

CALL/ACBD Vendor Liaison Committee

Annual Report 2014

Members: Anne Bowers, Deborah Copeman, Helen Mok, Karen Sawatzky (co-chair), Louise Hamel, Mary-Jo Mustoe, Maryvon Côté (co-chair), Melanie Hodges Neufeld, Pat Henry.

The VLC membership currently represents a good mix of various parts of the country and law library sectors despite the departure of Josette McEachern due to personal reasons back in January 2014.

Ongoing Business:

The VLC has sent a letter to Jillian Bell as Carswell Director of Market Segment Solutions Legal and Regulatory regarding their looseleaf services on March 26, 2014. This letter was drafted by Pat Henry with feedback from the membership.

The VLC has also sent a letter to Doug Chaulk, Carswell Director of Customer Service, Learning & Development of regarding CALL/ACBD membership complaints about phone calls from the accounts receivable department. This letter was sent on February 13, 2014 and a response was received and posted on the CALL/ACBD website.

2014 CALL/ACBD Conference:

We will be hosting the Vendor's Open Forum on Tuesday May 27, 2014 at 11am. This is a great opportunity for the membership to ask questions to major Canadian publishers such as Carswell, LexisNexis, CCH and SOQUIJ. VLC members will also report back to the membership on publishers' presentations notably Westlaw, CCH, Minesoft, Justis Publishing Ltd., SOQUIJ, William Hein.

Respectfully submitted,

Karen Sawatzky, Maryvon Côté, co-chairs

April 30, 2014