

# CALL/ACBD Vendor Liaison Committee

## Annual Report 2015-2016

May 15-18, 2016 – Vancouver, BC

**Committee Chair:** Deborah Copeman

**Members:** Annamarie Bergen, Louise Hamel, Pat Henry, Melanie Hodges Neufeld, Katherine Laundry, Michèle LeBlanc, Josette McEachern, Helen Mok, Mary-Jo Mustoe

### Activities in 2015-2016

The VLC compiled data from the CALL member survey on updated publications carried out in 2011-2012 and more recent input from CALL members and testing by Committee members of online commentary platforms into a letter sent to Thomson Reuters summarizing issues – including format, value, pricing models, usability – and proposed solutions.

The letter was endorsed by six regional law library associations: Vancouver Association of Law Libraries, Edmonton Law Libraries Association, Calgary Law Library Group, National Capital Association of Law Libraries, Ontario Courthouse Libraries Association, and Halifax Area Law Libraries.

Association members primarily from central and eastern Canada contacted VLC reporting problems with reconciling invoices, proving payments, correct order fulfillment and obtaining feedback from LexisNexis Canada. The VLC sent a letter outlining concerns to the company's representative tasked with exploring customer service issues that arose with the Wolters Kluwer integration and software-related changes.

The VLC briefly supported TALL in its efforts to advocate and liaise with Federated Press Publications regarding issues with its products and customer service, before learning that the company went bankrupt. Librarians are watching with interest whether another vendor will pick up Federated Press' highly-regarded content.

The VLC will host the Vendor Open Forum on May 17, 2016, following the format piloted at the 2015 CALL/ACBD Conference – two 30-minute dedicated sessions each with a representative from Carswell, a Thomson Reuters Business, and LexisNexis Canada – during which we pose both questions solicited from the membership and given to vendors in advance and questions from the floor.

We anticipate the Vendor Open Forum (as well as other activities proposed for 2016-2017) will provide an opportunity for continued advocacy on these issues.

### **Activities proposed for 2016-2017**

#### *Semi-annual vendor calls (on the model of AALL CRIV)*

We are interested in inviting representatives at Thomson Reuters and LexisNexis Canada (and other vendors?) to meet for twice-yearly phone calls, as a means to achieve greater engagement, deeper dialogue, and improved follow-up.

Members of the VLC would take the role of designated contact to schedule calls, draw up an agenda inviting questions/issues from the membership, and write up matters discussed to be shared via the newsletter and/or blog.

#### *Updating CALL/ACBD's last comparative content analysis of Westlaw and Quicklaw*

Katherine Laundry has offered to co-ordinate this project, which can build on a methodology developed by the Department of Justice Library, and is seeking volunteers.

#### *VLC content on CALL/ACBD website*

We seek input from the membership on what materials they would value being available on the CALL/ACBD website: best practices, guides, checklists, vendor price forecasts, other resources?