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Margaret Maes Axtmann, CRIV Chair
University of St. Thomas Schoenecker Law Library
mmaxtmann@stthomas.edu

The CRIV Sheet

Richard Vaughan, Subcommittee Chair and Co-Editor
Indiana University School of Law Library
rvaughan@indiana.edu

Lucy Moss, Co-Editor
Chicago-Kent College of Law Library
lmoss@kentlaw.edu

Margaret Maes Axtmann
Jill Porter

Annual Meeting Subcommittee

Jill Porter, Chair
Practising Law Institute
jporter@pli.edu

Margaret Maes Axtmann
Kevin Butterfield
Karen Douglas

CRIVPage Subcommittee

Stephanie Schmitt, Chair
Yale Law School Lillian Goldman Library
stephanie.schmitt@yale.edu

Kevin Butterfield
Beth DiFelice

CRIV Tools Subcommittee

Karen Douglas, Chair
Georgia State University College of Law Library
lawkbd@langate.gsu.edu

Jan Anderson
Beth DiFelice
Craig Garrett
Gail McCain
Ellen Strbak

New Product Award Subcommittee

Beth DiFelice, Chair
Arizona State University Ross-Blakley Law Library
beth.difelice@asu.edu

Gail McCain
Marcia Zubrow

Publisher Communication Subcommittee

Margaret Maes Axtmann, Chair
University of St. Thomas Schoenecker Law Library
mmaxtmann@stthomas.edu

JoAnn Hounshell
Ellen Strbak
Marcia Zubrow

Site Visits Subcommittee

JoAnn Hounshell, Chair
Chicago-Kent College of Law Library
jhounshell@kentlaw.edu

Margaret Maes Axtmann
Karen Douglas
Ellen Strbak

CRIV Web Site

www.aallnet.org/committee/criv

The CRIV Sheet

Dick Vaughan

*Indiana University
School of Law Library
Bloomington*

Lucy Moss

*Chicago-Kent
College of Law
Law Library
Chicago*

Editor's Corner

In past years, each issue of *The CRIV Sheet* featured regular columns by committee members, as well as feature articles by non-committee members. At some point this was changed so that current issues do not feature regular columns, excluding "The Editor's Corner" and "From the Chair." While this means a little more work for the editors lining up contributors, it also brings a freshness to each issue that is, we think, welcome. This issue is a perfect example.

We start with an article by Monica Martens of the National Indian Law Library in Boulder, Colorado. Martens' piece serves as an introduction to the unique world of Native American tribal codes. The collection of tribal codes she works with on a daily basis is more complete than most of us will ever need, but for those of us who collect the occasional tribal code, or those of us who are considering a tribal code, this will be an enlightening article.

Connie Lenz of the University of Minnesota Law Library addresses a topic that often brings fear to the minds of technical services librarians—working the reference desk. Lenz brought a decade of reference experience to her current position as associate director for collection development at the UM Law Library, and her article addresses how reference work complements and even benefits her work in collection development and acquisitions.

Edward Hart of the New England School of Law Library also documents a proactive approach to librarianship in his article about the creation of a CRIV-like organization started by a group of Massachusetts law librarians. The Massachusetts Committee on Relations with Information Vendors was established to deal with publishers and vendors who specifically produce products used by the Massachusetts legal community.

Co-editor Lucy Moss of the Chicago-Kent College of Law Library continues our interview series by asking a group of firm librarians what they think of the much-praised—by academic law librarians, at least—HeinOnline product.

Deborah Sulzbach of Drake University Law Library provides us with two vendor profiles of companies that prove independent legal publishers/vendors still do exist.

Finally, we conclude with a few "Notes of Interest" that we think probably didn't make it on the law library listservs, but may prove interesting and helpful to our readers.

We hope that this variety of articles will continue in future issues. If you like, or don't like, what we are doing, let us know (rvaughan@indiana.edu or lmoss@kentlaw.edu). If you would like to see a particular subject or viewpoint expressed in a future issue, consider writing an article. We need feedback in order to address the future, and we look forward to hearing from you.

**Margaret Maes
Axtmann**

*University of St.
Thomas, Schoenecker
Law Library
Minneapolis*

From the Chair

It's been a busy six months in the vendor relations arena. The CRIV members have responded to a variety of questions and concerns from AALL members. Most of these questions come to me as committee chair, and I respond or refer them to another committee member as quickly as possible. I encourage you to contact me directly by phone or e-mail or by using the Request for Assistance form on the Web-based CRIVPage. While we monitor a variety of electronic discussion lists, the volume of general listserv postings on vendor issues makes it impossible for us to respond to all of these messages. Help us to help you by sending your queries directly to the CRIV form at www.aallnet.org/committee/criv/publisher_communication/requestform.htm or fill out the form on page 12.

I am pleased to announce that the committee will sponsor two programs at the AALL Annual Meeting in Boston. "Let's Make a Deal" will address issues relating to rising prices and shrinking budgets. Librarians from different types of libraries will present effective strategies for negotiating with information vendors to provide the most beneficial pricing for products and services needed by their institutions.

Our second program is the "CRIV Hot Topic." Modeled after the AALL Hot Topic program, it will focus on a late-breaking industry trend in publishing, product development, customer service, or marketing and how that trend affects library/vendor relations.

We would like your help in determining the topic and format of the program. Have you noticed a particular publishing trend or business practice that warrants broader discussion? Are your business relationships with vendors and publishers changing because of industry trends? If so, please send me your nomination for the "CRIV Hot Topic."

The CRIV is working in concert with the Fair Business Practices Implementation Task Force to promote and publicize the *AALL Guide to Fair Business Practices for Legal Publishers* (www.aallnet.org/about/fair_practice_guide.asp). We encourage librarians to be completely familiar with the principles outlined in the guide and refer to the principles when communicating with publishers. Similarly, we encourage legal publishers to evaluate their business practices against the standards espoused in the guide. The CRIV follows up all communications with publishers by sending a copy of the guide to individuals with whom we correspond.

In support of initiatives suggested by AALL's strategic plan, the CRIV will sponsor an online discussion forum on common concerns of publishers and librarians. We hope to engage law librarians and legal publishing executives in an educational dialog to further an understanding of our respective businesses and services. More detailed information is not available at publication date, but the forum will be held in the spring and will be widely publicized. Please consider participating.

Another way in which the CRIV supports the AALL strategic plan and facilitates communication between librarians and publishers is the site visit program. For the last several years, the committee has conducted a series of site visits with major legal publishers. These visits have included trips to CCH, Aspen, BNA, and Bernan. They provide an opportunity for committee members to meet with high-ranking representatives of the company, exchange information, and improve communications.

Aspen, CCH, and West Group also participated in reverse site visits, where representatives of the company visited libraries to learn more about how libraries process and service publisher

products. Reports from all of these visits have been published in previous issues of *The CRIV Sheet*. This year we have not been approached by any publishers or libraries about scheduling a site visit. If you are interested in working with the CRIV to schedule a publisher site visit or a library reverse site visit, please contact Site Visits Subcommittee Chair JoAnn Hounshell (jhounshell@kentlaw.edu).

REMINDER: Please send your ideas for the "CRIV Hot Topic" to Margie Axtmann (mmaxtmann@stthomas.edu) by April 1.

The Elusive Legal Serial–Tribal Codes

Walk into most libraries and you are likely to find codes of law for your federal, state, and local governments. Chances are, however, that you will not find any codes for tribes within your state's geographic boundaries.

Although the United States has established government-to-government relationships with 562 federally recognized tribes—thus recognizing them as independent political entities with inherent powers of self-government—tribal law is generally missing from most library collections. Yet many tribal governments have drafted numerous legal documents that represent the internal law that individual tribes apply within their territories and to their members, including constitutions, codes, ordinances, charters, bylaws, intergovernmental agreements, and court opinions.

With respect to tribal codes, part of this phenomenon is due to the fact that less than a dozen codes are distributed by commercial publishers; libraries must contact tribes individually to obtain non-commercially produced codes. Combine this with the fact that commercial publishers of online databases have yet to tap the tribal law market and it becomes apparent why tribal codes are not readily available to library patrons. Nancy Carol Carter, professor of law and director of the Pardee Legal Research Center at the University of San Diego, recently wrote:

It is time to examine how completely the law libraries of the United States are acknowledging the existence and import of tribal governments by way of their acquisitions programs, collections, reference readiness, publications, classification schemes, and Web sites. (94 *Law Libr. J.* 7, 14 (2002))

One library in which you can find a national collection of tribal codes is the National Indian Law Library (NILL) in Boulder, Colorado. The collection contains about 280 codes; superseded editions are sent to the nearby University of Colorado Law Library. In addition, a few law and public libraries also collect tribal codes on a regional level, and some organizations, such as the National Judicial College, collect on a national level. The following information, presented in question-and-answer format, elaborates on the issues of tribal code collection development and access and provides a description of tribal codes. The article concludes with a look at the future of tribal code collections.

Which commercial publishers publish tribal codes?

Commercial publishers that have worked with tribes include Municipal Code Corporation, which has published the code of the Eastern Band of Cherokee Indians; West Group, which has published the codes of the Mille Lacs Band and the Cherokee Nation of Oklahoma; and Lamb Studio, which has published the code of the Navajo Nation. Surprisingly, in the past five years, fewer codes are being published by commercial publishers.

How does the National Indian Law Library collect tribal codes?

Since few tribal codes are available through commercial publishers, NILL obtains copies by contacting the individual tribes, generally through a phone call to the tribe's court or council. Or, if a tribe calls the library for research assistance, NILL staff members offer to trade the costs of delivering documents for a recent copy of the tribe's governance documents.

Tribes may decline to provide copies of codes for various reasons. They may, for instance, be in the process of revising their codes. Some tribal law is not written. But of those tribes that agree, the copy is usually given free of charge. Otherwise, a typical cost might be \$50.

Can I find tribal codes on the Internet?

Yes. Collections of digitized tribal codes are found on various Web sites:

- Occasionally, a government agency or organization will digitize certain parts of codes, such as environmental ordinances, and place them on the Internet.

Department of Energy:

<http://envirotext.eh.doe.gov/>

Alternate archival site:

<http://web.archive.org/web/20030219125702/>

[/http://envirotext.eh.doe.gov/](http://envirotext.eh.doe.gov/)

- On rare occasions, a publisher, such as Municipal Code Corporation, will place a tribal code on its Web site.
Eastern Band of Cherokee Indians:
livepublish.municode.com/LivePublish/newonlinecodes.asp?infobase=13359

Monica Martens

*National Indian Law Library
Boulder, Colorado*

- Some tribes place their codes on their own Web sites.
Hoopa Valley Tribe: www.hoopa-nsn.gov/downloads/downloads.htm
- The NILL Web site currently has 36 codes and is adding more each month. These codes are also placed on the Web site of the National Tribal Justice Resource Center, which funds NILL's digital work.
NILL: www.narf.org/nill/tribaldocs.html
National Tribal Justice Resource Center: www.tribalresourcecenter.org/
- The University of Oklahoma Law Library and NILL have partnered in the past to digitize tribal documents, and a collection of tribal codes resides on this library's Web site.
University of Oklahoma Law Library: <http://thorpe.ou.edu/>

How do I locate tribal codes if I cannot find them on the Internet?

NILL staff can mail you copies of various tribal code sections. If you need assistance finding code sections on a particular subject, NILL staff can help you identify relevant tribal codes using the library's online catalog (www.narf.org/nill/catalog.html). Library charges are minimal and listed at www.narf.org/nill/aboutnill.html.

Where can I find superseded copies of tribal codes for historic research?

It is difficult to find historic or superseded copies of tribal codes. Most likely, only the tribe is going to have a complete collection of the various editions of its tribal law. With few exceptions, NILL does not keep superseded codes due to lack of space. Superseded copies are sent to the University of Colorado Law Library for storage.

Some tribes, however, are beginning to send NILL their codes on disk. In these cases, storage is not an issue, and NILL will retain a copy of the older code on disk only. Some libraries, including NILL, have copies of older codes on microform. The most important collections are the Law Library Microform Consortium's *Native American Collection* published in 1989 and the University of Washington Law Library's *Indian Tribal Codes: A Microfiche Collection of American Indian Tribal Law Codes* published in 1988. A few older codes will be available at other libraries and can be found using the OCLC union catalog. Finally, superseded versions of tribal codes may be at some of the non-tribal Web sites discussed above.

What does a typical tribal code look like?

There probably isn't such a thing as a typical tribal code. First, page length can vary widely from less than 100 pages to more than 1,000 pages, though many codes average 300 to 600 pages. Second, codes are organized by a variety of methods: titles, chapters, ordinances, resolutions, regulations, or any combination of these. Third, in some codes, the tribe's constitution is the first title or chapter. In other instances, the constitution is considered a separate document from the tribal code. Fourth, some codes contain additional documents, such as charters, treaties, and intergovernmental agreements. Fifth,

most codes do contain a table of contents page, but sometimes a page with publication information is not provided, which results in an unclear statement of publication date or currency.

Are most tribal codes annotated?

Unfortunately, most tribal codes are not annotated. Nor do they tend to contain historical or legislative history notes. A few tribes provide extensive historical information about amendments. The Nisqually Tribal Code, for instance, contains "Historical and Statutory Notes" at the end of the individual titles. You can find the digital version by visiting NILL's Web site at <http://doc.narf.org/nill/Codes/nisqcode/nisqcodetoc.htm>. Also, the code of the Cherokee Nation of Oklahoma contains cross references, research references, and historical notes throughout its chapters.

Do tribal codes contain indexes?

Very few codes contain indexes. The NILL catalog can be of some help, however. Catalog records for tribal codes contain a field called "Table of Contents." With some exceptions, this field contains a list of every section title in the tribal code, which results in enhanced keyword searching.

How often are tribal codes updated?

Frequency of code revision varies by tribe, but many of the codes in the NILL collection have been revised in whole, or in part, several times during the past 10 years.

What types of subjects are covered in codes?

Typically, tribal codes will discuss law and order, the court system, membership, children, and family relations. Other common topics are traffic, the environment and natural resources, land, housing, and elections. Some codes contain sections about alcohol or tobacco, the elderly, animals, businesses, taxes, employment, health, sanitation, and education. And some codes contain unique topics, such as burial, archaeological sites, industrial hemp production, records management, food services, grazing permits, livestock management, coroners, emergency management, and fire prevention. The subject matter in tribal codes is diverse, and many other topics are covered beyond those mentioned here.

What's in store for tribal code access?

The National Indian Law Library will continue to develop its physical collection and make it accessible to the public; it hopes that the digital collection can be expanded to 100 documents. Currently, library staff are developing a tribal law portal that will show availability of print and digital copies at NILL and other libraries.

It is possible that, in the future, commercial publishers may develop online databases of tribal codes, and NILL is exploring publishing partnerships with non-fee database developers. But for now, a small group of law librarians is discussing ways in which to collaborate on tribal law collection development through the Tribal Law Collaborative Collection Development Roundtable, which convened in Seattle this past July. David Selden (dselden@narf.org) of the National Indian Law Library is coordinating this group, which anyone can join. Over the next few years, it is hoped that tribal law collection development will

begin to expand and the law of the third sovereign will become more ubiquitous. Those people interested in keeping abreast of these developments should monitor the National Indian Law

Library's Web site, www.narf.org/nill/Nillindex.html, as well as join the AALL Native Peoples Law Caucus, www.aallnet.org/caucus/.

Enhancing Collection Development through Reference Participation

Connie Lenz

*University of Minnesota
Law Library
Minneapolis*

While collection development librarians' job descriptions vary widely in academic law libraries, many collection development librarians are active in both public services and technical services. As associate director for collection development at the University of Minnesota Law Library, I take a weekly shift at the reference desk. I find that working at the reference desk is important to my collection development and acquisitions work.

I began my current position with 10 years of reference experience. I felt this would give me sufficient background for my collection development responsibilities, and I opted out of the reference rotation when I first came to Minnesota. By the end of my first year, I realized that I would benefit greatly from working at the reference desk again.

Contact with patrons who are using the collection and close ties with the reference department are essential to my work in acquisitions and collection development. Participation in reference activities gives me a stronger understanding of the missions of both the law school and law library. It provides greater insight into patrons' current research interests and how patrons conduct their research. It helps me to identify collection strengths and weaknesses. Closer contact with the reference librarians also facilitates communication about collection issues.

During the year that I did not work at the reference desk, I began to appreciate the stereotypical divide between technical services and public services. Working "behind the scenes" can be somewhat isolating, and I found it challenging to develop the institutional knowledge necessary to develop a collection effectively. In building collections, it is very important to understand the direction in which the institution is moving, what the institution values, and the institution's programmatic goals. While one can find this information in print, I discovered that I need personal contact with the individuals who make up the institution to begin to understand it and define my role within it.

Interact with Faculty

In academic law libraries, effective collection development requires strong relationships with faculty members. The collection development librarian needs to understand faculty research interests and communicate with faculty members on a regular basis. While meeting with faculty can help the collection development librarian learn of a professor's current interests, informal contact can also be very helpful. I have often learned of faculty members' developing interests by fielding questions at the reference desk.

Interacting with faculty members at the reference desk also helps to raise the collection development librarian's profile

within the library. Helen Wohl, assistant library director for collection development and special collections at the University of Miami Law Library, works one to two hours a day at the reference desk. She agrees that visibility is important. Wohl finds it difficult "to meet users' expectations if you are not a face that the users see every day," she said. "Faculty, for instance, are much more likely to go to a reference librarian for collection concerns because they know the librarian, know she is helpful, and know where to find her. I try to meet with faculty regularly and communicate often with them by e-mail and phone, but a lot of them still don't know what it is I actually do and continue to rely on the tried and true methods they already know."

Learn Patrons' Interests

Reference work also allows a collection development librarian to gain an understanding of patrons' research interests. In academic libraries, we all monitor changes in curriculum. Reviewing offered courses, however, does not always provide us enough information to anticipate the research that seminar students may undertake. Interacting with students at the reference desk and assisting them with their research is an excellent way to stay aware of their research needs.

Although we all attempt to keep up with current legal developments through news sources and legal journals, the burgeoning world of information makes this a difficult task. I find that patron requests for material on a topic provide an excellent filter for all this information. Academic research often involves emerging areas of law. Reference requests on these topics help me keep up with developing areas of interest. I also find that once a topic is called to my attention, ads for publications on that subject start crossing my desk. Often, I would not have noted those publications if I had not had the personal contact with individuals working in the area.

One-on-one contact with patrons using the collection can reveal collection strengths and weaknesses. While this is no substitute for serious collection review, it can make that review more meaningful. It not only helps to identify the need for review, but it also provides a personal connection to the collection, reinforcing the notion that the collection is being built to support individuals' research needs.

Now, more than ever, an understanding of how patrons conduct research is necessary for collection development. All collection development librarians grapple with finding the best way to integrate print and electronic resources in their libraries. Working at the reference desk gives the librarian a first-hand

view of how patrons approach research. Aside from those patrons coming to the desk, it is important to note how those who do not make personal visits use the collection. Do more patrons use remote reference services and simply call or e-mail the reference desk for assistance? How can the collection best fill the needs of both on-site users and remote patrons?

Spending time at the reference desk also provides excellent insight into demands placed on the collection by non-law school patrons. This can open the door for cooperative collecting with the larger university library, as happened at our law school when assisting patrons who were conducting education law research revealed that holdings on the topic were divided between the law library and the university library. This prompted discussions between the two libraries. Our library recently agreed to take over subscriptions to certain education law titles and to consolidate all holdings of material in education law in the law library. This change will make use of these collections easier for all university patrons.

In addition to enhancing my collection development and selection work, direct contact with patrons contributes to my work in the acquisitions department. It helps to see how our online system displays to the patron and how the patron interprets that information. For example, a patron searching our OPAC was recently confused by the status of a book that was still in process but appeared to be cataloged and on the shelf. Viewing the record through the patron's eyes, it became immediately apparent that our department needed to change its procedures to reflect the status of new acquisitions more clearly.

Build Relationships with Reference Librarians

A final benefit of working at the reference desk is developing closer relationships with the reference librarians. In my library, the reference librarians sit on the collection development committee and participate in selection. This selection model is quite common, which reflects the close relationship between reference and collection development; I also attend reference

department meetings. While these formal mechanisms for information sharing are useful, they do not provide the same type of communication that occurs when changing shifts at the desk or dropping by the desk for a quick visit. During those casual meetings, people are more likely to comment on recent reference requests, projects they might be working on for faculty, or problems they have had locating resources. These informal communications often provide valuable information about collection needs. The collection development librarian's physical presence at the reference desk helps to make that librarian part of the reference team.

Participating at the reference desk may not be the best choice for all collection development librarians. It may work best for those who come from a public services background and enjoy the close personal interaction one has at the reference desk. "I don't think it's absolutely essential for collection development librarians to do reference," said Margie Axtmann, associate director for information resources at the University of St. Thomas Law Library, "but they have to have some way of knowing what user needs are, how people do research, and how the collection is being used . . . The intellectual component of selection and collection development requires a serious understanding of the school's mission, the curriculum, and the type of research being done. Reference work helps to make the practice of collection development less abstract."

Reference participation is essential to my work. In addition to the benefits outlined above, reference work is important to my position because it has led to even greater job satisfaction. It gives me a much stronger sense of being part of the institution, both intellectually and socially. Working with patrons and helping them to locate and use our resources is the culmination of the process set in motion in collection development and acquisitions. In those areas, I work to select, order, and process material to enhance our collections and serve the needs of our patrons. It is highly rewarding to see that service in action.

Edward T. Hart

*New England School
of Law Library
Boston*

MACRIV: A State CRIV for Massachusetts

Last year, W. Leslie Peat, director of library services at Sullivan & Worcester, acted on his belief that publishers of Massachusetts legal and related materials would benefit from guidance from law librarians. With the large number of attorneys and law students in Massachusetts, there are a number of vendors whose sole product is Massachusetts legal information and whose entire market is the Massachusetts legal community.

Most of these vendors provide excellent products with good service, but there were also serious problems and numerous opportunities for small improvements. Peat felt that a committee of law librarians representing the different sectors of the Massachusetts legal community should play the role at the state level that the CRIV fulfills nationally. Thus, he founded the Massachusetts Committee on Relations with Information Vendors (MACRIV).

Peat recruited law librarians from other law firms and corporations, state government, and law schools to join MACRIV. He put together a committee that includes law firm librarians Ruth Armstrong and himself, corporate law librarian Rodney Koliha, trial court librarian Marnie Warner, academic law librarian Edward Hart, and non-profit law librarian Brian Harkins. The committee has associates aiding its efforts, including members of the leadership of the Association of Boston Law Librarians (ABLL) and, most importantly, Anne Myers of Boston University, who has provided advice from her experiences with the CRIV. Peat served as chair during the committee's first year and Koliha succeeded him as chair this last September.

During the last 12 months, MACRIV made three site visits to legal information vendors. The first visit was to the Social Law Library, a membership-supported library that is also the vendor

of several administrative law databases and the records and briefs microfiche of the Supreme Judicial Court of Massachusetts. The second visit was to Lawyers Weekly Inc., the publisher of *Massachusetts Lawyers Weekly*. It also provides a decisions database, sells reference monographs, and is the publisher of other weekly papers for several states, as well as a national newspaper. The third visit was to Massachusetts Continuing Legal Education Inc. (MCLE), the largest provider of continuing legal education and related course material in the state, as well as a prolific publisher of reference and resource books on Massachusetts law and practice.

For each site visit, the committee solicited questions, complaints, and comments from the law librarian community regarding the vendor in question. The gathered results were shared, ahead of time, with the vendors and served as starting points for discussions between the vendors and the committee. For example, there were technical issues with the court decisions database provided by Lawyers Weekly with subscriptions to the newspaper. The librarians' suggestions of highlighting search terms and better use of decision dates were quickly adopted by the vendor and made the database easier to use.

The committee also learned about Lawyers Weekly's business practices. *Massachusetts Lawyers Weekly's* business plan depends on the number of subscribers to the newspaper. It sees the databases as a side line and not as a separate revenue source. With MCLE, the committee is hopeful that better publishing standards will be adopted by the vendor to provide better tracking of new title editions and updates to looseleaves.

The MCLE practice of calling different releases of materials "revisions" has, for a long time, made it difficult for librarians to track the currency of their libraries' holdings. MCLE shared its ongoing problems of changing business systems and its desire to improve customer service. It used the opportunity of the MACRIV visit to draw up a list of issues and requests that it would use in later discussions with the developer of its new business system.

After each site visit, the committee drafted a report that addressed the questions and issues submitted by law librarians with the responses of the vendors and comments of the committee members. These reports have been published in ABLL's newsletter, *ABLL Advocate*, and summaries were also published in the newsletter of Law Librarians of New England, *LLNE News*.

Future plans of MACRIV include a reverse site visit with MCLE visiting the libraries of a law firm and a law school so that it can see how its products are handled by libraries and end users.

MACRIV has proved to be a satisfying activity for those librarians involved and a benefit to the Massachusetts legal information community. The CRIV has enough concerns dealing with national vendors and cannot always be expected to handle state and local vendors. Law librarians, in their diverse communities, should make an effort to communicate with vendors and provide them with feedback that can improve the products and services provided in these smaller markets. Law librarians are the information professionals of our legal system; we should strive to improve, or at least correct, the legal information resources that we and our users depend upon to achieve the goals of the profession.

HeinOnline in the Law Firm Environment: *The CRIV Sheet* Interview

HeinOnline, an imaged database of retrospective law review articles and the *Federal Register*, was the recipient of the American Association of Law Libraries' New Product Award in 2001. It has been well received by the law library community, but most users appear to be academic law libraries (see the "CRIV Notes" column in the June 2003 issue of *AALL Spectrum*). *The CRIV Sheet* decided to ask some law firm librarians how they use this product and how they like it. Thank you to the following librarians for responding to our questions:

Hazel Johnson; Richmond Librarian; McGuire Woods LLP;
Richmond, Virginia

Janet McKinney; Computer Services Librarian; Shook, Hardy &
Bacon LLP; Kansas City, Missouri

Carol Rogers; Information Resources Coordinator; Latham &
Watkins LLP; Los Angeles

Jill Sidford; Librarian; Shearman & Sterling, Washington, D.C.

Allyson Withers; Director of Library and Research Services;
Sidley Austin Brown & Wood LLP; Chicago

The CRIV Sheet: What prompted your firm to subscribe to the service?

Johnson: Frequently we had requests for law review articles and *Federal Register* documents that are older than those included in our print collection or the main CALR systems. Our local university and court law libraries are very helpful, but at times waiting for another library to be able to respond to a request is not an option. The HeinOnline databases offered us the ability to provide very timely responses to requests from our users.

McKinney: First of all, firms get an incredible deal on a subscription. Secondly, we knew we were looking at a move in the future and a possible need to weed the collection. Law reviews were a logical collection to consider downsizing, and HeinOnline offered an affordable alternative to Lexis and Westlaw. The new *Federal Register* collection was a plus, too.

Rogers: I first met with Dick Spinelli, W. S. Hein and Co. vice president of sales and marketing, either just before or just after HeinOnline came out. We had given HeinOnline some thought as a low-cost means to offer access to older law journals.

Lucy Moss,
co-editor

Chicago-Kent
College of Law Library
Chicago

Remember, when the service first came out, the most current journal was one to two years old. Having access to older journals that we didn't have in our collection and an option of not using Lexis or Westlaw for some of those journal articles was quite appealing—so was the aggressive pricing!

Withers: We already had a relationship with Dick Spinelli when the service went online, and when HeinOnline got the AALL New Product of the Year Award, it caught our eye. Law firm libraries have been shrinking, and HeinOnline allows us to save the space taken up by a law review collection, save money, and at the same time have even more law review titles available to our attorneys.

The CRIV Sheet: Has the service allowed you to reduce interlibrary loan requests, discard bound volumes, or cancel subscriptions?

Johnson: We have not canceled subscriptions since we did not maintain a large number of subscriptions to law reviews. We have been able to reduce some interlibrary loan requests and discard older bound volumes. We are also exploring the possibility of eliminating our microfiche collection of *Federal Register* back issues.

McKinney: Yes. I don't know how it's affected ILL, but we did cancel some subscriptions and discard some bound volumes.

Rogers: I am quite certain that having access to HeinOnline has saved a number of interlibrary loans. It has also allowed us to seriously review our hard copy collection of journals. In all of our larger offices we have discarded and canceled subscriptions to journals because of our access to HeinOnline.

Sidford: It has allowed us to reduce interlibrary loan requests and fulfill patrons' requests more rapidly. The *Federal Register* is terrific, and we use it often—again, it saves us the cost and time of ILL.

Withers: All of the above. We canceled subscriptions, got rid of the bound volumes, and reduced the amount of borrowing we needed to do at the Cook County Law Library and other local law libraries.

The CRIV Sheet: How do your patrons usually use HeinOnline, and what has been their reaction to it?

Johnson: Some of our younger lawyers who learned about the system in law school have used it directly, but the majority of usage is by the library staff in response to requests for materials. There are so many alternative sources for materials these days—our lawyers depend upon the library staff to provide resources in the most timely and cost-effective manner.

McKinney: I don't have any evidence, empirical or anecdotal, but I suspect it's not used by many people beyond the library staff.

Rogers: Response to the service has been quite positive. We were really glad to see improved print functionality when that came about. I think the service receives the same type of usage that one would use searching Lexis or Westlaw—just not quite as sophisticated.

Sidford: At our firm, HeinOnline is used by library staff only.

Withers: They usually use it to get copies of law review articles for which they already have the citation and also for the *Federal Register*. What they like is that it is "like a book" and they get a page-imaged copy that is printed like the original. The more technologically oriented attorneys use it themselves to get their copies, and library staff will pull copies for attorneys who prefer that. HeinOnline is accessible on the firm's intranet via IP authenticated access for everyone in the offices that are included on the subscription. The search feature is less used. Usually they already know the law review or *Federal Register* citation.

The CRIV Sheet: Is your subscription confined to one office, or can any of your offices use it?

Johnson: The service is available to all offices via our intranet.

McKinney: All offices can use it.

Rogers: Access to HeinOnline is available firm-wide. We have links on our intranet, and the service is IP authenticated.

Withers: The Chicago office was the first to subscribe about three years ago, and others were added later. Presently all the domestic offices and one overseas office are on the subscription. Only a couple of overseas offices don't have access.

The CRIV Sheet: Did you encounter any technological problems when setting up the service?

Johnson: We didn't have problems with getting the subscription set up.

McKinney: We had some problems with printing at first. We're using IP authentication, and that works well unless something is done on the network, such as changes to the DNS, firewall, or proxy server.

Rogers: We've had virtually no problems with our subscription.

Sidford: When we first subscribed, the printing was very slow. Now there can be hang-ups launching the PDF, and still the printing seems too slow.

Withers: Setting up was streamlined and pleasant. Hein provided a technical person who coordinated the setup with Sidley's IS department in the Chicago office for the initial setup, and everything went very smoothly. When additional offices were added, it was a simple matter of adding additional IP addresses.

The CRIV Sheet: Is there anything about HeinOnline that could be expanded or that would be particularly helpful in a law firm environment?

Johnson: Continued improvement and expansion of the search capabilities would help the system be more viable as a research tool rather than a retrieval tool.

McKinney: Maybe the addition of legal newspapers.

Rogers: I understand Hein is working on a new interface for the product. I am looking forward to seeing it. I would like to

see some sort of relevancy ranking and perhaps more flexibility in search structure.

Sidford: Add more journal titles and fill in the gaps.

Withers: Expand the number of titles and add anything else that is as heavily used as law reviews and regulations, as long as it is provided in the format of the original.

The CRIV Sheet: Any other comments?

Johnson: Having electronic access to the pre-1980 *Federal Register* has been a fabulous addition to our library collection and a great boon to our ability to provide needed resources to the lawyers in the firm.

Sidford: Treaties would be a helpful addition to the database.

Withers: We like the e-mail newsletter with updates, and it is easy to forward it to other library reference staff and the attorneys who are inclined to retrieve online articles themselves.

Vendor Profiles

American Judicature Society

Throughout its 90-year history, the American Judicature Society (AJS) has served as a nonpartisan organization of judges, lawyers, and members of the public interested in the administration of justice. Research, educational programs, and publications are offered by AJS with the intention of preserving the independence and ethical integrity of American courts and improving citizens' understanding of the judicial system.

AJS was founded in 1913 by Herbert Harley, a Michigan newspaper publisher. Due to the public's dissatisfaction with the judiciary during this era and despite several jurisdictions' experimentation with judicial reform, Harley felt the need for the establishment of a national association that would work to maintain the integrity of the courts. The association would oversee research that would scrutinize and recommend proposals for the improvement of the American court system. One of the early proposals espoused by AJS was the call for unified state courts with the chief justice acting as head of the entire court.

AJS provides a variety of materials on the judicial system, including *Judicature*, its bimonthly journal featuring articles on judicial independence. Also available from the society are books and videos focusing on such topics as judicial independence, conduct and ethics, and public understanding of the justice system. Detailed information about each product is available on the AJS Web site.

Titles from the *Pro Se Litigation* series and the *Judicial Conduct and Ethics* series are the top sellers of AJS. Allan Sobel (asobel@ajs.org), executive vice-president and director of AJS, will provide any information required concerning products or orders. Ordering by credit card via the secure Web site ensures that all information remains private.

AJS also operates four special centers: The Elmo B. Hunter Citizens Center for Judicial Selection, which promotes judicial selection reform; the Center for Judicial Ethics, which assists state judicial conduct commissions and publishes material on judicial conduct and ethics; the Center for Judicial Independence, which promotes a judiciary that is free to render fair and just rulings according to law; and the National Jury Center, which facilitates jury research and innovation.

In June 2003, AJS joined the campus of Drake University in Des Moines, Iowa. After 90 years in Chicago, AJS' headquarters were

relocated to Drake with support from Dwight D. Opperman, former chairman and CEO of West Publishing Company and a Drake Law School alumnus. A stately 19th-century house, which served as the Drake presidents' residence, was renovated and renamed The Opperman Center at Drake.

Contact AJS:

American Judicature Society
The Opperman Center at Drake University
2700 University Avenue.
Des Moines, IA 50311
Phone: 515/271-2281
Web site: www.ajs.org

Lawyers & Judges Publishing Company

During its 40-year history, Lawyers & Judges Publishing Company (L&J) has provided time-saving resources to judges, lawyers, police, and other professionals. Books such as the company's best-seller, *Medical Legal Aspects of Alcohol*, now in its 4th edition, present up-to-date and accurate information in various legal fields. In recent years, the company has also issued a series of titles of interest to the general public, including *How to Keep Your Loved One Safe in a Nursing Home* and *So You are Involved in a Lawsuit—What Happens Now?*

Founded in 1963 by trial lawyer Joseph Sindell, Lawyers & Judges Publishing was acquired in 1988 by current publisher Steve Weintraub and continues to provide quality legal materials available in a variety of formats: books, software, anatomical models and charts, courtroom graphics, videos, calculators, and CLE seminar products.

Several years ago, after monitoring librarian discussions at conferences and on listservs, Weintraub made the decision to discontinue selling costly supplements for L&J titles. Instead, every few years new editions of the books are published with an upgrade discount of 20 percent off the new edition. Free downloadable supplements and errata sheets are posted on the L&J Web site.

Due to librarians' expressed dissatisfaction with many publishers' customer service, L&J strives to follow a "customer first" philosophy. L&J's Web site offers detailed information about each product. Customers can order directly via the Web site or talk to customer service representatives for assistance with a product or order. Once an account is established with a prepaid first order, billing can be arranged for future orders.

Deborah Sulzbach

*Drake University
Law Library
Des Moines, Iowa*

A standing order plan for L&J's series of calculators can also be established.

President and Publisher Weintraub regularly assists with answering L&J's incoming calls and will discuss any customer concerns at 800/209-7109, extension 16, or by e-mail at steve@lawyersandjudges.com.

Contact L&J:

Lawyers & Judges Publishing Company
P.O. Box 30040
Tucson, AZ 85751-0040
Phone: 800/209-7109
Web site: www.lawyersandjudges.com

Notes of Interest

Editorial Team Leaves Established Journal to Start New Title

We suspect only a few law libraries subscribe to the journal *Labor History*, but we think many law librarians will be intrigued to learn of recent events that have centered upon that journal's editorial team. *Labor History*, long thought of as *the* journal of labor history, recently saw its entire editorial team leave to start a new journal.

Citing "irreconcilable differences" between the journal's editorial board and its commercial publisher, Taylor & Francis, Editor-in-Chief Leon Fink stated, "We couldn't continue to maintain the journal's editorial quality while meeting the demands of Taylor & Francis to increase the number of pages published per year." Taylor & Francis purchased the journal from the nonprofit organization Taminent Institute in December of 2002.

Fink, four associate editors, the book review editor, the six-person editorial committee, and 30 contributing editors have joined forces with Duke University Press and the Scholarly Publishing and Academic Resources Coalition (SPARC) to start a new journal titled, *Labor: Studies in Working-Class History of the Americas*. The new journal will cost 20 percent less than *Labor History* and will be available in both paper and electronic formats.

"I came to realize that a different logic motivates a commercial publisher," said Fink about the switch back to a not-for-profit publisher. "Even as a labor historian, I do not relish labor conflict in my role as a journal editor. But with our new journal, U.S. labor historians will have confidence for the first time in years that they are truly running the show when it comes to publishing the best work in the field."

In a unique library endorsement for the move, David Ferrier, Rita DiGiallonardo Holloway University librarian and vice provost for library affairs at Duke University, sent letters to libraries across the country stating, "I write to enthusiastically endorse a bold move by my own Duke University Press and urge your participation in this small step in the movement to transform the scholarly publishing landscape."

SPARC Director Rick Johnson also endorsed the new journal, noting that its editors "have demonstrated that academic editors should and can control their journals. We commend their efforts and congratulate them on their decision to join with Duke University Press to offer a high-quality, economical alternative," he said. "Libraries and the labor history community will benefit

from their leadership and determination." SPARC is an alliance of universities, research libraries, and organizations built as a constructive response to market dysfunctions in the scholarly communications system.

Taylor & Francis will continue to publish *Labor History* under the direction of a new editorial team. For more information, visit the three groups' Web sites: Duke University Press (www.dukeupress.edu/labor), SPARC (www.arl.org/sparc/core/index.asp?page=f75), and Taylor & Francis (www.tandf.co.uk/journals/titles/clah_editor.asp).

Major University Library Cancels Elsevier Titles

On the heels of the *Labor History* revolt (see story above) comes news that the Cornell University Library will cancel nearly 200 titles published by the Dutch publisher Elsevier. Citing Elsevier's rising subscription costs, along with the company's practice of increasing subscription prices for titles kept when other titles are canceled, Cornell decided "the only way to save any real money is to cancel a great many journals—inevitably eliminating access to some journals that scholars and students depend upon."

Although primarily known as a science and technical publisher, Elsevier publishes many interdisciplinary journals, including a few law-related titles: *Computer Law and Security Report*, *Government Information Quarterly*, *International Journal of Law and Psychiatry*, *International Journal of the Sociology of Law*, and *Journal of Criminal Justice*.

Charles Finger, collection development and reference librarian at the Cornell Law Library, told *The CRIV Sheet* that the Cornell Law Library has no plans to cancel any of its Elsevier subscriptions.

You can learn more at www.library.cornell.edu/scholarlycomm/elsevier.html.

Abelibrary Closes Web Site

The online used and rare-book site developed for libraries, Abelibrary, has ceased operation. The parent Web site, AbeBooks (www.abebooks.com) continues.

Abelibrary allowed libraries to order books without having to prepay for materials. Orders were filled by individual dealers who listed their books on the site, while bills were electronically supplied by Abelibrary. Library accounts on Abelibrary have been transferred over to AbeBooks, but orders will have to be prepaid via credit cards.

AALL-Sponsored Legal Serials Pricing and Mergers Study Available

In our November interview with Anne Poulter, editor of the AALL *Price Index for Legal Publications*, 2d, Poulter mentioned the

economic survey work of Mark McCabe. McCabe, an economist at the Georgia Institute of Technology, has now issued his final report. The 26-page paper can be accessed at www.prism.gatech.edu/%7Emm284/bepress.pdf.

CRIV Tools

The following CRIV tools are available at www.aallnet.org/committee/criv/.

Checklist for the Negotiation of Internet

Subscriptions—A sampling of issues that should be addressed in the negotiation of Internet subscriptions from legal and law related publishers.

Dealing with Telemarketers—Acquisitions librarians often receive unwelcome telephone solicitations from publishers' telemarketing representatives. This tool is a brief summary of the legal and trade guidelines on this topic.

Divested Titles List—As law publishers have merged over the past decade and titles were divested from one to another, it is increasingly difficult to keep track of who publishes what. This consolidated list helps you identify the current publisher of a title whose original publisher has ceased to exist.

Getting Results from Customer Service—Useful guidelines to follow when working with vendor customer service representatives to resolve problems.

Glossary of Publishing Terms—A handy guide to assist acquisitions/collection development librarians who are new to the profession or for anyone unfamiliar with the terminology of legal information vendors.

Legal Publishers List—List of corporate affiliations that trace the current lines of ownership in the U.S. legal publishing industry. It was developed and maintained by Rob Richards at the University of Colorado through December 2001.

Making the Best Use of the Exhibit Hall—Tips on how to get the most of the Annual Meeting exhibit hall.

Sample Letters to Law Library Vendors—Several ready-to-use letters that will cover most routine problems with information vendors. The sample publisher log keeps a record of steps taken to resolve disputes.

Vendor Contact Information Grids—List of legal information vendors providing contact information, including street addresses, phone numbers, e-mail addresses, customer service and copyright contacts, and much more.

Request for Assistance: Committee on Relations with Information Vendors

Note: Prior to filing a request for assistance, individuals are expected to have made a reasonable attempt to resolve the issue at hand. To avoid duplication of effort, please provide a complete account of your efforts to communicate with the vendor. Copies of notes from conversations with the vendor are helpful.

Date: _____

Name: _____

Library: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Vendor: _____

Nature of problem: _____

Please send this form and supporting documentation to:
Margaret Maes Axtmann
CRIV Publisher Communication Subcommittee
Associate Director for Information Resources
University of St. Thomas
Schoenecker Law Library
1000 LaSalle Avenue, MSL 112
Minneapolis, MN 55403-2005
Fax: 651/962-4910
mmaxtmann@stthomas.edu

You may also complete this form online at:
www.aallnet.org/committee/criv/publisher_communication/requestform.htm.