

PUBLISHERS LIAISON COMMITTEE

Fay O'Grady

Coordinator

We are now well into a happy New Year I hope. I would like to thank all the publishers for the consistent support they have given this column since it began. I am very pleased that we have been able to establish a friendly forum in which we can exchange ideas. We, the librarians, bring to the publishers' attention how their products can be used. This could be a new perspective for them. Often we suggest modifications and changes and we always expect value for money. In the long run they, the publishers, are the people who actually benefit when the number of users increase. I hope that we will have as much or more dialogue this year as we have had in the past.

More Than a Gripe - Less Than a Groan

Diskrom

1. It would be helpful if Diskrom stated on their correspondence accompanying an update disk, the cut-off date of the updated information. I am aware this information is on the disk, but if this information is on the letter it allows members to complete the accessioning of the disk immediately, rather than waiting for their systems department to load the disk.
2. I would like to see a comprehensive manual produced by Diskrom, similar to those produced by some online services. The manual could give examples of more sophisticated searches which are not covered by the materials supplied at present. The manual could also include some self-paced learning exercises.

Letters

Diskrom Response

■ **Jacinta O'Brien**
Client Services Manager

Thank you for your letter outlining suggested improvements for the Diskrom databases.

One of your recommendations was to state the cut-off dates on any correspondence accompanying each disk - a great idea! We currently note the last case or act added, etc but can see the benefit to including more specific update information. I have asked our Legal Editorial Manager to develop a system whereby we can more efficiently inform subscribers of the update information. We envisage having this new system in place by the March/April release.

Recently the Client Services Group has reviewed all of the Diskrom support documentation including user manuals, training notes and quick guides. We are currently in the process of developing a generic manual which outlines all of the Innerview functionality with specific (database) notes being added as required. The new manuals shall be 'stepped' (introductory and advanced) to be appropriate for first time users or more advanced for regular users. We have scheduled release of these new materials from March.

Again, thank you for taking the time to inform us of your suggestions.

CCH High Court and Federal Court Practice & "New Developments"

■ **Craig Norton**

CCH Product Manager

I write to you in your capacity as the Coordinator of the Publishers Liaison Committee for the *Australian Law Librarian*. Thank you for the opportunity recently to answer a query in relation to the *CCH Victorian Conveyancing Law and Practice* in the December issue of *Australian Law Librarian*. CCH is constantly endeavouring to structure our reporters in a manner that will provide our customers with the highest standards of any reporting services in the market.

It is with some concern, therefore, that I noted your comments in the same issue on the *CCH High Court & Federal Court Practice* which, I believe, misrepresented the facts. In particular you noted that Replacement Order 23 of the Federal Court became operative on 6 October 1994 and that as at 17 November 1994, CCH had not included this in the looseleaf service.

In fact, CCH issued the Replacement Order in full text on 12 October 1994 in the "New Developments" section which was noted with the accompanying summary. CCH then ensured that Replacement Order 23 was fully integrated into the main commentary in our report dated 11 November 1994. I have included copies of these summary newsletters and the update pages for your reference.

Assuming that as at 17 November you had not filed the report of 11 November, using "New Developments" correctly would have ensured that you would have found the full text of the Replacement Order. I believe it may be appropriate to take this opportunity to remind you and your readers of the important role that "New Developments" plays within CCH services. "New Developments" reports matters of an additional nature - pending legislation, new court decisions, rulings, releases, official opinions etc - which have not yet

been consolidated into the main commentary. It is "New Developments" which enables CCH to update our customers within the shortest possible time-frames.

Therefore, in order that your readers are able to make the most of their CCH services I would like to offer the 3 Golden Rules in using a CCH Reporter:

- 1 Look in the Index
- 2 Read the Commentary
- 3 Check the Cumulative Index for New Developments

In the case you cited regarding Replacement Order 23 these three steps would have given you all the information that you required.

I would appreciate it if you could issue a retraction of your comments regarding the *CCH High Court & Federal Court Practice* in your next issue of *Australian Law Librarian*. It would also, I believe, be of benefit to your readers to pass on the 3 Golden Rules of using a CCH Reporter. Should anyone require additional training support they should contact CCH Customer Support or their local CCH office and we will be more than happy to assist.

Craig

Thank you for your letter in regard to your Golden Rules:

- 1 We did look at the general index updated to September 19, 1994 which had a new first page of the index with a note at the top regarding the Order 23 but that arrived with report no. 185 of November 1994. You are correct in assuming that we had not done the filing on 17 November but that was because we did not receive issue 185 until 18 November.

2. This was our downfall, we used a full volume of the reporter in preference to the summary which would have indicated the paragraph in the "New Developments" regarding Order 23. We will remember next time. I must admit we put the summaries in the separate binder because we are unable to keep them in the very full black binders.
3. We did check the latest edition to the Federal Court index, but this was not updated till reprint no 185 of November. As far as I can establish we did not check the Cumulative Index for New Developments which I assume listed new Order 23, but which has since been removed from our binder. I appreciate the time you've taken to point out methods of research we should follow when we use the CCH reporters.

Fay O'Grady

Butterworths News

■ **Rod de Beer**
Marketing Director

Congratulations to the ALLG on its 25th Anniversary of the founding of the Group. We wish all members the very best in 1995.

I am responding to a number of comments made and questions posed concerning Butterworths in the October and December issues of the *Australian Law Librarian*.

Serving Tasmania

It is a shame that our letter sent to Kate Ramsay, ALLG State Convenor, Tasmania, dated 30 September was not included in the October issue of the Journal. The text of that letter follows:

"Thank you for your letter dated 23 September 1994

I understand why it is that the Group has expressed its displeasure over our decision

to change the way in which Butterworths provides representation in Tasmania. A change of this kind is not easy to make or accept, especially when strong relationships have developed over time and the service given has met your expectations.

Members of the Group and all other legal customers in Tasmania have been advised of the change and contact details for the Melbourne-based representative who will attend to customer needs in the future. Debbie Rogers is keen to gain acceptance and win the support of her legal customers.

On the question of 'on approval' orders, I am investigating the possibility of supplying the pre-paid labels to facilitate return in the event that titles ordered are not required. In addition, bookshops such as "Professional & Academic" are able to carry practitioner and student books.

Be assured that we will do all that we can to keep you informed, learn about your specific needs and resolve problems promptly. Please do not hesitate to contact me if you feel that your service is falling short of the mark. My direct line is (02) 335 4349."

It should be noted that in an endeavour to better serve the needs of our diverse legal, tax and commercial and academic customer base in Tasmania, we have appointed three Melbourne based specialists: Debbie Rogers for lawyers, courts and government; Rod Blackwood for accountants, selected regulatory authorities and corporations; and Joan Harding for academics, tertiary libraries and bookshops.

In addition to the planned visits to Tasmania (unlike other Sales staff, our Tasmanian specialists do not have responsibilities for regional Victoria), we have established an 1800 number and a freepost service is now provided for unwanted books on approval. Simply call the 1800 number if a pre-paid post label is required.

Halsbury's Laws of Australia

We have recently completed, with the assistance of over 200 customers, an evaluation of search and retrieval software and the functional requirements of potential users of Butterworths Legal Information Search System. As a result, Halsbury's will publish in March/April using Folio (the retrieval engine preferred by our customers) and incorporating some of the functional features suggested by those who evaluated our Contract title.

At all stages of the development of Butterworths information in electronic format, we will involve our customers. The benefits of such collaboration are clear.

Lexis and Nexis

The acquisition of Lexis and Nexis by Reed-Elsevier, the parent company of Butterworths, opens up the potential for far greater access to Australian and Commonwealth material, online and via CD. Already Lexis offers a substantial database of Australian primary materials, including SCALE.

To discover the benefits of taking Lexis and Nexis please contact Eva Harker-Mortlock, Representative Australia & New Zealand Lexis - Nexis, 12 Bayview Street, Northwood, NSW 2055. Ph: (02) 418 8707

Indexes

I could not allow comment that "Indexes and indexing seem to be the least concern of publishers" pass without mention of Butterworths' stance on indexing.

In late 1991, as part of our determination to provide indexes of a uniformly high standard, Jacqui Elliott provided a critical review and, as a result, Butterworths established the *Guidelines for Editors, Authors and Indexers* which deal with levels of sub entry, clarity (brief but direct entries), use of most common terms, key words and "state of the art" practitioner terms, liberal cross-

referencing of synonyms, and importantly, contemporaneous supplementary indexing for all looseleaf publications.

Butterworths, too, regards "indexes as a key to all publications" and the means to unlock the immense value contained in our publications.

Australian Current Law

Volume 1 of ACL contains the How to Use, Subject Classification (catchwords) and Consolidated Index as well as the most current fortnightly issues. For almost half the year users reach only for Volume 1 and old issues then flow into Volume 2.

Reverse chronological filing of issues is consistent with an important feature of the publication ("current awareness") and ensures that all finding and usage tools are contained in the one volume.

A preference was expressed for the publication of a Consolidated Index in the issue that is published at the same time as the Consolidated Index. This would represent double publishing and significantly raise the cost of ACL to subscribers without any appreciable benefit. In most cases the user will either be reaching for the latest consolidation of indexes and tables or reviewing latest digests in the area of interest.

The comment made in the December issue (page 353) concerning *Butterworths Current Law* issues arriving together has been drawn to the attention of the New Zealand company. ACL issues are always despatched as soon as they have been printed.

ACL on Disk via Inmagic

The reject rate of entries in the 1991/92 backset was 120 out of 1,000,000. With thanks to Alison Wallace, subsequent purchasers of the backset will not experience this problem which is caused by an Inmagic conversion programme which on rare occasions, fails to recognise "record end/start" codes.

Unfortunately, with only 10 subscribers using Inmagic, the cost of purchasing Inmagic is prohibitive

Incidentally, due to the large number of records contained in each update of ACL on Disk, the amount of time taken to load all files is significant when using Inmagic, so we recommend that all files are loaded before activating the index function

Queensland Legislation

As a general rule all earlier reprints of an Act should be kept

Pacific Twinning Programme

In addition to Lorraine Doyle of Butterworths being twinned with Madeline Orovea of Magisterial Service in Port Moresby, we have established a system for ensuring that books which are surplus to our requirements or otherwise unsaleable, are set aside for all twinned libraries to ensure more regular distribution.

The first donation under this system was to Tonga, and we have recently prepared boxes for shipment to PNG, the Cook Islands and Cambodia

I expect to be able to supply Australian contacts with lists of available books by the time you read this article

As always, I am keen to participate in the process commenced by the Publishers Liaison Committee. Through this column and by direct contact, you help us to set the standards for our publications and the service which we provide

New Zealand Current Law - on time, everytime

In the December issue of the *Australian Law Librarian*, reference was made to the receipt of issues 17, 18 and 19 in one lot. Our New Zealand company apologises for this isolated instance which was caused by an unusual set of circumstances.

I am pleased to advise that *New Zealand Current Law* is dispatched within one week of receipt from the printers. Subscription is recommended for those with close New Zealand links

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