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The CRIV Sheet

Editor's Corner

Welcome to the last issue of *The CRIV Sheet* before the AALL Annual Conference in San Antonio. Publishing deadlines prevent us from publicizing all the acquisitions-related activities you will find at the Conference, but we do highlight a few in this issue. Be sure to check your program and look for announcements on relevant online discussion forums.

This issue starts with a piece by Jane Woldow, which describes the nightmare her law library faced when one of its main book vendors ceased operation. Jane's candor and honest description of the events, combined with her "What Does This Mean for Your Library?" section, make this a must-read for all librarians involved in the acquisitions process. Tracy Thompson, director of the New England Law Library Consortium, follows next with an informative look into the world of consortium purchases of electronic resources. This profile of a unique type of vendor will, I'm confident, be of interest to all our readers.

Melody Lembke of the Los Angeles County Law Library gives us a preview of a San Antonio program in her article titled "EDI and Customer Satisfaction." As Melody points out, the lack of electronic data exchange capabilities by legal publishers/vendors continues to increase the workload of libraries, while preventing those same publishers/vendors from being paid in the timely manner they would prefer. Speaking of customer satisfaction, Maureen

O'Riordan, from Koley Jessen PC in Omaha, reports on some of her trials as a solo librarian in the Midwest—far from the land of local customer service representatives. Maureen notes the value of good customer service representatives and even lists a few of the qualities that she feels are essential for an award-winning representative.

Assistant Editor Carmen Brigandi is next with her look at a library tool that many of us may have forgotten about—book dummies. From the low-tech world of book dummies, we jump to the high-tech world of electronic publications in the University of St. Thomas' Margie Axtmann's comparison of SSRN and bepress. And finally we conclude with a few "Notes of Interest," including an announcement about a program in San Antonio.

This marks my last issue as editor. As I confidently pass the baton over to Carmen, who will edit volume 28, I need to thank a few people. Margie Axtmann and Ellen Strbak served as chairs of the committee during my tenure as editor and were always quick to assist me whenever I needed help. Likewise, Carmen and Lucy Moss, my two assistant editors, were fantastic and deserving of more credit than just their titles. Julia O'Donnell, AALL director of publications, has been great to work with and enormously helpful. Thanks must also go to all our readers who let me know when I was doing the job right and wrong.

Ellen Strbak Administrative Office of the U.S. Courts, Washington, D.C.

From the Chair

The other day, I suddenly realized that we are nearing the end of our 2004/2005 year. The year has just flown by! This issue of *The CRIV Sheet* completes another volume filled with interesting, informative, and thought-provoking articles. I would like to extend many thanks to all *The CRIV Sheet* contributors and a special thank you to Dick Vaughan, editor, and Carmen Brigandi, assistant editor, for all of their hard work in bringing these issues to us.

The CRIV has been focused on several activities this year. The New Product Award Subcommittee reviewed nominations for a number of new legal information products and forwarded a recommendation to AALL's Awards Committee. The CRIV Tools Subcommittee continues to work on updating sections of the CRIV Tools section on the CRIVPage (check it out at www.aallnet.org/committee/criv/resources/tools). Please let us know of any comments or suggestions you might have. And, CRIV members continue to monitor discussion lists to keep abreast of the issues we

face as law librarians, help to represent issues to legal publishers, and advocate for fair business practices.

The CRIV continues to work 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/products/pub_fair_practices.asp). Find out more at the 2005 Annual Meeting by attending our co-sponsored program titled "The Guide to Fair Business Practices': Where Do We Go from Here?" (Program F-4). The future of the *Guide* and its continued use by librarians and the legal publishing community will be explored.

Looking to the future, it is clear that rapidly changing publication practices and shrinking library funding continue to challenge law librarians and legal information publishers and vendors. We need to continue to work together, and the CRIV stands ready to facilitate these discussions. We look forward to gathering at the 2005 Annual Meeting. See you in San Antonio!

The Demise of a Book Vendor: One Library's Experience

What happens when one of your key book vendors closes without warning? The Julien and Virginia Cornell Library at the Vermont Law School recently addressed this problem when our primary supplier for hard-to-find books and books published abroad abruptly closed its doors. Our first news of the Franklin Book Company closure came from a September 28, 2004, posting to the Acqnet online discussion forum. The posting said, "Reliable sources report that Franklin Book Company has ceased doing business."

Our first reaction to the rumor was denial. How could this be true? Why haven't we heard about this from the company? Could this be a joke? But it wasn't April 1. We thought, "This can't be true because Franklin is one of our favorite suppliers for firm orders, and we just finished transferring 70 standing orders to them last week!" The rumor was especially problematic for us because Franklin was our main source for monographs published outside the United States.

Instead of panicking we decided to wait and see what developed. We tried contacting various people at Franklin for information but never received a response, suggesting that the rumor was true. Surprisingly, during the next few weeks, we found minimal activity about the closure on the Acqnet and Law-Acq online discussion forums. We hoped to receive some formal notification from Franklin, but nothing emerged. Even though the rumor gained veracity by the day, we were reluctant to start any intensive reorganization of orders until we confirmed that it was necessary.

Finding New Vendors?

Despite the questions and our hopes of a simple resolution, we decided to research alternative vendors so we would be prepared for the worst. Fortunately, we found an easy solution for the standing orders. One of our main standing orders vendors, William S. Hein and Company, reported that it could handle our subscriptions. This appealed to us because we have been extremely satisfied with Hein's past service.

Finding an alternative vendor for firm orders was more complicated. After reviewing notes from previous conferences and searching the Web (including ACQWEB) for ideas, we contacted some librarians with larger collections of foreign legal materials for their suggestions. We also posted a general query to a few online discussion forums to generate as many alternatives as possible. Numerous suggestions from the general and direct queries were received, which helped us significantly narrow the investigation for replacement vendors.

New Information Leads to a Preliminary Plan

On October 6, 2004, the former president of Franklin informed the library community, through the Acqnet forum, that the closure was true. Even though we had no official notice, switching vendors was becoming a reality. Information about the closure had been so sparse that receiving anything else from the company seemed unlikely. We generated a list of open firm orders from Franklin and determined that half of them could be filled by one of our existing vendors. Accordingly, we transferred those orders.

During the next week, we examined our options and devised a plan to fill our ordering needs through new vendors. On October 13, 2004, just after the plan was decided, the Acqnet forum posted a notice that Coutts Library Services was available to take over Franklin's open orders and accounts. This news was promising but also frustrating because we had just devised a plan that did not involve Coutts. Had we followed our own advice and waited for the situation to develop, we would have avoided the work and confusion of revising our premature plan. Even though it had only been two weeks, the uncertainty and discomfort of the situation was evidently weighing on us.

The Revised Plan

After speaking with Franklin's former president, who was now affiliated with Coutts, my colleagues and I agreed on a revised course of action. First, we transferred the remaining open firm orders to Coutts. Coutts won our initial business by honoring our former contract with Franklin for current and future orders. Unlike the other vendors under consideration, Coutts offered us the same blanket discount for firm and standing orders that Franklin had provided.

Since we were already changing our vendor accounts to accommodate the Franklin closure, we also opened trial accounts with a few other firm order vendors to compare their services. Because our institution is expanding its curriculum in some areas of foreign law, we contemplated using multiple specialty vendors in addition to, or in place of, a general vendor like Coutts for monographs published outside the United States. Our goal is to settle on a vendor(s) that can fill our orders and provide a high level of customer service.

We declined Coutts' offer for the standing orders because we felt strongly about having our subscriptions with one of our existing vendors, William S. Hein and Company, with whom we have an established positive relationship. The risk of increased labor and more upheaval resulting from another serials vendor mishap was not worth the

blanket discount. This decision was also influenced by the fact that we only have one person ordering and processing serials in our library.

The Outcome

The Franklin closure caused us to test our vendors for their limits and abilities as well as modify our use of existing vendors. We replaced Franklin with Coutts and increased our use of other vendors, such as Blackwell. For example, we discovered that Blackwell has improved its service in previously problematic areas, which is desirable because Blackwell offers an excellent consortial discount, and we will save time by expanding our bulk ordering capabilities.

Our arrangement with Franklin had been appealing because the company provided one-stop shopping for all of our hard-to-find orders and materials published abroad. By diversifying our vendor pool, we now have a wider range of vendors that can fill our specific ordering niches. This approach somewhat complicates our procedures because now we initiate more transactions. However, we benefit by receiving the goods quicker once the orders are placed with a specialty vendor. We further benefit by having more overlap among vendors' abilities. So, if one closes abruptly, the negative effect would be less than when we relied solely on Franklin.

During the next year, we will determine which new vendors, besides Coutts, are best for us. So far we have been satisfied with our new Eastview, Mary Martin, and Harrassowitz accounts. These specialty vendors provide materials from Russia, India and Asia, and Continental Western Europe respectively. It will take some time before our library has a clear understanding of how well the alternate vendors handle the orders we previously steered toward Franklin. Ultimately, we will settle on vendors that satisfactorily fill all of our ordering needs. And we hope that our acquisitions workflow will be enhanced, rather than hindered, by our changes.

Tracy L. Thompson
New England Law Library Consortium, Keene, New Hampshire

Collaborative Acquisition of Electronic Resources

NELCO MISSION STATEMENT: *To provide efficient and effective access to legal resources by cooperating in a full range of resource sharing services that support the objectives of the individual law libraries of the member institutions and the group as a whole.*

The New England Law Library Consortium (NELCO) was established in 1983 as a means for member libraries to avoid cost through collaboration. In those early days the cost avoidance came in large part through reciprocal interlibrary loan agreements. Those agreements are still in place today and continue as a

What Does This Mean for Your Library?

We hope that your library will never face a similar situation. However, if one of your vendors closes without warning, keep these tips in mind.

- **Avoid rash reactions.** Do not waste labor and mental stress unnecessarily. See how the situation develops in the short term. The company may make arrangements for its former customers. However, be aware that these arrangements may not provide the best solution for your library. Allowing adequate time before reacting to the closure may also save you and your colleagues from making multiple changes to associated library records.
- **Develop a rough plan for action.** Brainstorming or generating ideas gives you a feel for your options and can maximize your library's sense of control about this unforeseen turn of events.
- **Identify orders or subscriptions that need immediate attention.** Make temporary arrangements for receiving these items through an alternate vendor.
- **Identify the characteristics most desirable about the vendor you are losing.** These qualities will help you identify and find suitable replacement vendors. For example, among other things, we looked for vendors that sent invoices with the goods and also invoiced in U.S. dollars.
- **Take the initiative to evaluate and adjust your existing vendor lineup.** The closure could create an opportunity to enhance your vendor pool. Even if the closed company makes arrangements for its former customers, explore other vendors so your library gets the best resolution in the long term.
- **Ask other librarians for vendor recommendations.** But keep in mind that various aspects of their situations may not apply to your library.

source of savings for the 25 full members of NELCO. But the electronic information boom of the last 15 years created new opportunities for library collaboration.

NELCO, like many other library consortia, was well positioned in the mid-'90s to exploit those opportunities and provide additional savings to members. NELCO members collaborate on a wide range of activities that enable them to share resources, avoid cost, and minimize risk (see Tracy L. Thompson's "Library Consortia in the 21st Century: Beyond the Buying Club," 15 *Trends in Law Library*

Management and Technology 1 (2004)). Today, however, the collaborative acquisition of electronic resources is the consortium's most visible and tangible cost-saving activity.

The Process

NELLCO facilitates members' acquisition of e-resources from start to finish. Despite the dizzying array of pricing, access, and licensing models that information vendors present, the process that NELLCO employs is fairly straightforward. First we determine whether the resource lends itself to a consortium offer. If so, we establish a trial for access by all members. During the trial period we work with the vendor on the terms of the license agreement. Finally, we license the resource and set up the billing and renewal arrangements.

As you consider this process carefully, you will begin to recognize the intangible benefits of participation in the consortium, manifested primarily in the preservation of human resources at member libraries.

An information resource may come to the consortium as a potential trial in any number of ways: a member may recommend something, a publisher/vendor may contact us, or we may seek out an information provider. In order for a resource to make sense as a potential consortium offer, it must meet some loose criteria. First, it must be of specific interest to law libraries and not a more general resource or something only tangentially law related. A resource with limited appeal is better handled at the local level, and often more general resources are acquired by the university or main campus library. Not all NELLCO members are academic libraries, and not all academic library members have a parent institution. However, as a general rule, a resource that is suitable for consortium consideration should have law library patrons as its target user population. The cost/benefit analysis falls short for both the information provider and for NELLCO when this threshold criterion isn't met. In the end, the vendor doesn't get the benefit of a quantity sale, and the consortium's resources are not well spent when there isn't a good fit between the resource and the membership.

A second test relates to a resource's authentication mode. Any resource that doesn't offer IP authentication will be judged more critically as a potential for a trial. Many information providers offer a choice of password or IP authentication, and some members prefer to manage passwords and limit patron access to particular resources. Authentication standards will continue to evolve, but IP is our current gold standard. We constantly scan the horizon for the next optimal authentication solution.

Finally, an electronic resource that isn't Web-based (e.g., CD-Rom) must have some compelling content for us to consider it for a consortium offer. This has

occurred in the not-too-distant past with the *English Reports* on CD-Rom through Jutastat.

Trial Period

Once the decision has been made to establish a trial of an e-resource, all of the key information, as well as a user name and password, are distributed to the membership via e-mail. Typically, the pricing model for any resource is established prior to launching the trial. Pricing models vary greatly from one vendor to the next. Some models include a flat rate discount per library, a tiered pricing model based on participation, pricing based on full-time equivalents, pricing based on simultaneous users or shared simultaneous users, and consortium-wide pricing.

Some publishers, however, may seek feedback from the consortium to help them develop a consortium pricing model where none exists. In those instances the final pricing is determined during the trial. A link to the trial, along with pricing information, FAQs about each trial, and any other relevant information that the vendor wishes to distribute is posted on the NELLCO Web site (www.nellco.org). Trials are established for 60 days when possible.

Another underused opportunity for collaboration exists in this process. Each trial includes a link for members to write an evaluation of the resource. Once an evaluation is submitted, any member can access it for assistance with acquisition decisions. This is an excellent tool for sharing staff or faculty expertise and could be a great resource for members if it were used more consistently. As more e-resources come to market, libraries will need to be more selective, and sharing our knowledge can only help in that regard.

During the course of the trial, the terms of the license agreement are negotiated. NELLCO's standard license agreement (www.nellco.org/index.cfm?page=licensing) was revised in July 2004 by the Standing Licensing Committee, and our goal is to employ that license whenever possible. Usually there is a process of negotiation that results in a final license unique to the resource at hand. Most vendors will permit the license to be signed at the consortium level on behalf of the member libraries. The license will include an addendum listing all of the libraries represented by the license. In some instances the information provider requires that each library sign a separate license agreement. In those cases an approved license will be distributed to members for their local execution.

Establishing access for members to licensed resources also requires IP information management. Each NELLCO member library is charged with maintaining current IP information in the NELLCO database via the NELLCO Web site. NELLCO is then able to provide information vendors with up-to-date IP information for members and avoid service lapses.

Billing and Renewal Cycle

Once the license and access issues are settled, the billing and renewal cycle is established. One of the benefits of consortium collaboration for information providers is the simplified billing and renewal process that it provides. All NELLCO resources are on a synchronized schedule, with most renewing on either January 1 or July 1. If we establish the license off cycle, we will prorate the cost to put the renewal on track. In most cases the vendor bills NELLCO rather than each licensee. There are instances where this is not feasible and the vendor bills the licensee directly, especially with very expensive resources for which NELLCO is unable to float the payment on behalf of multiple licensees.

NELLCO pays the information provider and bills the exact cost back to the members. NELLCO passes along to members the full discount negotiated on every resource. Member dues provide the necessary funding

for the consortium's administration so no mark-ups are necessary. The information provider now has a single point of contact for any billing or renewal issues, and the members have a single point of contact for multiple resources.

In a recent discussion about NELLCO and the future of the consortium, I was asked about the potential savings that members could realize through consortium acquisitions. Given the complexities of the pricing models and the difficulty of ascertaining list prices, calculating real savings is not the simple task one might imagine. And when you factor in the intangibles, it becomes downright impossible to name a bottom line figure. But it should be clear to anyone involved in the acquisition or distribution of electronic resources that a great deal of the workload can be redistributed in the consortium environment and the needs of all of the parties can be well met.

Melody Lembke Los Angeles County Law Library

EDI and Customer Satisfaction

Library lingo is full of abbreviations. One of my current favorites is RSS (Really Simple Syndication or Rich Site Summary), which I like to think of as the 21st century SDI (Selective Dissemination of Information). Do you know what the abbreviation EDI means? If I had my way, everyone working with legal publishers would use it in every conversation. As in, "When did you say you would be delivering my invoices via EDI?" "I'd love to order that book, but you won't accept my EDI order." Or even better, "Sorry I won't be able to buy that book from you until you deliver the invoice via EDI."

Electronic Data Interchange (EDI) is the computer-to-computer process that allows the exchange of information (called messages) using national and international telecommunication systems. Your legal publisher can send you a message that your library acquisitions system can interpret and load. The reverse is true as well. Why is this important? My staff has often heard me joke that I have yet to see a PC that saved a tree or saved my library any labor. Here's an opportunity for technology to improve our processes. Labor savings is one reason to use EDI, as well as improved recordkeeping and communications on both sides of the message.

Take out the Middle Man

Our computers should be talking to each other without us having to re-key information. Many of us use EDI with vendors to place orders, receive invoices, and place claims. Is there a major legal publisher (our business partners) using EDI with libraries? No.

I remember about five years ago talking to a new head of customer service at one of the large legal publishers. He was amazed at how "technologically backward" the legal publishing industry is. He had come from the manufacturing sector where companies told their suppliers that if they didn't use EDI for ordering and invoicing, no sale. You and I must have the legal publications that our professors and patrons want. We know that we can't say, "Sorry I won't be able to buy that book from you until you deliver the invoice via EDI." So what can we do?

One of the principles delineated in the *AALL Guide to Fair Business Practices for Legal Publishers* (www.aallnet.org/products/pub_fair_practices.asp) is "Principle 4: Customer Satisfaction." Its first two statements include the following, "... improve products and service" and "... provide customers with ready and convenient access to information through a variety of channels."

Although EDI is not mentioned specifically, my interpretation of these guidelines is that we should expect our legal publishers to try and deliver services that meet their customers' needs. My most pressing need as a purchaser of legal materials is to receive invoices via EDI. Why? As we all know, a majority of law materials is received on a continuing basis. Have you ever counted how many invoices your staff recorded and approved during a month? Multiple invoices equal lots of labor. At the same time the legal publishers expect us to pay our bills in a timely manner. Timeliness is one of the publishers' incentives

to use EDI. If the legal publishers want satisfied customers in the 21st century, I think it's time they were expected to use 21st century methods.

It is our responsibility to make sure that the legal publishers know what we need. The number one response I've received from legal publishers is that no one has asked for EDI. If you talk to anyone from a legal publisher, whether it's a salesperson, in-house

customer service, or the accounting department that is after you for a delayed payment, please mention EDI. If you want to learn more about EDI and how it works, please attend the Technical Services Special Interest Section forum in San Antonio called "Easy Does It: EDI Made Simple!" on Sunday, July 17 at 11:45 a.m. Check the Annual Meeting Preliminary Program for more details.

Maureen O'Riordan Koley Jessen PC, Omaha

A Salute to Great Customer Service Reps

A tribute is due to those customer service representatives out there who remain helpful and positive even though they often find themselves caught between troubled clients and their sometimes out-of-touch publisher employers. Odds are that when the phone rings, they are not expecting good news but rather word of a problem that needs fixing. The customer service reps can also find themselves on the receiving end of any latent hostilities created by misunderstood or frustrating practices of the publisher. Many are everyday heroes who do the best they can, in spite of their employers.

As a solo librarian with a part-time assistant, I have quickly learned the value of a great customer service rep. My position is fast paced and interesting, constantly swinging from a variety of administrative work to research projects to everything in-between. Good dependable customer service from publisher reps is critical. I have not always worked for a Midwestern mid-sized law firm. Previously I have held a variety of librarian/researcher positions in New York. Six of those 14 years were spent at a large international law firm with a staff of librarians doing reference and technical services. The firm was the land of free promotional gifts, including slinkies, umbrellas, mugs, bags, stress balls, and notepads. The vendors seemed to have limitless budgets, and customer service reps seemed to be available at every turn.

Things are different here in Omaha. I began this position in 2001 as the first librarian in a quickly-expanding law firm. At that time, most of the firm's account reps resided in the same city as locally represented publishers like BNA, CCH, West, and Matthew Bender. Now almost four years later, most of the firm's reps are not even in the same time zone. Currently all but one of our accounts have been transferred to reps in Illinois, Minnesota, New York, and Ohio, even though the former reps still reside locally. Although I have been able to meet a couple of the long-distance reps in person and have been very fortunate with those assigned to the firm, I remain baffled by this constant reassignment of rep territories.

Ditch the Paper for a Person

Another baffling practice of publishers that frustrates libraries is the repetitious bombardment of promotional catalogs and flyers. Time and money is wasted sorting and reviewing the materials as we watch publication costs increase steadily and significantly each year. In less than six months I received enough catalogs and flyers from one of the major publishers to fill a box that originally held 10 reams of photocopy paper. Publishers do not always appear to understand that such waste and cost is transparent to its customers and will influence our purchasing decisions as well as our dealings with their representatives. That same amount of effort might be better invested in greater customer service support.

Throughout my varied employment I have learned that not all accounts are created equal. Publishing is a business, after all, and the bigger-budget establishments will be pursued more aggressively and offered different opportunities. In addition, a smart rep on a big account is going to try and keep that account by also remembering that the bigger the budget, the bigger the client expectations and rewards. Larger institutions and firms are also able to send more librarians to the various national conventions and seminars to meet one on one with company representatives.

Although vendors and publishers spend a lot of money on their many marketing events and promotions, it is still the customer service representative who often makes the difference by the quality of service he or she personally provides. For those librarians not working with a bigger budget, not in close proximity to the publishers and the customer service reps, and not able to get to the conventions, either because of lack of resources or inability to get time away, it can be especially frustrating.

Need for a New Award?

I am in search of a way to honor good reps, while encouraging and rewarding excellent service regardless of budget. Here's a thought. What if AALL sponsored an annual award for the best customer service representative? The membership could be

categorized by the budget size (e.g., small, mid-sized, and large), and there would be a winner for each category. Members could nominate favorite reps for the annual contest with statements regarding who went beyond the call of duty to serve the client. Submissions could describe single incidents when a rep worked a miracle or could describe consistently excellent service. Kickbacks disguised as service are not allowed. Submissions would be judged, and the winners of the AALL Customer Service Reps of the Year Award would be honored at the AALL Conference.

There are countless qualities that librarians hope for from their reps, but here are just a few possibilities to consider:

- responds promptly to e-mails and telephone calls;
- knows your account and keeps excellent records, eliminating the need to be reminded of previous transactions and details;
- suggests ways to cut costs, such as avoiding shipping charges if applicable, and advises of special discount offers for existing publications and subscriptions—not just new ones;
- handles problems and issues instead of forwarding you to the appropriate department;
- speaks with the appropriate librarian or purchasing representative without trying to sell directly to the attorneys or faculty;
- keeps aware of the goings-on of his or her own company; and
- maintains a friendly, positive attitude.

A word of warning—there is the likelihood that your favorite rep will be promoted and no longer handle your account after winning the coveted AALL award. My appreciation for the work of one of our reps was the inspiration for this salute to customer service. Soon after I began writing this article, that rep called to tell me that her territory had been changed. Her new accounts are closer to home, they have bigger budgets, and she would be earning more money. I am glad that her excellent service to our firm is being rewarded, but I have not yet been assigned a new rep. Currently I am at the mercy of the publisher's general pool of customer service assistants at the end of the toll-free telephone number. They have been extremely helpful and efficient but it is just not the same.

Perhaps the award idea needs a little tweaking, but the acknowledgement and encouragement of excellent customer service certainly cannot hurt.

Carmen Brigandi California Western School of Law Library, San Diego

Book Dummies: Useful or Obsolete?

Recently I posed a question to the Law-Acq online discussion forum concerning the use of book dummies in un-classed periodical collections, where the arrangement is alphabetical. I was looking for information regarding who used them, in what capacity they were being used, and if anyone did away with the entire process. I also wanted to find out if the library had experienced an American Bar Association (ABA) inspection since discontinuing usage of the book dummies and if discontinuing the practice raised any concerns. Below is a summary of the responses, followed by an explanation of how the question arose in our library.

To begin it might be helpful to analyze the changes that have occurred when researching the legal periodical literature. In the past, because of lack of indexing for many titles, a patron would often approach the literature by topically researching several titles that covered a certain legal area, such as criminology, estate planning, or taxation. Having the entire run of a title all together regardless of title changes was advantageous, since many times the only journal indexing was within the bound volumes of

the title. In this instance, the use of book dummies helped the patron find the journal he needed no matter what the title.

Now, with online indexing, catalogs, and access to journals, the patron most often accesses journals with a particular citation in hand, therefore eliminating the need for a continuous run of a particular title all in one place. Legal periodicals can be arranged alphabetically by title whenever the title changes. So, since the indexing sources send the patron directly to the title, having the book dummy seems redundant.

Surprisingly, many libraries still use the book dummy. Responses indicated that many libraries still use them for title changes where the numbering of the volumes is continued. If the numbering restarts, it is considered a new title and a book dummy is not needed. Some libraries put the dummy at the end of the old title and at the beginning of the new title, whereas other libraries just create a dummy for the end of the old title. (In the latter instance, it would seem to me that it would confuse the patron if a title doesn't start with volume one. The patron would be left wondering what happened to the beginning of the run.)

The consensus in many libraries was that book dummies were not needed for minor title changes, such as *Detroit Law Review* to *Detroit Law Journal*. Among the reasons given for continuing use of dummies for title changes was when you purchased a bound run from a jobber. The jobber binds the long run under the “long running” title, which may be an earlier or later title depending on at what point the run was bound. The patron could then depend on the book dummy to locate the volume needed within the run.

Those responding from libraries that no longer use dummies felt that the periodical collection was no longer a browsing collection, so dummies were not needed. They felt linking notes in the online catalog was sufficient to cover the title changes. Some also mentioned that space consideration played a part in their decision. Those reporting indicated that patrons didn’t seem to notice the lack of dummies. Those who had an ABA inspection since discontinuing dummies said that it raised no concerns.

I received some responses with other interesting ways of using book dummies. Some were used for the oversized volume or when you believe the patron was led to the shelves from a source other than the online catalog. Some used the book dummy for a special collection, such as reference, and some used the book dummy to indicate that the journal was now online and included the URL on the book dummy. (This could open a can of worms if the URL changes, but that’s for another day.) In another instance the dummy was used to show that the title has migrated to e-journals or microforms.

Here at California Western, in addition to title changes, we use book dummies for several different situations. One is the JSTOR collection. We created book dummies for each title and referred the patron to the URL, as well as to our virtual library site. We also use dummies when older volumes in a set are sent to storage.

Another use is for our popular video and DVD collection. We started to collect videos and DVDs that feature either courtroom themes or legal issues. The items are stored in reserve, but we created book dummies with the tape box covers and placed the dummies in a browsing area. Patrons can pull the

dummy and walk it over to the reserve desk to check the item out—just like your corner video store. The dummy is held in reserve until the item is returned and then re-shelved.

Why Ask the Question?

While California Western had always cataloged changes of title as new bibliographic titles, we had continued, until the mid-’90s, to keep title changes that continued numbering together on the shelves under the latest title. A book dummy was used to direct the patron and staff to shelving location. (Beginning around 1995, we began to shelve the titles as cataloged with each title under its title at the time, linking the title changes with book dummies.)

In late 2004, we were able to hire temporary staff to work on special projects. One of the projects was to rearrange the periodical collection so that all periodicals were shelved alphabetically under the cataloged title. For the reasons stated above, we felt patrons would be better served by an alphabetical arrangement that more clearly matched citation practice. This change would make many of our existing dummies obsolete and necessitate new dummies for the title changes. Our staff discussions as to the value of the dummies didn’t lead to a clear consensus, so we thought it might be informative to find out whether other libraries continued to use book dummies for title changes.

After reflecting on the results of my inquiries, what did we decide? Well, we will continue to use the book dummies for title changes and add copious linking notes to the bibliographic record. We feel that, while their usefulness has diminished somewhat, book dummies can be helpful to patrons who have inaccurate citations, are dealing with titles that are not indexed, or are indeed browsing.

Old habits die hard, but embracing the new seems to be working hand in hand with the old. Generally book dummies are here to stay, at least in many libraries, including ours. What did you expect from a librarian? We just want to make sure our patrons locate the materials they seek. User friendly is the key here, as well as offering as many access points as necessary to get the job done.

Margie Axtmann University of St. Thomas Schoenecker Law Library, Minneapolis

SSRN and bepress: A Comparison

The last decade has seen an increase in literature devoted to the crisis in scholarly communication, both in terms of the scholarly publishing models established in various disciplines and in terms of the pricing of scholarly journals. The Association of Research Libraries’ Scholarly Publishing and Academic Resources Coalition (SPARC) was

established in 1997 to promote fundamental changes in the system and culture of scholarly communication and to encourage cost-effective alternatives to high-priced commercial journals.

Although many law journals are produced by law schools and sold at relatively inexpensive subscription

prices, the traditional model of scholarly publication in student-run law reviews has room for improvement. Two Web-based research services have emerged as the leaders in today's dynamic legal scholarship environment: the Social Science Research Network's Legal Scholarship Network and The Berkeley Electronic Press law journals. Both services respond directly to the SPARC challenge.

SSRN

The Social Science Research Network (SSRN) was started to provide scholars with a way to share their research and writing in advance of the review and publication process. Although its parent company is a privately held corporation, it operates as a collaborative effort of academic scholars who volunteer their services as editors. SSRN provides nine research networks in areas such as law, business, economics, accounting, finance, and management; each network is directed by one or more academics in a related field.

Several of the SSRN networks would be of interest to law libraries, but the Legal Scholarship Network (LSN) is the one most directly relevant to law library users and legal scholars. It contains a wide variety of legal subject matter journals, research paper series, professional announcements, and job postings. Individuals can subscribe to LSN; libraries and other institutions can obtain a site license. Each SSRN network's site license is priced separately and is based on the number of users that sign up for the service. Throughout the subscription period, the institution's faculty, staff, and students can sign up for password access to the network. When a site license is up for renewal, SSRN provides the library with a list of subscribers to verify. The number of users determines the price structure for renewing the subscription. Libraries interested in obtaining site licenses for LSN or any SSRN network must contact SSRN for pricing information.

SSRN serves multiple purposes for libraries and researchers. First, each subject network is a library of working papers and published articles contributed by scholars worldwide. The library includes an abstract database and a collection of full-text papers. All articles in the SSRN library have an abstract that includes title, author contact and affiliation information, publication history, and availability of full text. Clicking on the author's name in the abstract provides additional information about the author, including a list of all abstracts and full-text documents in the SSRN system. The electronic paper collection contains more than 60,000 working papers available for downloading in Adobe Portable Document Format (PDF). In some instances SSRN has entered into partnerships with other publishers and a separate fee is required for access to full text. The library's search engine provides access by author,

title, and any words that appear in the text of the abstract. SSRN also provides a list of top 50 authors and top 10 downloaded papers.

SSRN's second purpose is to provide scholars with an easy method of distributing their research and working papers prior to formal publication. Authors submit papers to the SSRN library in PDF, supplying an abstract, contact information, journal citation (for accepted and forthcoming papers), and information that allows the paper to be classified for the relevant SSRN journals. There are clear step-by-step instructions, including guidelines on text preparation and conversion to PDF.

SSRN and LSN also provide an e-mail notification service for subscribers. Users can subscribe to all or selected subject matter journals and research papers. The Web site is somewhat cumbersome to navigate for this purpose, but it is possible to customize personal subscriptions to particular subject areas or titles.

SSRN has a Partners in Publishing program that provides publishers with an opportunity to include abstracts of their works in the abstract database. The program includes a large number of law school and bar association journals.

bepress

The Berkeley Electronic Press (bepress) was founded by academics to create a more efficient scholarly publishing model. Bepress strives to provide scholars with the opportunity to lead innovation in publishing, lower costs, and reduce barriers to access. Bepress journals are available in four journal groupings: economics, business, and marketing; political science and current affairs; science, technology, and medicine; and law.

Bepress law journals include *Global Jurist*, *International Commentary on Evidence*, *Muslim World Journal of Human Rights*, and the Journals of Legal Scholarship family (*Issues in Legal Scholarship* and *Theoretical Inquiries in Law*). Personal subscriptions are available for \$35 per journal. Institutional subscriptions are available by site license; annual rates for the separate law journals range from \$150 to \$225. Bepress continues to expand its list of journals and welcomes proposals for new titles.

Subscribers can search all bepress publications with a simple keyword search or a more advanced search by author, title, subject area, and individual journal. Each article contains a complete abstract and a link to the full text in PDF. Subscribers can sign up to receive e-mail notifications (called "bealert") from specific bepress journals when new articles are published. E-mail alerts can also be customized for specific subject content, and the user can select the frequency with which to receive them.

Bepress journals are refereed, with a goal of rapid peer review and high quality. Authors submit articles for individual bepress journals along with abstracts, keywords, co-author information, and contact details. An Authors and Reviewers Bank helps to streamline the process. Authors who have received timely reviews of their submissions agree to pay back their debt by providing the same service for other authors. The average review time is approximately 60 days.

The Berkeley Electronic Press works with institutional partners to create digital repositories of scholarly information. One such repository is with the New England Law Library Consortium (NELLCO). The NELLCO Legal Repository contains working papers, colloquia, and lecture series from NELLCO member law schools. The bealert customized e-mail service is available through the NELLCO repository Web site for these papers.

In Sum

The Social Science Research Network and The Berkeley Electronic Press have similar missions (improving scholarly communication and publication), but they offer different services for both authors and libraries. While SSRN primarily provides a mechanism for authors to share their research in advance of formal publication elsewhere, bepress publishes original articles in its own electronic journals. Both models are important alternatives to traditional publishing, and the quality of the two services has been enhanced by

the competition for authors and subscribers. While the emphasis is on scholarly communication for legal education, private law libraries also would do well to consider the advantages offered by the scope of the subject content and the variety of publication formats. SSRN and bepress are forward-looking enterprises that continue to improve, and the future of scholarly publishing looks brighter because of their vision.

Additional Information

Social Science Research Network (SSRN)

www.ssrn.com

Established: 1994

Ownership: Social Science Electronic Publishing Inc. (independent)

Chairman: Michael C. Jensen

President: Gregory J. Gordon

The Berkeley Electronic Press (bepress)

www.bepress.com

Established: 1999

Ownership: Independent

Co-CEOs: Aaron Edlin and Robert Cooter

Disclaimer: Factual information was derived mainly from the literature and Web sites of the two services, but the author takes full responsibility for any errors. Readers are encouraged to learn more about these services by examining the FAQ pages on each Web site and by obtaining trial subscriptions.

Notes of Interest

CRIV Sponsored Program in San Antonio: "The Guide to Fair Business Practices": Where Do We Go from Here?

CRIV and the Fair Business Practices Implementation Task Force will sponsor a program at the Annual Meeting in San Antonio about the *AALL Guide to Fair Business Practices for Legal Publishers*. During this session, panel members Frank Houdek, Kay Todd, and Margaret Axtmann will discuss the future of the *Guide to Fair Business Practices* and its use in building relationships between libraries and information vendors. The session will explore how to best utilize the *Guide* in negotiations and relationships and how to implement the *Guide* in order to hold vendors accountable. The program is scheduled for Tuesday, July 19 from 9-10 a.m. Its alpha-numeric designation is F-4. Check your Annual Meeting Preliminary Program for more details.

—Kevin Butterfield, *College of William and Mary*

CRIV Tools Update

Rest assured that the CRIV Tools Subcommittee has been working to update some of the more important

elements of the CRIV Tools resources (www.aallnet.org/committee/criv/resources/tools), many of which have now been dormant for a couple of years. After prioritizing the necessity for updates (and performing the oft-daunting task of securing volunteers), the work is now under way. Special thanks go to Beth DiFelice, of Arizona State's Ross-Blakley Law Library, and Gail McCain, of Toledo's Fuller and Henry Ltd., who have been working diligently to update the Vendor Contact Information Grid and the Checklist for the Negotiation of Internet Subscriptions, respectively.

The subcommittee hopes to have both resources updated by July 16. In addition, we will strive to update the Divested Titles List. Time permitting, we would also like to make any updates, if necessary, to the Legal Publishers List. If you have any requests, comments, or suggestions (Do you feel our priorities are out of whack? Do you have any essential information that would aid us in our endeavors? Is there a new CRIV Tool that would be a helpful resource?), please feel free to e-mail Tom Gaylord at tgaylord@kentlaw.edu.

—Tom Gaylord, *Chicago-Kent College of Law Library*

