

THE CRIV SHEET

THE NEWSLETTER OF THE COMMITTEE ON RELATIONS
WITH INFORMATION VENDORS

VOLUME 46, NO. 1 / NOVEMBER 2023





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

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Published by the American Association of Law Libraries
230 West Monroe Street, Suite 2650
Chicago, Illinois, 60606
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Dear Readers,

Welcome to volume 46 of *The CRIV Sheet!*

In this issue, committee chair Jeanne Frazier Price provides helpful reminders of the resources available through CRIV, an update on AALL's ongoing work regarding antitrust concerns, and a discussion of current CRIV initiatives. We hope this provides a comprehensive view of CRIV's initiatives and priorities, and we thank Jeanne for these important updates.

We are also delighted to share summaries of several AALL programs from the 2023 Annual Meeting that touched on vendor relations and information platforms or services. The program summaries have been crafted by CRIV members, and we hope they offer a valuable glimpse into the wealth of knowledge shared by our colleagues and provide inspiration for your work.

CRIV's semiannual calls with vendors remain an essential platform for communication, fostering strong relationships, and ensuring our members have access to the best information resources. This issue includes summaries and updates from our most recent discussions with Bloomberg Law, LexisNexis, and Wolters Kluwer.

Remember that *The CRIV Sheet* consists of contributions from volunteer authors. We are always seeking fresh perspectives and commentaries for our content. If you have an idea for an article or a topic you are passionate about, please reach out to christensen@wlu.edu or ashley.arrington@ttu.edu.

Happy fall and happy reading!



FROM THE CHAIR

JEANNE FRAZIER PRICE

LOUIS WIENER, JR. LAW LIBRARY PROFESSOR OF LAW &
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I feel so very lucky to chair CRIV this year. I follow Cynthia Condit who could not have been a more productive, kind, and supportive leader, and I am surrounded by [CRIV members](#) who contribute so substantively to the committee's work and do so with never-failing good cheer and enthusiasm. There are many things I could highlight about our committee's membership but one aspect that's especially important is the strong representation from different types of law libraries—firm, government, and academic—and from different functional parts of law libraries, including technical services, collection development, access services, legal technology, research and instructional services, and administration. I hope this range of expertise and interests collectively helps us to better understand issues that are important to AALL members and address them in a constructive way that both supports our members and leads to improvements in legal information resources and their delivery.

It is cliché to say that we are in a time of enormous change when it comes to information—or disinformation—and its accessibility. That said, as much as we are fortunate to be faced with great possibilities in improving access to legal information and the quality of that information, we are also dealing with the challenges associated with incredibly rapid changes in technology and almost uniformly shrinking budgets (coupled with consistently rising costs).

I think we are right to expect more from vendors as technology has the capacity to make so many functions associated with the delivery of information resources more customizable and, in the end, easier. Whether it's enhancing the user experience on the customer-facing side of our information resources or optimizing back-end functions such as billing, subscription arrangements, user privacy, delivery of usage statistics, and the underlying technology that empowers us to offer more to our users, we also depend on them to enhance our role as information consumers and as advocates for the users we serve.

What's most important is that we fulfill CRIV's responsibility to AALL's membership. And we hope to hear from you on how we might best serve your interests, whether that's sharing perspectives and concerns with vendors, working on best practices for a changing information and technology landscape, delivering instructional content on information resources, or whatever other initiatives you might suggest. Please contact me at jeanne.price@unlv.edu and vice-chair Andrew Christensen at christensena@wlu.edu, or any of the [CRIV members](#).

And now for a few updates and reminders:

CRIV Resources

The [CRIV Blog](#) and the [The CRIV Sheet](#) keep us up-to-date. *The CRIV Sheet* is published three times a year, thanks to co-editors Andrew Christensen and Ashley Arrington, and includes articles on topics (among many others) as diverse as licensing and copyright, generative AI and knowledge management, access to justice and AI, and post-pandemic invoicing and licensing issues. *The CRIV Sheet* also includes semiannual updates from CRIV vendor liaisons (Jane Bahnson for Wolters Kluwer; Monique Gonzalez for LexisNexis; Mary Jenkins for Thomson Reuters; and me for Bloomberg Law), as well as summaries of AALL programming.

The *CRIV Blog* is updated as quickly and as often as things happen in the world of law-related information. Christy Smith is the longtime editor of the *CRIV Blog*, and her work helps us all stay informed as vendors change policies or add features, new content is added to familiar platforms, new resources are developed, and CRIV itself undertakes new initiatives.

The editors of *The CRIV Sheet* and the *CRIV Blog* are always looking for new topics to explore and news to share. Please consider contacting them as you learn of things that might be shared with the membership or if you would like to contribute to either *The CRIV Sheet* or the *CRIV Blog*. Your contributions would be welcomed and recognized!

Please remember that CRIV provides lots of other resources. There are best practices and guides to [licensing](#) and [fair policies and practices](#), [contact information](#) for information vendors, and, most importantly, a forum to ask CRIV to assist with issues you may have encountered with information vendors. Feel free to complete the online [request for assistance](#) form or, if the issue concerns Bloomberg Law, LexisNexis, Thomson Reuters, or Wolters Kluwer, feel free to contact [CRIV's vendor liaisons](#) directly. You can always simply [email](#) me as well.

Update on AALL and Antitrust


CRIV sometimes finds itself in a position where it cannot act as it might like to because, as is the case for any association that represents professionals engaged in a particular activity, there are antitrust issues to consider. You might remember that last year CRIV developed a vendor survey that was designed to elicit information about the availability, quality, consistency, and deliverability of usage statistics provided by database vendors. We hoped to collect that information to inform vendors about the importance of these statistics to members, learn more about the challenges vendors face in providing that data, and, in the end, develop best practices on collection and sharing of usage statistics. We were asked to postpone further discussion about the survey until AALL leadership had had a chance to work with outside counsel on a new antitrust policy. With the new [Antitrust Compliance Policy](#) in place, we will revisit the possibility of a survey and consider alternative ways to address issues that have been raised by members.

What antitrust prevents us from doing and what we are allowed to do have always been uncertain. To clarify these issues, AALL's leadership worked with outside counsel and has adopted an [Antitrust Compliance Policy](#) that is now posted on AALLNET. Again, once we have had a chance to thoroughly review and understand the new policy, we hope to have a better sense of how CRIV can address these types of issues, such as usage statistics, which are important to our members.

Current Initiatives

We continue to look for ways to address the question of usage statistics and several CRIV members are involved with other AALL groups to consider programming and other outreach efforts that focus on this issue. Thanks to the efforts of CRIV members, we continue to work on improvements to the CRIV webpages to ensure members know about CRIV resources and are able to easily find them on the AALL website.

We look to the AALL membership for input on how CRIV can best serve you. Issues that members have brought to our attention in the past



include vendors' use of subscribers' data; integration of ChatGPT functionality into products and related IP issues; all-or-nothing subscription models; traditional and non-traditional bundling issues; changes in level of customer service; and content changes and transparency. Other comments have suggested that a guide to vet information resources would be helpful. What would help you most?

USING PRIMARY RESOURCE VENDORS TO BOOST INFORMATION LITERACY AND AVOID FAKE LAW

CAROL OTTOLENGHI

DIRECTOR OF LIBRARY SERVICES
OHIO ATTORNEY GENERAL'S OFFICE

Following our previous pieces, "Use Vendors Hiding in Plain Sight to Get Great Resources and "Sell" Library Services" (March 2023) and "The U.S. Patent and Trademark Office: IP Resources That Support Innovation, Inclusion, and Your Library" (June 2023), this article continues the series on Marketing Your Library with Resources from Government Vendors.

By now, we have all heard of instances where ChatGPT fabricated legal citations that attorneys went on to use in their court filings. We may even know of the attorneys in *Mata v. Avianca, Inc.*, No. 1:22-cv-01461 (S.D.N.Y. 2023), who "checked" the citations they could not verify by asking ChatGPT if the cases were real. (ChatGPT said they were. They weren't.) Obviously, there is a lot wrong with the (non)research that happened in this case. However, it probably would not have happened if the offending attorneys had stronger information literacy skills.

This third installment of our series on recognizing government agencies as information vendors focuses on locating documents and data-sets from non-federal courts and agencies. These documents are, like their federal counterparts, self-authenticating and thus, defensible in court filings. Some of these resources may be on subscription services. Some most definitely are not. In

Thank you so much for reading this issue of *The CRIV Sheet!* I look forward to a good year for CRIV and for all of you, and I hope you keep in touch with (any of) us and let us know what we can do for you.

any event, teaching your colleagues and students to take advantage of these free-to-us resources increases their information literacy. And that will help your users to:

- Identify what qualifies as high-quality, authentic, and authoritative resources.
- Discover how legal work of all types, including publications, can be strengthened with primary sources from government organizations.
- Develop the ability and willingness to review all citations to ensure they are real, and actually convey what others say the citations support.

In addition to serving your users, providing information literacy trainings shows your library staff doing good work. They remind your library's stakeholders—employees, library users, and those who make funding decisions—that your library provides reliable, cost-effective, and diverse information and opportunities for the entire organization.

Choosing which government resources to highlight obviously depends on your users' needs and interests. Non-federal courts and agencies create information resources in every legal area, and, movie titles aside, you just can't cover everything, everywhere, all at once. The rest of this article uses Ohio as an example and examines several

categories of documents produced by Ohio's more than 100 agencies, commissions, and courts.

Case Law

If the offending attorneys in *Mata* had checked their citations with the appropriate courts, we would have never heard of the case. There are legitimate reasons for cases to be unreported on major online databases—timing, size, and jurisdiction of court—but the opinions can usually be retrieved from the courts themselves.

In addition to docket information, many court websites provide practice and procedure guidance. For example, Ohio's Franklin County Court of Common Pleas (FCCP) website includes the court's local court rules, schedules, filing information, and [Civil Practice Guidelines](#), a document created by court staff to explain how civil cases are run in the FCCP.

These primary source documents are integral to running a successful case in that court. And, as examples of high-quality, authentic, and authoritative information; they contrast nicely with a blogger who *might* get it right. Or not.

Administrative Law

Like government agencies everywhere, Ohio's state agencies base the rules and regulations they create and enforce on their enabling statutes. The Ohio Legislative Service Commission's [Rule Drafting Manual](#) is one of two primary documents that provide a deep understanding of Ohio's administrative law process. The Manual provides step-by-step guidance for state agencies and state institutions of higher education on how to draft, enact, amend, correct, and rescind their rules.

The second key document is the [Administrative Law Handbook](#) published by the Ohio Attorney General's Office. It walks practitioners through an administrative law case; from notice through hearings, evidence, appeals, attorney fees, and collateral attacks on administrative agency actions. It is heavily annotated, and, since it's published by the State's legal representative, highly authoritative.

Ohio's current [Administrative Code](#) is online. However, the [Register of Ohio](#) is the State's official

online gazette for information about past, present, and future rulemaking. The Register's amendment histories go back a little over 20 years; they are official and free to access.


Many agency rules include enforcement components. Final decisions are reported, but perhaps not on the website of the agency that files a particular action. For example, the [Environmental Review Appeals Commission](#) resolves and reports appeals resulting from final actions of the Ohio Environmental Protection Agency, Ohio Department of Agriculture, State Fire Marshal, State Emergency Response Commission, and county and local boards of health.

Statutory Law

The [Ohio Legislative Service Commission](#) (LSC) provides Ohio's General Assembly with legislative, drafting, research, budget and fiscal analysis, and training. The LSC posts the current version of Ohio's Revised Code online, as well as the session journals and an excellent [glossary](#) that defines many terms, some of them undefined by legislation.

But (veering into a personal anecdote), the LSC's [legislative archive](#) is perhaps more relevant to our discussion of information literacy. A number of years ago, an attorney called me during a court recess. The copy he had of a statute was different than the one opposing counsel presented. Which was correct, and why was there a difference? Controlled panic ensued. Information on the LSC site showed that opposing counsel was using an early version of the bill. It contained the phrasing opposing counsel wanted, but that phrasing had been changed before the bill was finalized. The judge was not pleased with that discovery.

This sort of legislative history can be very useful, but if you need a signed copy of an enrolled bill, you will have to get it from the [Ohio Secretary of State's Office](#) (SoS). That, as the site does not hesitate to announce, is the official source. It also has been, on occasion, the only properly updated site; veering once again into the anecdotal. In 2021, Ohio drug schedules were not updated for four



months on the large subscription services or the free LSC site.

Advisory

In addition to official legal documents, such as administrative decisions, court opinions, and enacted statutes and rules, state agencies provide advisory information. The SoS provides [business guides](#) on starting corporations, LLCs, and nonprofits in Ohio; and on Ohio trademark and service mark registration procedures. In most cases, they are not law, but they can be cited in court.

Similarly, formal opinions from the [Ohio Attorney General's Office](#) are not law. However, the research is deep and tightly focused on existing law, so courts give them careful consideration. AG opinions around the nation are similarly respected. Finding an opinion on a research project can be a welcomed shortcut, as long as you check the list of superseded opinions to ensure it is still relevant.

Data Sets

Several Ohio agencies make collections of data available. [Data sets](#) created by the Geological Survey Division within Ohio's Department of Nat-

ural Resources include interactive online maps of abandoned mines, groundwater movement, and karst-related features like sinkholes. They can be used in court and for business planning, real estate development, transportation, mining, and many other purposes.

The Ohio Department of Medicaid makes its data available via "[dashboards](#)" that organize data around demographics, expenditures, enrollment, telehealth trends, managed care, infant mortality, pharmacy fees, and more. The [Monthly Medicaid Caseload Report](#) provides a snapshot of actual statewide Medicaid enrollment compared to State Fiscal Year (SFY) projections. Again, because this data is generated by a state agency, it is self-authenticating and deemed valid barring evidence to the contrary.

This article barely scratches the surface of free-to-us resources available from government vendors. If your library's stakeholders find particular resources from government information vendors helpful, please email *The CRIV Sheet's* co-editors at christensena@wlu.edu or ashley.arrington@ttu.edu. We would love to have guest authors share their experience.

CRIV SHEET SUMMARIES / 2023 AALL ANNUAL MEETING EDUCATION PROGRAMS

The 2023 American Association of Law Libraries (AALL) Annual Meeting & Conference was held July 15–18 in Boston. The theme was "Map Our Future." In volume 45, no. 3 of *The CRIV Sheet* ([June 2023](#)), CRIV was happy to recommend several programs for this Conference. In this issue, we follow up with program reviews of five of those recommended programs as part of our CRIV Sheet Summaries. All reviewed programs were recorded, and their titles below link to audio of the program.

THE CROSSROADS OF LICENSING AND COPYRIGHT

MONIQUE GONZALEZ

SENIOR REFERENCE LIBRARIAN
NORTON ROSE FULBRIGHT

Coordinator: Christopher Lund (New York Courts)

Moderator: Christine Anne George (New York University School of Law)



Speakers: Kyle K. Courtney (Harvard University), Alan S. Inouye (American Library Association) & Anna Lawless-Collins (Boston University School of Law)

In the evolving landscape of law libraries and digital resources, the crossroads of licensing and copyright have become increasingly challenging to navigate. Librarians, legal experts, and scholars have been engaging in discussions to address the issues arising from licensing agreements and copyright constraints. This summary covers the key points raised during the recent panel discussion on this topic by experts in the field at the 2023 AALL Annual Meeting.

One recurring concern expressed by the panelists were the limitations imposed by licensing agreements. These agreements often fall short of reflecting the core mission of law libraries. Some notable issues with licenses include: not owning material outright, inadequate provisions related to the library's ability to engage in traditional interlibrary loan (ILL) services, a lack of attention to preservation, and questions about long-term accessibility of digital materials.

These issues have resulted in a shift, wherein the cost of access is on the rise while ownership is declining. This trend of diminishing ownership rights in the digital age poses challenges for libraries and users alike. For example, students may no longer own physical books, but they pay the same price to access them. This practice bars students' ability to sell their books back at the end of the semester to secure coveted "pizza" money. Although discussed jokingly, it highlights the trend of diminishing ownership rights and increasing cost as digital resources supplant print ones.

To tackle the problems stemming from restrictive licensing agreements, panelists suggested some considerations, such as librarians ensuring that contracts with publishers and vendors align with their library's mission. Libraries can also ex-

plore potential protection under consumer protection laws and state procurement laws.

If one is not vigilant, licensing can strip away rights typically associated with copyright, such as ILL, scholarly sharing, and the rights of first sale doctrine. To ensure continued access, owning print resources is still essential in many instances. However, electronic materials have added benefits such as accessibility via screen readers as well as advantages like simultaneous access from anywhere for remote users.

The panel identified essential issues to be addressed in licensing agreements, including:

- Perpetual access
- Interlibrary loan
- Scholarly sharing
- Post-cancellation access
- Text and data mining
- Preservation
- Copyright and fair use


The discussion also touched on the importance of articulating libraries' needs across various content types and advocating for their interests. Engagement with vendors, publishers, congressional champions, and addressing challenges like book banning and censorship were highlighted as crucial actions in the current climate.

In conclusion, the intersection of licensing and copyright in libraries presents challenges and opportunities. To ensure libraries can fulfill their missions, it is essential to engage in thoughtful negotiations, advocate for the protection of key rights, and explore alternative approaches that prioritize ownership and accessibility. These discussions are vital in shaping the future of law libraries in the digital age.

HOT TOPIC: THE IMPACT OF GENERATIVE AI FOR ACCESS TO JUSTICE

CHRISTY SMITH

HEAD OF COLLECTION SERVICES
SETON HALL UNIVERSITY SCHOOL OF LAW



Coordinator/Moderator: Tanya Johnson (University of Connecticut School of Law)

Speakers: Pablo Arredondo (Casetext), Jeffrey Pfeifer (LexisNexis) & Michael Semanchik (California Innocence Project)

This program discussed artificial intelligence (AI) and how it is being used to improve efficiency in legal practice and how that improved efficiency can lead to quicker results for clients.

Pablo Arredondo began the program with a brief history of AI, discussing how language is key, and that the idea surrounding AI was how to get computers to interpret language.

OpenAI approached Casetext last September and showed them GPT-4, a large language model. Casetext stopped movement on other projects and completely focused on this.

GPT-4 suffered hallucinations (URLs to nowhere). Retrieval-augmented generation (RAG) is the solution to hallucinations. RAG couples the large language model to a search engine to produce the AI. Arredondo provided a legal research example. He entered a request: “need California cases saying an expert witness doesn’t need formal credentials to testify.” The AI comes up with different search queries on its own, searching what a human would search using Boolean, keyword, and neural net parallel searches. AI analyzes results and synthesizes an answer based on real case law in front of it. There was work involved to get it to NOT come up with its own answer; results are based on real cases with real quotes with real working links.

One concern Arredondo expressed was AI’s ability to parse out things such as humor. The speakers employed document review for this example. They took a database of President Obama’s speeches and asked if Obama was making a joke in any of the speeches. These are the types of queries that would have been ridiculous to think of asking a computer to do, but now it is possible.

He then gave us an example of creating an email that used the word “privilege” several times and then asked the system if this was privileged communication. Previously, every algorithm would have said it was privileged because of the frequency and relevancy of the word “privilege,” but ChatGPT recognized that it was not.

AI does not generate text. It reads, summarizes, annotates, analyzes, translates, categorizes, synthesizes, and interprets text. There may be some mediocrity to what it writes, but what’s not mediocre is when you send it to e-discovery. You are reviewing all key documents in a day instead of three weeks and it’s catching things humans are missing. The ability to read and interpret text is what will have the most profound impact in the practice of law.

Next, Jeff Pfeifer presented AI survey results from the U.S. and UK. In the U.S., 84 percent of respondents (lawyers, law students, consumers) believe that generative AI tools will increase efficiency in the practice of law. Less than half agree that generative AI tools will significantly transform the practice of law: 39 percent of lawyers, 46 percent of law students, and 45 percent of consumers. In the UK, 65 percent of solicitors, barristers, and in-house counsel believe generative AI tools will increase efficiency. With respect to agreeing that generative AI tools will significantly transform the practice of law, 49 percent of solicitors and barristers agree and 58 percent of in-house counsel agree.

Common uses for generative AI by lawyers in the U.S. include researching matters (59%), drafting documents (53%), streamlining work (46%), and document analysis (40%). Common use cases in the UK include researching matters (60%), drafting documents (55%), writing emails (40%), and document analysis (27%). In Canada, common use cases include researching matters (60%), writing emails (58%), drafting documents (39%), and document analysis (21%). In summary, the biggest opportunity is the creation of capacity, which has been a barrier in the provision of legal services.

Generally, the population is concerned but open minded about the potential of generative AI. Most agree that clear ethical guidelines must be established for implementation.

Lexis is focused on driving generative AI development in safe and secure ways. Pfeifer stated that

companies must be transparent about how models perform, what they are doing, what they are looking at, and how they generate their answers.

Next, Michael Semanchik presented a real-world example of how his organization has used AI.

It takes about 20 years to get a person out of prison. Since 1999, the California Innocence Project has helped free about 40 clients out of about 800-1,000 that apply every year. They have a small team of six lawyers, made up of some interns and law school clinical students. They get 4,000 pieces of mail every year and are actively investigating 100-150 cases at any given time and are in litigation in about 50 cases. Clearly, they are overwhelmed with work.

Semanchik's questions are:

1. How can we leverage AI to improve our intake and investigation process?
2. How can we leverage AI to provide better representation to our clients?

Semanchik was given access to Casetext's CoCounsel last fall. He took a 16-page document (appellant's opening brief) and asked CoCounsel to summarize. In about 15 seconds he got a one-page summary of exactly what happened in the case. He read the one-page document in a couple of minutes versus 20-25 minutes to read the 16-page document. Now, consider scaling. If you take a 2,000-page case file, upload it, and have it summarized, it does it in about 10-12 minutes (4-6 months normally, for a human). With CoCounsel, you can also create a database and ask it fairly complicated ques-

tions. Semanchik did this and asked if a particular witness was consistent in their identification of his client from start to finish of the case. Not only did it tell him the answer, but it cited to specific parts in the documents and where there were slight differences as to what the witness was testifying. It's not just an OCR/control find function. It's interpreting what it finds. One pitfall is that it can't read handwriting. The one inconsistency came in a handwriting sample; it didn't pick up on that.

It will draft correspondence and letters in seconds and in whatever format you tell it. It can also help with research. He was preparing a legal research memo and asked what the standard is for introducing new evidence in a post-conviction scenario in the state of California, and he received the updated rule.

One can also use it for deposition preparation. For example, with a shaken baby syndrome case, Semanchik asked AI to come up with a starting point of questions to ask for deposition preparation, since he's not an expert in shaken baby syndrome. The answers get him about 80 percent there.

There are 66 Innocence Project networks across the country. Imagine the improved efficiency using these AI tools and how that can make a positive impact on the number of people who could be exonerated.

In summary, the consensus seemed to be that using the new AI technologies will lead to improved productivity and efficiency, which will in turn allow more capacity by attorneys and legal professionals to provide improved access to justice.


HIGHER STANDARDS: SALI'S LEGAL-DATA STANDARDIZATION ACROSS THE LEGAL INDUSTRY

JACOB NUNNALLY

ASSISTANT DIRECTOR OF ACCESS AND COLLECTIONS SERVICES
HOFSTRA UNIVERSITY MAURICE A. DEANE SCHOOL OF LAW

Coordinator/Moderator: Annie Sterken (HBR Consulting)

Speaker: Damien A. Riehl (vLex)



During this program, Damien Riehl of vLex discussed how SALI can hierarchically map and standardize 13,000+ law-related terms. This free, open-source taxonomy/ontology software standardizes not only traditional topics of law (e.g., property dispute, divorce, and strict liability) but also helps firms standardize business of law topics (e.g., reviewed depositions and prepared legal arguments) and timekeeping dynamics (e.g., blended rate, discounted rate, and standard rate). The end result of such standardization is that systems can “talk” to each other in an accurate, meaningful way. As moderator Annie Sterken observed, for a Conference with the theme “Map our Future,” this presentation was certainly fitting.

SALI is an acronym for Standards Advancement for the Legal Industry and has been pioneered by Riehl and his legal tech colleagues for several years. It is a “multiple parentage ontology” that Riehl describes as a “universal translator” for all legal matters. As a still relatively new technology, it continues to grow and refine its approach through nonprofit legal tech innovators improving and sharing on GitHub. Riehl’s innovative taxonomy efforts have exploded in the past few years, as SALI is now being used by such corporations as Thomson Reuters and Microsoft, and by firms such as Gibson Dunn and Ogletree Deakins. “We are normalizing the world’s data,” Riehl states.

But how does it work? SALI implementation involves three steps. The first step is to map the

institution’s existing tags to SALI tags. In this initial step, one may learn, for example, that “garnishment” has been improperly tagged as an area of law. Riehl observes that SALI will identify this error and correct it as being a legal remedy. In step two, a user imports SALI tags into an existing taxonomy. In step three, the institution can then begin contributing tags to SALI so that others can use them. While the descriptions are indeed brief, they are accomplished using powerful AI tools—after all, Riehl observes, “If humans are involved, you are probably doing it wrong.” [ChatGPT](#), [SALI LMSS Search Tool](#), and [OpenAI Playground](#) can all help analyze, standardize, and export data to enhance not only one’s own taxonomy, but everyone’s.

As of this writing, SALI translates data into 12 languages, including Hebrew and Hindi. As more languages, more tags, and more cultural nuances are incorporated into SALI’s open source technology, it is sure to continue to expand across the globe. Riehl concluded his insightful presentation with a trenchant point: “Anyone who has built an ontology knows it’s really hard.” Undertaking such a project means choosing between two options: building your own system that is not compatible with others, or building an ontology using SALI standards that can communicate with other institutions’ systems using standardized tags and information. If you pick the former, it’s like building a telephone that can’t talk to anyone. So, as Riehl concludes, “why not just accept the standard?”

COLLABORATING WITH VENDORS: MARKETING, USER NEEDS, AND PRODUCT DEVELOPMENT

MARY JENKINS

LIBRARY AND RESEARCH SERVICES MANAGER
DEVINE, MILLIMET & BRANCH, PA

Coordinator/Moderator: G. Patrick Flanagan (BakerHostetler)

Speakers: Rachel Beithon (Thomson Reuters), Mike Bernier (Bloomberg Industry Group, Retired), Andrew Christensen (Washington and Lee University School of Law), Christina Steinbrecker Jack (Fastcase) & Jaime Klausner (BakerHostetler)

While legal information professionals can find vendor relations challenging when it comes to

license negotiations, access issues, and more, it is mutually beneficial to build productive relation-

ships for the sake of user experience and the quality of current and future products and services.

This panel discussion focused on communication and relationship-building for the sake of positive outcomes in product delivery and development. As the moderator said at the outset, we are engaged in a common endeavor. The discussion featured several legal information vendor representatives, alongside academic and law firm information professionals.

Working from the three stated takeaways, participants gained the following:

1) *Participants learned about creative ways vendors (or providers) and their customers can engage with each other to better understand and develop content and platforms.* Relationships and connections are at the core of the legal information community and should be fostered, with your own representatives (or clients) and with other personnel. Individuals in product development, technical support, and management all want to understand customers' needs. The relationship is not simply transactional; information providers and professionals have many shared goals. Timely, open, trusting communication is fundamental to moving beyond an adversarial stance and resolving issues with good faith.

To gather feedback from clients, information providers generally have formal mechanisms

for gathering and aggregating information about product satisfaction and client needs. It can be hard for a vendor to communicate that a feature or content area isn't possible; it may be a lack of demand or an issue of the complexities of development. But librarians who know the landscape can help a vendor understand the use case and help the vendor understand needs via advisory boards, at association gatherings, and in direct contact with product developers.

2) *Participants learned about balancing vendor-led programming and vendor-produced training materials with objective insights into the information landscape.* Information professionals are curious, and information vendors value curiosity as it pushes providers to go beyond the current state.

3) *Participants gained insight into the knowledge management challenges vendors face in creating and maintaining their tools and services.* Turnover in vendors' staffing, particularly in sales, can not only lead to frustration on the librarian's part but also a disjointedness in the relationship, resulting in missed opportunities for information sharing and alignment of products and needs. Pitchbook is an increasingly popular database for analyzing private equity, venture capital, and mergers and acquisitions across the private investment lifecycle.

DATA 411: TERMINOLOGY, CODING, AND TELLING STORIES

KATIE LYNN

TECHNICAL SERVICES LIBRARIAN
UNIVERSITY OF NORTH DAKOTA SCHOOL OF LAW


Coordinator: Kathleen Brown (Charleston School of Law)

Speakers: Saskia Mehlhorn (Norton Rose Fulbright US LLP) & Kathleen Brown (Charleston School of Law)

"Data is everywhere," as the description of this program states, ready to be harnessed for more efficient workflows and the needs of our organizations. However, if you do not know the language of data, it is difficult to use the techniques and tools that provide these benefits. Accordingly, the

audience learned basic data terminology, how to code data with their stakeholders and institutional stories in mind, and were allowed time to apply and discuss these data principles in small groups.

The program opened with an energetic introduction of 19 data definitions, ranging from data



capture to data analytics. Most of the terms were paired with helpful illustrations, such as a line graph representing “time series data” or a screenshot of “CSV” data. The speakers then provided examples of charts and tables, asking if the audience could identify the types and terms of data that were used to make the graphics.

The next topic was the process of coding data to tell a story. The speakers advised that the best practice is to identify the story your stakeholders want, then formulate your data collection techniques and categories with this story in mind. Otherwise, you risk collecting a data set that the “storytelling magic” of coding and analysis does not support.

The speakers warned further about converting data from one tool to another: Be certain that the tools have comparable capabilities, or you may lose the coding you have spent your valuable time on. It is good practice not to let data sets go to waste, and instead re-code them for use in new stories and studies. For example, revisit older data

sets to compare satisfaction rates and resource usage. The speakers recommended to never send raw data to stakeholders unless specifically requested, to always get the largest data set possible, and to never skew data. Color can be a helpful organization aid for presenting your data, although it may be difficult for the visually impaired, so consider individuals with disabilities generally.

Guidance included when to use different kinds of charts. To demonstrate, audience groups were asked to determine which would be the worst chart or graph for a given type of data, and to choose a chart that would most effectively communicate to a specific audience.

In closing, the speakers asked the audience to share their tips and tricks for managing and presenting data. Responses mentioned tools like Qualtrics, Tableau, SurveyMonkey, Power BI, and Excel. The presenters also suggested reaching out to your networks and thinking outside your department for assistance with tools.

CRIV LIAISONS TO VENDORS

CRIV holds semiannual calls with four legal vendors: Bloomberg Law, 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*. In this issue, we have notes from the most recent calls with Bloomberg Law, LexisNexis, and Wolters Kluwer.

CRIV / BLOOMBERG LAW SEMIANNUAL CALL

JEANNE FRAZIER PRICE


LOUIS WIENER, JR. LAW LIBRARY PROFESSOR OF LAW & DIRECTOR OF THE LAW LIBRARY-WILLIAM S. BOYD SCHOOL OF LAW, UNIVERSITY OF NEVADA, LAS VEGAS

Date: Friday, July 7, 2023

Participants: Jeanne Frazier Price (CRIV Liaison to Bloomberg Law), Lauren Kaplan (Head of Strategy, Bloomberg Law), Vani Ungapen (Executive Director, AALL), Madeline Cohen (Library Relations Director, Bloomberg Law), and Ross Pendley (Customer Experience Manager, Bloomberg Law)

The second semiannual meeting of 2023 with representatives from Bloomberg Law took place on July 7, with a follow-up meeting on July 16 during the AALL Annual Meeting. On the July 7

call, CRIV and AALL representatives were joined by Lauren Kaplan, who leads Bloomberg Law Strategy; Ross Pendley, customer experience manager at Bloomberg Law; and Madeline Cohen,



Bloomberg's library relations director. Cohen introduced herself as she is somewhat new to her role at Bloomberg (having joined the firm in the wake of Mike Bernier's departure) and shared her prior experience as a government and academic law librarian. We are looking forward to working with Madeline and her colleagues.

Since the last liaison call, CRIV had not received any requests for specific assistance with Bloomberg Law products. Some members had expressed some general concerns about acquisition models and bundling of products by vendors more generally (Bloomberg was mentioned in those discussions). AALL members had shared some frustration with these models, especially those that took an all-or-nothing approach to the acquisition of resources offered by a particular vendor, as it left customers with few to no alternatives for subscriptions (and associated costs). We did not have time to address those concerns during the July 7 conversation; those issues were raised in the July 16 follow-up meeting.

Pendley and Cohen shared improvements to the Bloomberg Law platform, some of which responded directly to feedback from users, new content, and other enhancements. In broad terms, the improvements help users solve problems more efficiently and intuitively and focus on discoverability. Improvements to the platform continue to be made.

Dockets and Litigation-Related Enhancements

In redesigning the display of docket information, Bloomberg Law has:

- Restructured the appearance of search results—shortening opinion titles and arranging information hierarchically so that users can more quickly ascertain the relevance of those results;
- Enlarged the viewing area for docket information;
- Addressed a download/docket request issue to improve docket request notifications and transparency of document availability; and
- Added new fields for filtering or reviewing docket search results (e.g., case outcome, case

settlement, potential class action, case status, and case length).

Bloomberg's Docket Resolution classification system (which incorporates AI technology) assigns, for each docket requested, one of seven categories of outcomes.


Another AI-enabled improvement is the new Docket Path feature, which is available on open federal civil court cases that have between 10 to 18 docket entries. The Docket Path technology matches the case under review with closed cases having similar patterns (in the language of the cases, the motions filed, and the orders entered). Docket Path then suggests a number of possible different outcomes for the open case; those potential outcomes are weighted in terms of probability. Docket Path works best—in its current beta version—on cases in the middle stage of development and with no outliers in terms of the language used in the case or the fact pattern.

In addition to improvements in technology, the content of Bloomberg's dockets has been expanded as well; Bloomberg Law dockets now include cases from all Indiana state courts, as well as additional coverage of state courts in Arizona, California, Florida, Kansas, Mississippi, North Carolina, Mississippi, Ohio, Tennessee, Texas, and Virginia.

Other new content includes the Litigation Statistics Series, which focuses on trends and outcomes in particular types of litigation in federal courts (e.g., multi-district litigation) and particular subject matters addressed by federal courts (e.g., patents, ESG, and bankruptcy).

Practical Guidance

With respect to secondary source materials, Bloomberg Law has made improvements to the search and search results interface (making it easier for users to quickly assess the relevance of any particular result, providing more context for highlighted search terms, and noting whether documents are annotated and what jurisdictions are covered), and download features (Practical Guidance documents can now be retrieved in Microsoft Word)—many more improvements to Bloomberg's



practical guidance resources, however, are content-related.

A number of new In-Focus resources have been added, some in response to litigation and court decisions (e.g., Abortion Law and Opioid Litigation & Regulation) and others to reflect important federal legislation (e.g., the Pregnant Workers Fairness Act and the Providing Maternal Protections for Nursing Mothers Act). New In-Focus reports have also been added to cover current trends and events in the economy and markets (e.g., layoffs) as well as technology developments in law practice (e.g., Artificial Intelligence). Those In-Focus resources link to relevant state and federal laws, are updated with news and analyses, and link to docket and regulatory information relating to the subject area.

The number and nature of the Bloomberg Law Toolkits have expanded as well, with new resources that cover, among other topics, ESG in manufacturing and retail industries and product liability, social media, and cybersecurity issues.

Follow-Up

CRIV / LEXISNEXIS SEMIANNUAL CALL

MONIQUE GONZALEZ

RESEARCH LIBRARIAN
NORTON ROSE FULBRIGHT

Date: Thursday, May 25, 2023

Participants: Monique Gonzalez (CRIV Liaison to LexisNexis), Carolyn Bach (Manager, Knowledge & Research and Faculty Programs, LexisNexis), Michelle Hook Dewey (AALL Executive Board Liaison to CRIV), Vani Ungapen (Executive Director, AALL) & Simon Weierman (Senior Director, Segment Management, LexisNexis)

This update includes news and product enhancements released between January and May 2023.

New Developments

- LexisNexis® announced the launch of [Lexis+® AI™](#), a generative AI platform designed to transform legal work. Lexis+ AI is built and trained on the largest repository of accurate and exclusive legal content, leveraging an

In July, at the AALL Annual Meeting, I met with Lauren Kaplan and Madeline Cohen to discuss some issues that had recently been raised by our members, some specifically relating to Bloomberg and others that apply to information vendors more generally. First, we discussed the availability and discoverability of Bloomberg Business news articles; Kaplan and Cohen noted those articles are on Bloomberg Law and that improvements have been made to the findability of those resources. I also shared some concerns from members, which focused on their hope that (i) Bloomberg Law make particular components of its platform available for subscription (as an alternative to being required to subscribe to the entire platform to gain access to particular parts of it); and (ii) vendors more generally share usage statistics that are more helpful and granular in terms of both the specific components accessed and the types and nature of those interactions. Kaplan and Cohen listened to the concerns expressed and planned to consider that input.

extensive collection of documents and records to provide customers with trusted, comprehensive legal results with unmatched speed and precision—and backed by verifiable, citable authority.

- LexisNexis [released results from a survey on Generative AI](#) with input from 1,176 U.S. lawyers, 1,239 law students, and 1,765 consum-

ers. In one of the most extensive surveys of its kind, the research was conducted to better understand overall awareness of generative AI, current use of generative AI tools in daily work, and willingness to adopt generative AI tools for various legal matters.

- LexisNexis released an updated version of its **Gross Legal Product (GLP) Index**. The report reveals that, despite rising inflation, soaring energy prices, new regulations and financial sanctions—not to mention an economic recession—the legal sector grew by 3 percent in 2022, with restructuring and insolvency, tax, and competition law all making a heavy contribution.
- LexisNexis issued a new investigative report entitled “**Calling Time on the Billable Hour**.” The report looks at why almost half of all external legal spending is now taking place through alternative fee arrangements such as flat or fixed fees, a major increase since pre-pandemic times.
- Barrons.com was made available for subscription by large law firms through LexisNexis via an exclusive partnership with Dow Jones® that allows legal professionals to stay updated on investment news, strategies, and insights, followed by in-depth research using LexisNexis.

Lexis+®

- **Fact and Issue Finder**, a powerful, practice-specific feature that empowers litigation researchers to find resources pertinent to issues, topics, and facts. It was awarded **AALL's 2023 New Product award**. Fact & Issue Finder was also issued a patent for its “No Fail Searching” technology. Multiple topical and fact filtering enhancements were recently released.
- **More Like This Passage** provides researchers with the ability to identify an important passage in a case law document, and with one click, find more cases with similar language using a highly targeted, AI driven approach. This new feature enables users to find relevant precedent from across the entire collection.
- **Brief Analysis** introduced a new landing page that includes an option to upload an opponent’s brief. See the [Above the Law](#) article highlighting the new features—“Favorable and Unfavorable Authority” and “Winning Briefs.” Quote Check now displays cited source information and omitted text more clearly; and a link to Brief Analysis is embedded within Lexis® Search Advantage, enhancing workflow within their document management system.
- **Parallel Citation Lookup** tool on Lexis+® provides a quick way for users to retrieve parallel citations for U.S. case law without first searching for a document.
- **Agreement Analysis** is a new document analysis tool that supports transactional attorneys in analyzing, negotiating, and finalizing transactional agreements into commercial preview testing with clients.
- **Lexis+ Shepard’s® History Visualization enhancements** help researchers understand the full litigation history of a case and quickly view specific types of history (e.g., Judgments/Dismissals, Stays, and Habeas & Post-Conviction Proceedings) in the map and timeline.
- **Run Search As** capability offers greater transparency in how search results were generated and allows the user to re-run their desired search.
- **Compare functionality** was expanded to federal and state legislation, enabling customers to choose current versions of legislation and compare them against archived versions in a matter of seconds.
- **Lexis+ Answers** was expanded to include Recommended Questions to utilize in addition to Answers®, which helps guide users to related, relevant information faster.
- **Cited Law Preview** was extended to include case law documents. Now, when a Lexis+ user is viewing a case document and clicks on a link to a statute or code, a preview flyout will appear on the right side of the screen to review before opening the document in full.

Lexis+® & Lexis® – Content Additions

- Twenty-eight Matthew Bender® treatises, licensed secondary materials, and jury instructions have been added to Lexis+/Lexis.
- Added hundreds of thousands of briefs, pleadings, and motions; and hundreds of thousands of trial court orders.
- Updated and added Regulatory content for 10 countries including Russia, Uruguay, Turkey, Colombia, Ecuador, Japan, Indonesia, Denmark, Argentina, and Portugal.
- Released five new Native American Tribal Court Options, 28 new Tribal code sources, and seven new indices for State Codes.

Practical Guidance

- A new **Federal Government** practice area was made available to customers in May and is the 23rd practice area covered by Practical Guidance. This release provides support for attorneys involved in Federal Government practice, including those who work at federal agencies, counsel for companies that do business with the federal government, and law firm attorneys who represent federal government contractors.
- The **Civil Litigation** practice area was expanded to include coverage for Virginia.
- The Practical Guidance team released a new [Generative AI Resource Kit](#).
- Explore the latest practice insights in [Practical Guidance Journal](#) and learn more about what's recently been updated within Practical Guidance in our [Issue 4](#) (January) and [Issue 5](#) (May) Newsletters.

CourtLink®

- Expanded coverage with eight new court systems added:
 - CA – Kings Superior
 - CA – Napa Superior
 - MI – St. Clair Circuit
 - NV – Supreme & Court of Appeals

- OH – Wood
- OH – Clark
- TN – Hamilton Circuit
- TN – Knox Circuit
- Released a new docket research system on Lexis+® UK to provide UK access to the United Kingdom's High Court of Justice in England and Wales.

Lexis® Verdict & Settlement Analyzer (VSA)

- Refinement features include the addition of five new resolution types in the “Case resolution” filter and search term maps for Jury Verdicts results list.
- Improved search relevance, aligned with searching Jury Verdicts on Lexis+.
- Released work folders for users to save research results to access later.

Lex Machina®

- Launched a highly demanded API for State Court Legal Analytics
- Announced a collaboration with Courtroom Insight to allow customers to access the Lex Machina® API data directly from the Courtroom Insight platform enhancing workflow.
- Launched multiple Litigation trend reports (available to non-subscribers):
 - [2023 Securities Litigation Report](#)
 - [2023 Antitrust Litigation Report](#)
 - [2023 Consumer Protection Litigation Report](#)
 - [2023 Patent Litigation Report](#)
- Issued the [2023 Legal Analytics Report](#)—survey responses from legal professionals from U.S. law firms on how Legal Analytics continues to be used and perceived.

Law360®

- Unveiled the UK edition of Law360® Pulse, bringing exclusive industry-leading business of law news coverage and insights to UK legal professionals.

- Law360 added two new state sections: Law360 Michigan and Law360 Washington.

Nexis Newsdesk™

- Newsletter enhancement that reduces duplicate articles surfaced.
- Updates to reduce False positive results when targeting companies.
- Improved Noise Filter functionality.
- Intelligize®
- Released the [Intelligize® M&A Report](#) showing Mergers & Acquisitions deals by SEC Registrants falling in 2022, with uncertainty lingering in 2023.

CounselLink®

- Introduced [Contract Lifecycle Management](#) and enhanced work intake features to its enterprise legal management solution.
- [CounselLink® Introduces CounselLink® FastTrack](#), a Prompt Pay Service that Improves corporate cash holdings while getting law firms paid faster.
- The [CounselLink team released its annual billing rate trends report](#). Drawing upon the CounselLink extensive database of over \$52 billion in legal spending across more than 420,000 timekeepers and more than 1.4 million matters. The report provides detailed insights on seven key metrics, including law firm consolidation; alternative fee arrangements; and hourly rates by practice area, firm size, and location.

CaseMap® Cloud

- Multiple enhancements were made including rollout of (1) Case Templates; (2) Add Issues on the Fly on Facts; (3) Create Sub-Issues when Creating Parent Issues; (4) Filter Issues on Fact Panel in Document Viewer; (5) Data Import to Case Elements; (6) Create People Roles; (7)

Create Document Types; (8) Link People and Organizations from the Document and Transcript Viewer; (9) Custom Reporting; and (10) Print and Download from Document.

Law School Updates:

- **LexisNexis® Interactive Citation Workstation (ICW):** A new and improved [ICW](#) was released in June, and includes a modern interface plus new and streamlined functionality based on feedback from faculty and students.
- **Lexis® Learn integration into Canvas®:** faculty have the option to administer Lexis Learn modules as assignments in their Canvas course. Speak to your [LexisNexis Representative](#) for set up assistance.
- [New Clinic Resources for Faculty and Students page](#)
- [New Brief and Memo Resource Center](#)
- [Legal Research & Writing Center](#)

Resources for Legal Information Professionals:

- **AALL Attendees:** We are proud to be a Platinum Sponsor of the AALL Annual Meeting. During the Conference, Lexis shared the latest updates and news on over a dozen products including Lexis+® AI™. They also held a special program and showcased sessions on Artificial Intelligence and Social Justice, Lexis+ AI, ESG, and Real World APIs; and the latest updates from LexisNexis® Digital Library, Law360®, and Lex Machina®. They also celebrated *Shepard's*® 150th Birthday.
- [Summer Associate Resources](#)
- [Librarian Webinar Series Recordings, Spring 2023](#)
- [Subscribe to InfoPro Weekly:](#) Stay on top of recent product and practice area updates, webinars etc. that matter to law librarians.
- **Lexis+® Certification Program for Information Professionals:** speak to your Knowledge & Research Consultant or LexisNexis Representative to learn more.



CRIV / WOLTERS KLUWER SEMIANNUAL CALL

JANE BAHNSON

ASSISTANT DIRECTOR, RESEARCH AND INSTRUCTION SERVICES
DUKE UNIVERSITY SCHOOL OF LAW

Date: May 2023

Participants: Jane Bahnsen (CRIV Liaison to Bloomberg Law), Michelle Hook Dewey (AALL Executive Board Liaison to CRIV), Jeff Brandimarte (Wolters Kluwer) & Jenna Ellis (Legal Training Consultant, Wolters Kluwer)

News

Jenna Ellis introduced Jeff Brandimarte, who joined Wolters Kluwer a little over a year ago after a long history with another legal publisher. Brandimarte will be taking over for Ellis as the Wolters Kluwer liaison to CRIV.

Vani Ungapen reported a good turnout was anticipated for the AALL Annual Meeting with over 1,100 conference registrations (at the time of the call), not including exhibitors. There are also over 60 exhibitors participating.

Wolters Kluwer Update

Wolters Kluwer (WK) has published a number of treatises that are now exclusively with WK. These will no longer be licensed to other providers, and a list of those treatises impacted is available if requested from WK. These treatises are part of some but not all packages on VitalLaw. Schools and law firms should talk with their WK account manager to see if the treatises they can no longer access through other platforms are available a la carte or if they need to be purchased as part of a package.

There will be some changes and updates to the VitalLaw platform introduced at 2023 AALL Annual Meeting in Boston. The product team has been working to make the platform more user friendly based on feedback and focus groups.

The print version of the Federal Tax Reporter for law firms is sunsetting and will no longer be available after the end of this year. The online version will be available on VitalLaw. Training will be available to assist print users in transitioning to the online version.

A single sign-on upgrade for VitalLaw is also in the works to make access easier for users. WK is working with law firm tech to facilitate this change. Law school students are less familiar in general with using the VitalLaw platform. Ellis requested materials to assist law school instructors in developing instructional materials for law students as appropriate.



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