

CALL/ACBD Vendor Liaison Committee

Annual Report 2016-2017

May 7-10, 2017 – Ottawa, ON

Committee Chair: Deborah Copeman

Members: Annamarie Bergen, Louise Hamel, Pat Henry, Amy Kaufman, Alan Kilpatrick, Katherine Laundry, Michèle LeBlanc, Josette McEachern, Helen Mok, Mary-Jo Mustoe

Activities in 2016-2017

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

We invited representatives at Thomson Reuters and LexisNexis Canada to meet for twice-yearly phone calls, as a means to achieve greater engagement, deeper dialogue, and improved follow-up. Two to four members of the VLC, as designated contacts for each vendor, scheduled calls, drew up an agenda inviting questions/issues from the membership, participated in the call, and wrote up matters discussed to be shared via the VLC webpage and CALL/ACBD newsletter.

Our first calls were carried out in February 2017, each 1.5 hours long, with a challengingly long list of new and ongoing issues to discuss. It is our goal that this process will get smoother and the list of issues will get shorter as we resolve some issues through this engagement. Thank you to Annamarie Bergen, Pat Henry, Michèle LeBlanc, and Helen Mok for their contributions to this initiative.

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

Katherine Laundry, with the assistance of Annamarie Bergen and Amy Kaufman, drafted a project plan to carry out a comparative content analysis of Westlaw and Quicklaw building on a methodology developed by the Department of Justice Library. Due to discrepancies found with Lexis Advance Quicklaw, the committee decided to wait to carry out the comparison until LAQ is more stable (after Q1 2017) and turn our efforts to working with LexisNexis to ensure LAQ is correct and fully functional.

VLC content on CALL/ACBD website

Web management leads Helen Mok and Mary-Jo Mustoe developed a plan for managing VLC content on the CALL/ACBD website, including types of documents to include, naming conventions, a retention schedule and a transition plan for older materials. Helen liaised with National Office to have created a member-only page for the majority of VLC materials. Selected high-value documents (terms of reference, AGM reports, Best practices) are also provided in the public side of the website.

Resolution 2016/1 re: CanLII Advisory Board

CanLII liaison lead Alan Kilpatrick drafted a letter for the CALL/ACBD President to open the conversation with CanLII leadership regarding our desire to engage more closely with and support CanLII through creation of a member and skills-based advisory board. As of March 15, 2017, CanLII leadership are considering the request. We anticipate we will report further at the annual meeting.

Vendor Open Forum

The VLC will host the Vendor Open Forum on May 9, 2017, 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.

Activities proposed for 2017-2018

We will continue/follow-up on new initiatives begun in the prior year:

- Semi-annual vendor calls with Thomson Reuters and LexisNexis Canada as a means for improved, ongoing follow-up on issues
- Updating CALL/ACBD's last comparative content analysis of Westlaw and Quicklaw
- Resolution 2016/1 re: CanLII Advisory Board
- Actively managing VLC web content and using all channels (email, social media) to draw members' attention to useful resources

We will consider new issues and initiatives for the committee, including:

- Library vendor cyber security
 - Alex Caro & Chris Markman, "Measuring Library Vendor Cyber Security: Seven Easy Questions Every Librarian Can Ask", online: (April 2016) 32 Code4Lib Journal < <http://journal.code4lib.org/articles/11413>> (accessed 15 March 2017)