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## CRIV Notes

by **Michelle Wu**

In 1999/2000, the Committee on Relations with Information Vendors (CRIV) continued its usual round of site visits, mediations, CRIVGrams, and CRIVTools. In addition to these well-known activities, the CRIV introduced several new or improved services, one of which is a permutation of the current site visit activity.

As many AALL members are aware, the CRIV visited both Aspen Publishing and CCH INCORPORATED this past year. As always, these site visits served three purposes: to encourage dialogue about common concerns and issues between librarians and publishers; to strengthen professional relationships between CRIV members and publisher personnel; and to familiarize CRIV members with publishers' operations and procedures. Both 1999/2000 site visit reports can be found at <http://www.aallnet.org/committee/criv/news/sitevisit/sitevisits.htm>.

[aallnet.org/committee/criv/news/sitevisit/sitevisits.htm](http://www.aallnet.org/committee/criv/news/sitevisit/sitevisits.htm).

Building on these site visits, an exciting new CRIV venture was launched in mid-2000. A recurring issue in site visits, regardless of publisher, has been the need for flexibility in publisher practices; different libraries have different needs, and librarians wanted to acquaint publishers with such differences. Listening to these comments, the CRIV realized that publishers and libraries might benefit from publisher visits to libraries as much as they benefit from the CRIV's visits to publishers. Consequently, the CRIV approached some publishers with an offer to arrange site visits to libraries, where the publisher would be invited to ask questions about each library's practices and procedures. The first publisher to take advantage of this arrangement was the Bureau of National Affairs

(BNA), which visited both Hunton & Williams and the Virginia State Law Library. After touring both facilities and interacting with library staff, BNA reported that the visits were beneficial for those executives who participated. A CRIV report on this visit will be printed in a future "CRIV Notes." Other publishers have also expressed interest in this new service, and the CRIV plans to incorporate these site visits into the 2000/2001 calendar year.

Many of the CRIV's other efforts during the year are reflected in the reports and documents that can be found on the newly designed CRIVPage.

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