

THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS
WITH INFORMATION VENDORS

VOLUME 44, NO. 3 / JUNE 2022





**Committee on Relations with Information
Vendors (CRIV) Members**

Ashley Ames Ahlbrand
CHAIR

Cynthia Condit
VICE CHAIR

Jane Bahnson
Andrew Christensen
Thomas E. Hemstock
Saadia Iqbal
Donna M. Lombardo
Lawrence R. Meyer
Carol Ottolenghi
Elizabeth Outler
Christy Smith

Published by the American Association of Law Libraries
230 West Monroe Street, Suite 2650
Chicago, Illinois, 60606
www.aallnet.org

© 2022 American Association of Law Libraries



CONTENTS

Editor's Corner	4
From the Chair	5
Breakups Are Hard to Do: Proper Vendor Communication Etiquette After a Cancellation	6
Looking to CRIV's Past to See the Future (or How I Learned to Shoehorn Indiana Jones into CRIV)	7
<i>The CRIV Sheet</i> Recommended Programs for the 2022 AALL Annual Meeting	9



EDITOR'S CORNER

ANDREW CHRISTENSEN

HEAD OF DIGITAL INITIATIVES AND OUTREACH
WASHINGTON AND LEE UNIVERSITY SCHOOL OF LAW

Dear Readers,

The weather is actually (finally) nicer outside, those of us in academia have just said congrats and farewell to our latest crop of graduates, and law librarians everywhere are gearing up for the first in-person AALL Annual Meeting & Conference in three years. Accordingly, I hope this issue of *The CRIV Sheet* arrives like a breath of fresh air, coupled with a glimmer of near-summer sunshine.

We have two contributions that will put a smile on your face, along with some valuable insights in your noggin. Avery Le takes a lighthearted look at the often fraught dynamic of communicating with vendors after your library has cancelled services and perhaps parted ways. Tom Hemstock takes us simultaneously to the movies and on a trip down memory lane, dusting off a decades-old edition of *The CRIV Sheet* for our amusement and edification.

Rounding out this issue is a preview of programs at the upcoming Annual Meeting that *The CRIV Sheet* is especially looking forward to. If you would like to write a review of any of these programs for our fall issue—or author another piece for *The CRIV Sheet*—please just **let me know**.

Happy reading and see you soon in Denver!

The CRIV Sheet

Andrew Christensen
EDITOR

Education

Ashley Ames Ahlbrand
Jane Bahnson
Donna Lombardo
Saadia Iqbal

Member Survey Taskforce

Ashley Ames Ahlbrand
Andrew Christensen
Thomas E. Hemstock
Donna Lombardo
Carol Ottolenghi
Elizabeth Outler
Christy Smith

FROM THE CHAIR

ASHLEY AMES AHLBRAND

ASSISTANT DIRECTOR FOR PUBLIC SERVICES
INDIANA UNIVERSITY MAURER SCHOOL OF LAW

Hello, dear readers. It's hard to believe that this is my final "From the Chair" column for *The CRIV Sheet*. Time certainly does fly. In fact, as spring melts so quickly into summer, I am struck, as always, by how suddenly this transition occurs. It feels like there should be some pause between the end of the spring semester and the beginning of summer. A reset. A time for reflection. And yet here we are, a mere seven weeks away from the AALL Annual Meeting—and so much going on between now and then as well! Where does the time go?

I don't know about you, but I am so excited to return to an in-person Annual Meeting this year! Read on in this edition of *The CRIV Sheet* for our annual summary of CRIV-related programming to look forward to at the Conference. I also hope you will join us for the **CRIV Vendor Roundtable**, to be held virtually again this year on June 22. Representatives from Bloomberg Law, LexisNexis, Thomson Reuters, and Wolters Kluwer will join us to discuss their companies' approaches to ensuring diversity, equity, and inclusion in their products and services. Don't miss out on the conversation.

Before I turn the reins over to Cynthia Condit to lead CRIV in its next year of service to AALL, I have one last project to complete. It has been my goal this year to conduct a survey of AALL members about CRIV's services and resources to ensure we continue to meet the needs of the profession. That **survey is now live**, and I hope you will take the time to participate this month. As the profession continues to change, so too do the creation, packaging, and delivery of legal information, and your feedback will help CRIV stay relevant to the evolving needs of all AALL members.

Finally, thank you. Thank you to Cynthia Condit for taking on the role of CRIV chair for the next year; she will be fantastic. Thank you to Christy Smith for serving as *CRIV Blog* coordinator and Andrew Christensen for serving as *CRIV Sheet* editor over the past year, ensuring that CRIV continually produces relevant and timely news on legal information developments. Thank you to our vendor liaisons: Tom Hemstock (Bloomberg BNA), Elizabeth Outler (Thomson Reuters), and Cynthia Condit (Wolters Kluwer), for relaying member concerns and questions to our information vendors and conveying their responses, news, and developments to the AALL membership. Thank you to all members of CRIV this year for your thoughtful contributions to the **CRIV Blog** and your insights shared at our monthly meetings. Thank you, dear readers, for continuing to look to CRIV for assistance with your legal information questions and to learn the latest developments in legal information through our publications. Finally, thank you for trusting me to lead CRIV over the past year. It has been a terrific experience, and I look forward to seeing the wonderful things CRIV will do in the future. I hope to see many of you in Denver!

CRIV Blog crivblog.com

Christy Smith
BLOG COORDINATOR

Listserv Liaisons

Jane Bahnsen & Saadia Iqbal
ALL-SIS

Andrew Christensen
BLL-SIS

Ashley Ames Ahlbrand
LIT-SIS

Christy Smith
LSRD-SIS

Donna Lombardo
PLLIP-SIS

Andrew Christensen
RIPS-SIS

Elizabeth Outler & Christy
Smith

TS-SIS

Elizabeth Outler
LAW-LIB

Vendor Liaisons

Thomas E. Hemstock
BLOOMBERG LAW

Ashley Ames Ahlbrand
LEXISNEXIS

Elizabeth Outler
THOMSON REUTERS

Cynthia Condit
WOLTERS KLUWER

BREAKUPS ARE HARD TO DO: PROPER VENDOR COMMUNICATION ETIQUETTE AFTER A CANCELLATION

AVERY LE

DIRECTOR, HOMER M. STARK LAW LIBRARY
GWINNETT COUNTY, GEORGIA

I know you have all probably felt it, too—the struggle during the pandemic era to maintain a healthy budget. At least it has been one for us. Homer M. Stark Law Library strives to maintain just enough in the budget to keep our library stocked with everything we need—no more, no less. As a small county law library, we are primarily funded through the statutorily allotted \$5.00 fee from each case filing at the Gwinnett County Courts. As you can imagine, the closure period from COVID-19 greatly affected that, as no cases were filed for several months while the entire courthouse—not just the library—was closed to the public.

I had no choice. To ensure that our budget could recover, I had to make some difficult decisions to cut some of our resources. The “breakup” with some of our vendors was not something I necessarily wanted to do, but it was the best decision for us (the library, I mean). But then, after it was done and over with, I felt a little disappointed that I never heard from those vendors again. No calls, no emails, no nothing. Our small library was gone and forgotten because we no longer engaged in a (working) relationship.

Because we are a small fish in the big pond of library funding, I was aware that we did not have the same support as our academic and firm counterparts (my introduction to a world where there is no free swag or gift cards as incentives from vendors—a world I am not accustomed to).

As soon as the cancellations were finalized, I heard crickets. In fact, it was even tough to get anyone to answer my calls about the cancellation process itself. It makes sense: If no current vendor relations exist, there probably will not be any further vendor communications. But should it be that way?


Our budget also fluctuates because it is dependent on case filing fees. The years where we have excess cash flow, we are encouraged to donate that portion to an organization such as our local Legal Aid Clinic, or to

reinvest into the collection to better support our local patrons.

So, it is entirely possible for us to make cancellations during a difficult year, then reinstate those same resources a few years later. Similarly, we can opt to pick up new titles or subscriptions from the same vendors we once cut ties with.

What is the proper etiquette for maintaining some semblance of a relationship once the cancellations are completed? How much contact is too much? What is the proper balance between a polite check-in and coming on too strong? Here are some of my personal ideas for what I would like to see from the vendors that I once called mine.

1. **A check-in phone call or email after six months.** The library who initiated the breakup probably needs some space after they have cut the cord. As the vendor who was left behind, you do not want to appear as if you lack respect for the library’s decision. But that “thinking of you” email really does go a long way, especially when the new budgeting year is coming up. It lets me know you still care, and you are open to rekindling our relationship and making it even stronger than before.
2. **Introduce me to some other resources I may be interested in.** For my library’s purposes, I let the Georgia materials take precedence while I had to say goodbye to some duplicative federal ones. Now that you know my focus is on Georgia-based materials that are vital to our self-representing litigants, I welcome introductions to any such resources you may offer, as our goal is not to diminish our collection, but to make it more robust for our intended audience.
3. **Send me some swag!** As mentioned before, county libraries have very little, especially when it comes to giveaways. Your branded pens would do wonders for



our community impact and recruitment events (yes, we do have those!). I understand the pool for swag is reserved for the big-timers that you have long-term connections with but making an exception for us small-timers every so often really lets me know you really understand our needs. I will remember you the next time I guest lecture at the local college and see your logo on parting gifts for the students.

4. **Give us free trials.** We have limited resources, especially paid ones. I may not be able to afford a major subscription agreement this year, but a free trial with no interruptions during a particularly tough fiscal year would be helpful. That may have allowed us to bridge the gap during the slow months and made an impression for the next year's renewal decisions.
5. **Offer some sample materials or a line of credit.** I know this is starting to sound like I am just fishing for free stuff, but it goes beyond that. Even if we are still under contract, any temporary goodwill and relief for the insurmountable invoices that I must pay during this strenuous time will be remembered fondly. It will also incentivize me to keep your mate-

rials instead of switching to a competitor down the road, if given a choice. It is indeed the small gestures that make a difference.

The point I am trying to make is, I never knew how deafening the silence is when vendors come to a complete halt in communications once an account is cancelled. I receive two to three calls a day from new vendors trying to sell us things and bring us on board, which make me wonder why chasing after previous subscribers is not just as important. I know after a breakup, it is ill-advised to try to win the person, erm, library back, and perhaps that is the correct etiquette—to leave things alone once the decision has been made. However, I see no harm in leaving the door cracked for the library to come back when they are ready to do so. The suggestions above allow us to know that the door remains open and would solidify that we are welcome to change our minds later when we start to miss the vendors that we let go. Unlike most romantic relationships, post-breakup communications between vendors and their ex-subscribers can actually be beneficial to both sides and saying goodbye might really just mean “see you later.”

LOOKING TO CRIV'S PAST TO SEE THE FUTURE (OR HOW I LEARNED TO SHOEHORN INDIANA JONES INTO CRIV)

TOM HEMSTOCK

RESEARCH, INSTRUCTION AND ACQUISITIONS LIBRARIAN
ALBANY LAW SCHOOL

Recently I found myself reenacting the best scene in *Raiders of the Lost Ark*. No, not the opening scene with the giant boulder. No, not the car chase scene. I was reenacting the very last scene, where (40-year-old spoiler) the Ark is stored in a massive forgotten warehouse, hidden forever (or at least until a cameo in the unfortunate fourth movie of the Indy franchise).

Yes, I was exploring (raiding?) the bound periodicals section of Schaffer Law Library at Albany Law School. As the theme to Indy played in my head, I found the 1996 volume of *AALL Spectrum* (including the 19th volume of *The CRIV Sheet*) and ignoring Dr. Jones' advice—“ [Tom], don't look at it. Shut your eyes, [Tom].

Don't look at it, no matter what happens!”—I looked at it.

Instead of the Ark of the Covenant, I gazed upon a mid-1990s wonder of teal and purple color schemes, dial-up era online (or should I say “on-line”) databases, vintage vendor logos, and references to excite.com. I had found it: A 25-year-old copy of *The CRIV Sheet*!

Aside from jokes about the world of law librarianship in the 1990s, what did I learn? Would there be lessons and insights applicable today, or would this vintage November 1996 issue simply present the opportunity to smirk at vendors using @aol.com email addresses?

Here's what I found:

CRIV Was Adapting and Embracing New Technologies

Even in the early years of widespread internet (or “Internet” as authors insisted on capitalizing it back then), there were innovative ideas on how to use this new communication technology. For example, the question of moving CRIV online was brought up: “We want to hear your opinion on having the entire *CRIV Sheet* on AALL-NET. The committee has mixed feelings about the usefulness of the entire publication online, but in the spirit of democracy we’ll let the membership vote on it.” (Spoiler: The next issue announces the transition to electronic as well as print format.) Furthermore, instead of reporting problems with vendors on paper, a new email submission system was introduced for CRIV in reaction to informal electronic complaints on the [Law-Lib listserv](#).

I learned that tension between librarians, CRIV members (librarians too!), and vendors always existed. For example, a column politely but firmly reminds librarians—in response to multiple criticisms of vendors on Law-Lib—that “CRIV is a liaison between both sides, and it is in everyone’s best interest for CRIV to remain neutral while attempting to assist both sides in seeing the other’s point of view.” Timeless advice!

Practical Cost-Cutting Tips Remain Useful and Relevant

A 1996 column on cost-saving tips can easily be repurposed for today’s world. Although the number of print titles is likely drastically lower in most libraries, many of the same thoughtful solutions can be applied to digital subscriptions and databases as well. The column sets out data-gathering suggestions, a team approach, clear goals, time management, as well as keeping the overall goals of the project in mind. One interesting tip is to devote a portion of each staff meeting to review possible cancellations and additions, as this “eliminates the necessity of routing each title to each librarian to see if anyone affirms or opposes its purchase” (or cancellation). Admittedly, this now sounds dated as the process would be handled via email. But integrating this task into an existing meeting is still sound advice, which would help cut down on the amount of email (or, per the article, “e-mail”) circulating, often considered a drawback in today’s library communications.

CRIV Provided AALL Annual Meeting Program Reports

Then, as now, it was useful to have careful summaries and critical analysis of the CRIV-related programs presented at the Annual Meeting (Indianapolis in 1996). Excellent reports on price inflation in legal publishing and negotiation with vendors are summarized for readers who could not make it to the conference.

Some numbers from the cost of legal publishing sound eerily familiar: “The price of legal continuations is up 870% over the last 20 years.” Although the numbers are different today, CRIV continues to provide valuable benchmarks and statistics for AALL members.

Other discussions, such as the merger of the Thomson Corporation and West Publishing, are dated as to the specifics, but also prescient about what further consolidation of the legal publishing market will do for pricing. (Spoiler: Prices go up!)

Presentations on negotiating with vendors are always important, as this is a key interest or job of many librarians who read *The CRIV Sheet*. For example, “a key element of successful negotiating is getting information from the other party, finding out their views, recognizing the tactics they are using to get what they want” is still excellent advice today.

International Legal Publishing Was Important to CRIV

The issue’s final article was a summary of New Zealand’s electronic legislation. Many elements of this article are dated in the 1990s. For example, it rigorously describes how to order elements of the New Zealand code in print by referencing specific New Zealand government publishing branches and bookstores. Much of this information today could be easily Googled, but the explanation of the resources remains helpful as most of us are not familiar with New Zealand resources.

Back to the Present

Law librarians in 1996 faced many of the same issues that we do today. Although it is easy to crack jokes about old technology (as I did perhaps too frequently in this brief piece), many of the solutions and ideas are still applicable today. Additionally, the role of CRIV continues to be important in the collection development landscape of public and private law libraries.

While I chose to retrieve a print issue for the most authentic experience, *AALL Spectrum* from 1996 to present is available as part of [HeinOnline's Law Journal Library](#). *AALL Spectrum* issues from 1997 to present are also on [AALLNET](#). *The CRIV Sheet* has been published independently from *AALL Spectrum* since 2015 (Volume 38), with archives from 2005 onward also available on [AALLNET](#).

Sources

- *Raiders of the Lost Ark* (Paramount Pictures 1981) ([warehouse scene on YouTube](#)).
- Sandra A. Beehler, [The Editor's Corner](#), *The CRIV Sheet*, Nov. 1996, at 2 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996).
- Janeen M. Hearth, [From the Chair](#), *The CRIV Sheet*, Nov. 1996, at 2-3 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996).
- Richard Humphrey, [Cost-Saving Tips](#), *The CRIV Sheet*, Nov. 1996, at 3-4 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996).

- Jason Levine, Program Report: Inflation in Legal Publishing; What's Driving It? What to Do About It?, *The CRIV Sheet*, Nov. 1996, at 6 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996) (reviewing the 1996 Annual Meeting program of the same name by Judy Meadows, Ken Svengalis, & Kyle Parker).
- Sandra A. Beehler, [Program Report: Win-Win Negotiation Skills](#), *The CRIV Sheet*, Nov. 1996, at 7 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996) (reviewing the 1996 Annual Meeting Program of the same name by Lou Ellen Runyan, Terry A. Bethel, Taylor Fitchett, Blair Kauffman & Roberta I. Shaffer).
- Pat Northey, [New Zealand's Electronic Legislation](#), *The CRIV Sheet*, Nov. 1996, at 9-10 (in *AALL Spectrum*, Vol. 1, No. 3, Nov. 1996).

THE CRIV SHEET RECOMMENDED PROGRAMS FOR THE 2022 AALL ANNUAL MEETING

The [115th AALL Annual Meeting & Conference](#) will be held July 16-19 in Denver. After two years as a virtual gathering, the Conference returns in-person in 2022 with the theme "Advancing Justice for All."

We hope you can attend and will take time to check out the following programs recommended by *The CRIV Sheet* for their relevance to the publication, presentation, or purchasing of legal information. If you attend these or any other programs or events that you think may be of interest to *CRIV Sheet* readers, please consider writing a synopsis or review to appear in our November 2022 issue. Reach out to [Andrew Christensen](#), *CRIV Sheet* editor, about that opportunity.

Please note: The information below is from the Annual Meeting agenda/schedule published on the AALL website. If we become aware of any changes to these programs, they will be noted on the [CRIV Blog](#) as soon as possible. Events are presented in order of their scheduled time (local Mountain Daylight Time in Denver). For

more information about a program, click its title to visit the Annual Meeting website.

BRINGING THE LAW LIBRARY TO THE COMMUNITY: ACCESS TO JUSTICE WITH REMOTE SERVICES

Sunday, July 17
2:30 p.m. - 3:30 p.m. (MDT)
Location: CCC 304

While technology has rapidly impacted legal collections and the volume of available information, patron services in libraries serving the public have essentially remained in their classic format. With COVID-19 restrictions forcing greater reliance on remote technology, libraries and legal assistance organizations are exploring new and improved ways to better serve library users near and far. This session will highlight innovative projects using virtual presence devices, legal kiosks, and other virtual delivery methods to demonstrate how virtual access can

enhance library services and increase access to justice in our communities.

HOW TO RESEARCH BRAZILIAN LAW AND GOVERNMENT INFORMATION

Sunday, July 17

2:30 p.m. - 4:30 p.m. (MDT)

Location: CCC 403 & 434

Given its history, politics, and language, Brazilian law can be difficult to understand and locate. A group of law librarians and legal experts in Brazil and the U.S. will briefly introduce the audience to Brazilian law and the judicial system in the country. Specifically, they will outline numerous free and subscription-based sources/databases that are essential when it comes to Brazilian legal and government research. The panelists will also speak to the current challenges and issues related to access and online availability of Brazilian legal materials and useful translation tools.

WIKIDATA: A NEW TOOL TO ENHANCE ACCESS TO LAW LIBRARY COLLECTIONS (DEEP DIVE)

Sunday, July 17

2:30 p.m. - 5:00 p.m. (MDT)

Location: CCC 502-504

The Wikidata repository stores structured metadata about anything and can be read and edited by humans and machines. Including Wikidata in library applications enhances the online presence of library collections and the people and entities associated with those collections. Wikidata projects are also a low barrier way to gain hands on experience creating Linked Online Data (LOD). Join a panel of current and former law librarians to discover Wikidata's value and practical uses in law libraries. Using demonstrations of their Wikidata projects, the panelists will meld theory with practical advice on planning, implementing, and sustaining a Wikidata project. The panelists will compare and contrast the decisions and practical considerations involved with their respective projects and demonstrate Wikidata creation.

COOL TOOLS CAFÉ

Sunday, July 17

6:00 p.m. - 7:00 p.m. (MDT)

Location: CCC 301-303

It can be hard to keep up with the constant changes in the world of information technology, tools, gadgets, and apps. In what has become an AALL tradition, participants in the Cool Tools Café will learn about emerging or existing technologies from librarians who have implemented these technologies in their own libraries. They will learn why the technologies are useful, how they work, and how they can be implemented. Past years have featured tools for legal research, collaboration, marketing services, instruction, productivity, citation, presentation, and website functionality. This program is sponsored by the LIT-SIS.

COLLECTION DEVELOPMENT AND ACQUIRING WITH A CONSCIENCE

Monday, July 18

9:30 a.m. - 10:30 p.m. (MDT)

Location: CCC 403 & 404


Over the past few years, libraries have made much stronger and more deliberate efforts to improve the diversity, equity, and inclusivity of their collections. This program will share the knowledge of those who have been successful in this endeavor. Speakers will discuss their efforts pertaining to acquisitions, collection development, metadata, and collaboration to improve their collections. Attendees will be encouraged to bring copies of their collection development policies/mission statements to use during a collaborative breakout session to proactively find places where they can incorporate the tips from panelists and improve the DEI in their institutional holdings.

HOW LEVERAGING DIGITAL TOOLS IN LEGAL PROCESSES CAN HELP FACILITATE ACCESS TO JUSTICE

Monday, July 18

11:00 a.m. - 12:00 p.m. (MDT)

Location: CCC 401 & 402



The ability to access justice is a critical component of a healthy government system, and it's fair to say that justice delayed is justice denied. Backlogs in the courts and inefficient working practices are not a new problem, but they have certainly been exacerbated over the past few years, resulting in increased pressure on legal processes. This situation is hampering the flow, access, and delivery of timely justice. As a result, it has become more important than ever for legal practitioners to explore how technology can help them provide their constituents with the legal ecosystem they need, while also maintaining their proud traditions and due process.

THE FUTURE OF LIBRARY COLLECTIONS: COLLABORATING TO BECOME BETTER BUILDERS

Monday, July 18

3:00 p.m. - 4:00 p.m. (MDT)

Location: CCC 502-504

Working together is key to effectively managing the challenges facing library collections. In this collaborative call to action, we want to hear your questions and how you are addressing shrinking budgets, changing user needs, and shifting institutional priorities. In small interactive group sessions that build on our AALL 2021 panel, speakers and participants will address what changes we have implemented, what has and hasn't worked, what challenges we must address now and how to do so. We will lay a solid foundation by starting our discussion with managing budgets.

CDL 101: USING CONTROLLED DIGITAL LENDING TO BETTER SERVE LAW LIBRARY PATRONS

Monday, July 18

4:30 p.m. - 5:30 p.m. (MDT)

Location: CCC 401 & 402

As law firms, law schools, government agencies, and public law libraries went remote during the pandemic, librarians scrambled to provide their patrons with access to suddenly inaccessible print materials. Even as libraries have reopened, many students, attorneys, and public patrons prefer to remain remote, accelerating the need for improved access to digital library materials. Controlled Digital Lending (CDL) provides a legal framework that allows libraries to expand patrons' access to both print and born-digital materials. However, CDL programs can carry risks unless they are implemented carefully. In this session, librarians will explain the policy goals behind CDL and describe how they have worked with their institu-

tions to establish successful CDL programs. It is a must attend for legal information professionals interested in implementing a CDL program and in learning strategies to expand their patrons' access to legal materials.



www.aallnet.org