the European Union, France, Germany, Georgia, India, Israel, Italy, Japan, Mexico, New Zealand, Nicaragua, Pakistan, the Russian Federation, Sweden, Syria, Turkey, and the United Kingdom, as well as other secondary jurisdictions. The researchers in the Directorate write reports for Congress, offer webinars on foreign and comparative law topics, and testify at hearings. Like Bavis, Roudik highlighted several digital tools for researchers to be aware of, including the [Foreign Legal Gazettes Database](#) (covering almost 300 jurisdictions), the [Legal Research Reports Archive & Digitization Project](#) (helpful for conducting foreign or comparative law over time, from the 1940s to the present), and the [Global Legal Monitor](#) (a Law Library of Congress publication covering legal news worldwide).

Gustavo Guerra and Eduardo Soares spoke at greater length about the purpose and impact of the research reports that they and their colleagues in the Global Legal Research Directorate author for Congress. Guerra mentioned that one of their most-viewed reports is about the [Belt and Road Initiative](#), issued in August 2021.

Katharina Boele-Woelki wrapped up the presentation, tying everything together by discussing how she, a scholar in Germany who researches comparative family law topics, constructs and executes her research citing many of the sources from the Law Library of Congress highlighted earlier in the presentation.

I cannot say I exited the webinar feeling like an expert in foreign and comparative law—that's the challenge of the subject, there's always more to know—but I can say with confidence that I have several more tools and resources at my disposal to lead me along the way.

CRIV LIAISONS TO VENDORS

CRIV holds semiannual calls with four legal vendors: Bloomberg, 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, LexisNexis, Thomson Reuters, and Wolters Kluwer.

CRIV / BLOOMBERG LAW SEMIANNUAL CALL

THOMAS HEMSTOCK

RESEARCH, INSTRUCTION AND ACQUISITIONS LIBRARIAN
ALBANY LAW SCHOOL

Date: Thursday, December 9, 2021, via Zoom

Participants: Mike Bernier (Director of Library Relations, Bloomberg Law); Lauren Kaplan (Head of Strategy and Customer Experience, Bloomberg Law); Vani Ungapen (Executive Director, AALL) & Thomas Hemstock (CRIV Liaison to Bloomberg Law)

Outstanding CRIV Issues with Bloomberg Law -

None

New CRIV Issues with Bloomberg Law - None

Bloomberg Law Updates and Developments

Bloomberg Law is pursuing a strategy of continuous growth and improvement of the Bloomberg Law platform. Specifically, the following areas are growing:

Practical Guidance. Approximately 925 documents were added in 2021, including checklists and step-by-step guidance on common processes. Over 300 new analysis pieces, written by experts in their respective fields, are now available. Although any user benefits from these resources, the target is new associates (and summer associates) completing tasks for the first time.

Professional Perspectives. Detailed analysis articles written by attorneys on a wide variety of legal topics are now available.

Draft Analyzer. Many new improvements occurred over the last year on this contract drafting product over the last year. Notably, enhancements previously made to M&A agreements were added to all agreement types.

Additionally, after the meeting, Bloomberg Law provided the following details with links and coverage specifics on additional updates to the platform.

- **Updates are being made** to BNA's *Directory of State and Federal Courts, Judges and Clerks* with more updates coming monthly (subscription required).

- **Pike & Fischer Radio Regulations, Series 1** (1948-1963) has been added to Bloomberg Law.
- **BNA Current Report Archives** back to 1934 are now grouped under one landing page.
- **Bloomberg Law 2022** is a new series of articles on themes and topics their subject-matter experts plan to cover in 2022.

Diversity, Equity, and Inclusion (DEI) Progress

A **DEI Framework** was created to standardize disclosure of diversity-related data allows firms to attract and retain talent.

Other

- An enhanced “Copy with Citation” feature that populates most federal and state citations into Bluebook format is available.
- Bloomberg Law expects the next update of the MARC records for Bloomberg Law to come out in January 2022.
- A law librarian newsletter is now issued bimonthly. If you are not receiving this newsletter, please email **Mike Bernier** or **Matthew Newton** to be added to the list. Due to privacy settings on marketing communications, you may not be aware that you are missing this newsletter. Additionally, Bloomberg Law can help manage email subscriptions if you are missing newsletters and/or receiving too many.



CRIV / LEXISNEXIS SEMIANNUAL CALL

ASHLEY AMES AHLBRAND

ASSISTANT DIRECTOR FOR PUBLIC SERVICES
INDIANA UNIVERSITY MAURER SCHOOL OF LAW

Date: Wednesday, December 8, 2021, 12:00 p.m. (EST)

Participants: Carolyn Bach (Sr. Manager, Knowledge & Research and Faculty Programs, LexisNexis); Simon Weierman (Sr. Director, Segment Management, LexisNexis); Vani Ungapen (Executive Director, AALL); Michelle Hook Dewey (AALL Executive Board Liaison to CRIV) & Ashley Ames Ahlbrand (CRIV Liaison to LexisNexis)

This update includes product enhancements released between July and December 2021.

The Lexis+® Experience

- Enhanced the Lexis+ ecosystem with the launch of the **Legal News Hub**
- Improved the search experience on Lexis+ with the following updates:
 - Extend the reach of Lexis Answers® to secondary sources
 - Add a new Motion Type filter in briefs, pleadings, and motions search results
 - Add support for sorting by TOC order when searching TOC sources
 - Launch the Search Tree for natural language and refine presentation of the Boolean Search Tree
 - Enhance the Search Within Results capability so users can target selected document sections, and add control to include or exclude documents matching the user-provided terms
 - Enhance filtering of Arbitration Decisions by enabling users to filter by a particular arbitrator
 - Enable the Graphical View of search results (aka Search Term Maps) for an additional nine content types
- Rolled out multiple enhancements to *Shepard's*® Citations Service, including:
 - Shepard's* integration into the Document view for quick access via tabs
 - Shepard's* interactive visualization of the citing decision treatment by jurisdiction or date
 - Additional support for delivery of *Shepard's* At Risk indicators with the delivered report
- Improved upon Brief Analysis through multiple updates, including:
 - Rollout of **Judicial Brief Analysis**, which enables users to compare up to six documents (three for each side) and receive one comprehensive report of all case law arguments, citations and quotes to help determine accuracy, relevance and argument strength
 - Launch of an integrated Quote Check capability for users to validate that they have quoted primary source materials correctly with the right pin cites for the location of their quotes
 - Integration of expert tips and cases recommended in treatise publications and Practical Guidance through secondary source recommendations
- Enriched Lexis+ Litigation Analytics coverage through:
 - The addition of new courts from seven new counties in California and Georgia
 - Upgraded existing court coverage to Enhanced level in New York, Florida, Utah, and Wisconsin
 - Updated Practical Guidance interface with a user experience refresh within Lexis+
- Enhanced the Lexis+ Legal News Hub with smart tabs that customize the experience with user intervention, and added new content sources, including Law360® UK, Law360 Tax Authority, Law360 Employment Authority, and Law360 Insurance Authority

- Launched related secondary source document recommendations based upon the LexisNexis headnote and the case law document the user is viewing
- Improved the Work Folder experience by enabling users to search within full-text documents saved to folders
- Enhanced the Negative News feature with LexisNexis Smartindexing Technology™ filters by subject

The Lexis+ and Lexis® Services

- Extended a multiyear global licensing agreement with the *New York Times*®, added 300+ publications from Newsbank Inc., and 100+ publications from ProQuest® and the Tribune Content Agency to our news collection
- Added 1.8M briefs, pleadings, motions, and trial court orders online to expand the leading LexisNexis collection
- Added new international primary law collections for Syria and Cuba, totaling 27 new countries added in 2021
- Added Browser Zoom Notification Messages on Lexis and Lexis+ to inform users of the ideal viewing and display experience when utilizing Zoom functions
- Launched *Burton's Legal Thesaurus* on Lexis and Lexis+, giving users access to distillation of complex legal terms into plain language and offering 14,000 synonyms, legal phrases and associated concepts

Practical Guidance

- Expanded Market Standards, our solution for analysis of market trends, to include new deals; it now contains more than 37,000 M&A deals, 4,900 employment agreements, and 2,700 credit agreements
- Released Clause filters, enabling users to find on-point clauses more quickly
- Rolled out new content including:
 - *NY Employee Handbook Supplement*, a sizable collection of annotated NY and NYC employee handbook policies for attorneys to use when developing handbooks for employers

- Key estate planning templates for all U.S. states and territories (290 total templates) in *Trusts & Estates*
- A new Civil Litigation Brief Writing Fundamentals video in Practical Guidance, enabling users to get up to speed on the essential elements of successful brief writing in a visually engaging and user-friendly format; includes related content links for deeper guidance on motion practice

- Launched nine new litigation process maps in the Civil Litigation practice area for federal court litigation, including visualizations orienting users to where in the litigation lifecycle their selected phase fits; this resource curates essential content on a litigation phase or subphase, all in one place, and also helps users anticipate and plan for workflow needs further in the litigation process.
- Refreshed the Practical Guidance Author Center to align the look and feel and add new author search functionality, as well as new links to authors' law firm web pages.

Lexis® Search Advantage

- Lexis Search Advantage | Litigation—Enhanced the search experience including support for advanced search, configurable pre-search filters and results page, expanded sources when selecting entities, and support for Single Sign On (SSO)
- Lexis Search Advantage | Transactional—added support for Single Sign On (SSO)

The Lexis® CourtLink Service

- Updated the Dockets & Documents page for easier review of recent downloads and dockets in a table format, including more details for each entry.
- Updated the Courts selection menu, enabling users to select their targeted courts more easily.
- Released new courts (California and Illinois) and reactivated dozens of other individual state courts that were temporarily offline due to changes in the state court system.

Lex Machina® Capabilities

- Released the [2021 Consumer Protection Litigation Report](#) (August), the [2021 Contracts Litigation Report](#) (September), and the [2021 False Claims Litigation Report](#) (October).
- Released the new [False Claims Module](#) (October), which provides Legal Analytics for litigation involving the False Claims Act (FCA), as well as related claims under state law; false claims litigation centers on the allegations of fraud against the government by a person or company.

Intelligize® Tools and Content

- Released two new tools for researching [Public Companies' Performance on ESG Issues](#):
 - A new Environmental, Social & Governance (ESG) application that brings together a wide range of ESG-related content for individual companies or peer groups to help companies, advisors and researchers evaluate legal and regulatory risks, devise disclosure strategies and tell their ESG stories effectively to broad audiences.
 - A new ESG tab added to the Company Insights offering to help customers (1) streamline ESG disclosure research by paring down complex topics with a simple point and click and, (2) drill deeper into graphical representations of trending ESG topics and customize ESG analytics to compare against selected peer companies.

MLex® Regulatory Insights

- Launched new content called [“Future Mobility”](#) to follow major regulatory trends impacting the transport industry
- Added topic tagging that enables more precise search and alert results

CaseMap Cloud Case Analysis Tools

- Now available in the cloud for user access from anywhere at any time to collaborate, organize, visualize, and analyze case facts, issues, and documents

Nexis Newsdesk

- Released a new, modern interface that aligns with the look and feel of Lexis+ and improves the user navigation and search experience
- Enhanced the Insights display with features especially helpful for business development—popups with details on spikes in coverage, integration of topic and sentiment visualization, summary cards, geo maps revealing global spread and ability to download Insights PDF
- Enhanced the Saved Content Panel, including the ability to add an article to a search and ability for admins to add and manage groups of users here
- Enhanced sharing functionality, providing the ability to share multiple newsletters at once and improvements to clipping options
- Updated [Nexis Newsdesk Mobile App](#)
- Won SIIA CODiE™ Award for best Content Search & Discovery Solution for the fifth consecutive year

Nexis Diligence

- Released an updated visual design to improve the product's ease of use and address customer feedback
- Launched a new Environmental, Social and Governance (ESG) Custom News Search capability

LexisNexis® Dossier

- Enhanced to offer comprehensive reports on 350+ million public and private companies as a result of integration of CA.com content

New Resources:

- [LexisNexis® Expert Witness Research Toolkit](#): checklists to help users find, vet, and research expert witnesses
- [Fall Librarian Webinar Series Recordings](#)
- Nexis Newsdesk Certification Program: available for your law firm's Nexis Newsdesk admins; please contact your LexisNexis Knowledge & Research Consultant to learn more

CRIV / THOMSON REUTERS SEMIANNUAL CALL

ELIZABETH OUTLER

ASSISTANT DIRECTOR OF TECHNICAL SERVICES
SOUTHERN UNIVERSITY LAW CENTER

Date: Wednesday, December 8, 2021, 12:00 p.m. (EST)

Participants: Elizabeth Outler (CRIV Thomson Reuters Liaison); Vani Ungapen (Executive Director, AALL); Michelle Hook Dewey (AALL Executive Board Liaison to CRIV); Kim Hurley (Information Management Advisor, Thomson Reuters); Blythe McCoy (Information Management Advisor, Thomson Reuters); Lance Odegard (Director of National Technology, Thomson Reuters) & Emily Colbert (Vice President, Practical Law Product, Thomson Reuters)

Practical Law Dynamic Tool Set

Emily Colbert, vice president of Practical Law, presented on Practical Law's Dynamic Tool Set, which includes Knowledge Map, Quick Compare, What's Market Analytics, and Matter Maps Interactive.

Knowledge Map: Graphic display of related issues and documents within Practical Law. Accessible from all types of content via "Explore related content" button, or from accessing the applications bar on the upper right side of the Practical Law screen.

Your original resource is in the center of the Knowledge Map, which is surrounded by that first level of related content, organized by content type. Click on other titles to preview those resources. Two things will happen: a panel will open on the right that will quickly display the content; and the map expands with another level of related content. This is the most efficient way to visually discover content and quickly identify issues you may have missed. Anytime you find a targeted resource, it's a good idea to open Knowledge Map to find other helpful resources.

Quick Compare: Build from scratch or use customizable editor-defined charts comparing laws across states.

Practical Law's team of editors explored all the state-level content to see which would benefit the most from being presented in a visual chart. Rather than text-based explanations, these visual charts can assist attorneys with quickly getting up to speed on local laws along with communicating that research more effectively. Quick Compare is currently available for the following practice areas: Commercial Transactions, Intellectual Property & Technology, Labor & Employment, Litigation, Real Estate, and Trusts & Estates.

What's Market Analytics: Customizable graphical analytics displays based on the What's Market database. Users create data driven insights and visualizations with What's

Market Analytics to analyze and share market trends and deal terms.

Matter Maps Interactive: Customizable interactive templates for planning and executing the necessary activities in several different types of matters.

Basically, Matter Maps gives you an overview of the core phases and tasks in a legal matter with links to key resources at each phase. Now they are interactive, allowing you to customize the map to your needs. You can use the existing maps as-is, customize them to suit your needs or build your own from scratch, and access and share them whenever you need to.

The dynamic tool set is a strong focus of next year's development roadmap in response to what customers are asking for, so more robust features can be expected.

Litigation Analytics and Practical Law APIs

Lance Odegard, director of national technology, presented about the application programming interfaces (APIs) that customers can use to interface with other applications or their internally developed software. The Litigation Analytics API has data points including attorneys, judges, law firms, dockets, and more. The Practical Law API allows firms to display documents and resources from Practical Law, including search results, within their internal systems.

Westlaw Edge Enhancements

Blythe McCoy, information management advisor, presented on recent enhancements to Westlaw Edge, including the following:

Missing terms: Like the Google search feature, where a component of each search result shows which terms of a plain language search are not present in the result, it offers a link to force the search engine to include the missing term(s).

Quick Check additional content: Secondary Sources and Administrative Decisions & Guidance are now included in Quick Check.

Submit to Quick Check - Selected Text: Highlight portions of text and a new option in the speed menu submits the selected text to Quick Check; available for case law, trial court orders, briefs, and trial court documents. Opens a Quick Check panel within the current document, which offers the option to expand to the full report.

Legislative history search and delivery improvements: When viewing a statute, on the

History tab a “search within results” feature is now available, and check boxes allow users to select specific documents to deliver. Same features also available on the Bill Activity tab in Proposed Bills.

Historical Jury Instructions: Now available for California and New York. Includes compare feature to easily view differences between texts.

Office of Financial Institution Adjudication (OFIA): New inter-agency group now available from Federal Administrative Decisions & Guidance page.

SEC 2019-2020 Shareholder Proposal No-Action Response Chart: Accessible from the Administrative Decisions SEC page.

Facebook Oversight Board Decisions: Publicly available on the board’s website, and now available on Westlaw (in Arbitration Materials).

Historical Regulations: Links to corresponding state Historical Regulations now appear under the Tools & Resources section of the Versions page of a regulation’s History tab.

CRIV / WOLTERS KLUWER SEMIANNUAL CALL

CYNTHIA CONDIT

HEAD OF FACULTY AND ACCESS SERVICES & PROFESSOR OF PRACTICE
UNIVERSITY OF ARIZONA COLLEGE OF LAW LIBRARY

Date: Friday, January 14, 2022, 12:00 p.m. (EST)

Participants: Cynthia Condit (CRIV Wolters Kluwer Liaison); Vani Ungapen (Executive Director, AALL); Michelle Hook Dewey (AALL Executive Board Liaison to CRIV) & Jenna Ellis (Legal Training Consultant, Wolters Kluwer)

Michelle Hook Dewey was introduced as the new CRIV Board Liaison, replacing Karen Selden.

CRIV extends its sincere thanks to Karen Selden for her wonderful service as Board Liaison and attendance at these important vendor calls.

Wolters Kluwer Programs, Activities, or Business of Interest to CRIV and/or AALL (Jenna Ellis)

VitalLaw

Wolters Kluwer rebranded Cheetah as VitalLaw in November 2021. To help answer questions from customers and ensure a smooth transition, Wolters Kluwer created

an **FAQ**, which is updated as additional feedback is received from users. The FAQs include answers about how to log in for the first time, the scope of changes, permalinks, MARC records, and authentication (e.g., Federated SSO, DRM tools, and proxy servers).

Comprehensive Training Site

Wolters Kluwer now offers **multiple complimentary training options** located in one place. It provides a one-stop shop for videos, quick start cards, and registration for training sessions. Types of trainings available include:

- **Self-paced Tutorials:** Short videos designed as an introduction to basic functionality that helps users get started quickly and improves research or workflow efficiency.
- **Feature Courses:** LIVE instructor-led sessions. Designed to highlight trending issues these short and fast paced courses are open to registration from multiple organizations and typically include a Q&A component at the end to ensure users can locate the right answers on these topics fast.
- **Customized Training Courses:** Also, LIVE instructor-led sessions. Often hands-on, customized training courses are designed for one or more users from a single firm, company, or organization. Wolters Kluwer Legal Training Consultants and professional training teams customize the session to specific subscription content, research needs, and time frame.

Platforms offering complimentary training include:

- VitalLaw Training
- VitalLaw for Corporate Counsel Training
- Kluwer Arbitration Training
- Clarion Training (due diligence and client advisement tool)
- Corporate Counsel Profiler Training
- ftwilliam.com Training (cloud-based employment benefit and pension software)
- RBsourceFilings Training (integrates EDGAR filings, law firm memos, private placements, SEC No-Action letters, SEC comment letters, and includes IPO Vital Signs)
- Kluwer Intellectual Property Training
- Kluwer Competition Training
- ktMINE Training (all -in-one IP analytics)
- Almanac of the Federal Judiciary Training (judicial profiles)
- Technical Answer Group Training (ERISA, retirement, and pension planning)

Seamless Integration Solutions Update

Wolters Kluwer provides a **two-minute updated video** on tech solutions it has implemented that allow access to deep domain expertise quickly and efficiently through a more efficient workflow. Practitioners can take advantage of new treatise search solutions, firm sign on authentication that avoids user sign on with an ID and password, permanent links to chapters, subchapters, and practical content, access by citation feature, and over 850 customizable title and practical tool widgets.

Direct Email Support – Legal Pro Training Tech Group

If you need tech support, have access issues (e.g., EZ-proxy, Federated SSO), have questions about a specific training session, or other needs, you can contact the Legal Pro Training Tech Group's direct email at legalprotraining@wolterskluwer.com. The mailbox is checked daily.

Requests for Assistance (Cynthia Condit, Jenna Ellis)

Since the last semiannual call, two requests were received. Ellis responded to the requests and currently no requests for assistance are pending.

AALL Programs, Activities, or Business of Interest to Wolters Kluwer (Vani Ungapen)

Vani Ungapen thanked Wolters Kluwer for being an exhibitor at AALL's Virtual Conference last year.

She provided information about AALL's upcoming 2022 Annual Meeting, which will be held July 16-19 in Denver, Colorado. Currently the event is scheduled for in-person attendance. New this year, AALL is working with a conference planner, which will manage both the conference and the exhibit hall event. AALL is working on finalizing sponsorship and will reach out to Wolters Kluwer later this month to further discuss participation.

Adjournment

As there were no other items for discussion, the meeting adjourned at 1:23 p.m. (EST)



www.aallnet.org