

# PUBLISHERS' LIAISON

## **Greig Williams**

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## ***Your state representatives***

To ensure ALLG members are off to a good start for 1999, the following is a list of ALLG Publishers' Liaison representatives in each state, as at February 1999.

### ***Australian Capital Territory***

Chris Zegelin  
Legal Information Manager  
Legal Information Services, Canberra Library  
Blake Dawson Waldron  
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Fax: (02) 6234 4111  
Email chris.zegelin@bdw.com.au

### ***New South Wales***

Jan Robertson  
Commonwealth DPP  
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Fax: (02) 9264 8224  
Email: jrobertson@cdpp.gov.au

### ***Northern Territory***

Julie Fisher  
Librarian  
NT Attorney-General's Department  
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### ***Queensland***

Clare Cappa  
Senior Librarian  
Walter Harrison Law Library  
University of Queensland  
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Email: c.cappa@library.uq.edu.au

### ***South Australia***

Joelie Cook  
Assistant Librarian  
Thomson-Playford  
Phone: (08) 8236 1217  
Email: jcook@thomson-playford.com.au

### ***Tasmania***

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Commonwealth Law Courts Library  
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### ***Victoria***

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### ***Western Australia***

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Library Manager  
Jackson McDonald  
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## ***When to Contact Your Representatives***

Please contact your state representative if you are concerned about a publishing issue that is relevant at a state or a national level, or you have been unable to resolve a specific problem. Both the ALLG and the publishing companies encourage ALLG members to contact publishers directly if you wish to raise an issue, whether in relation to a specific problem or to offer a suggestion for enhancement to service. After all, an improvement is unlikely to occur if the publisher is not aware of the problem and as a customer, you have every right to do so.

Please also inform your state representatives of your concern, perhaps copying them your letter or email to a publisher. It is worthwhile noting on the letter to the publisher, a carbon copy (cc) reference, naming the publishers' liaison representative to whom you have forwarded the letter. In doing so, the publisher is aware you have made the issue known at a state level.

In keeping your state representative advised of such matters, they can more easily keep abreast of the publishing issues as they occur and can also gauge how widely each issue is affecting the membership. Being well-informed will then allow state representatives to communicate with other members and coordinate responses at a state level and even a national level if required, lending greater support to your concerns. In this way we can all help to ensure publishing issues are resolved more effectively.

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## ***January Meeting with Publishers***

In early January, National ALLG Convenor Cathryn Crowe arranged to meet with Butterworths, CCH, LBC and TimeBase, along with Mary Greenfield (NSW State Convenor) and myself. We spent a day meeting with the four companies in their Sydney offices. Various issues were covered, including a number of publishers' liaison matters. Some of the areas we discussed included:

- The importance of ensuring there is continuing good communication between the ALLG and publishers. We pointed out the need to make known not only the problems but also the resolution of issues, if we are to foster a more positive outlook between ALLG members and publishers.
- We requested that publishing companies more actively encourage open lines of communication between management and their customer service representatives, helpdesks and sales consultants. Our aim was to ensure that feedback communicated by customers to these people was being heard and acted upon.
- We outlined the solid ties that exist between the ALLG state and national levels and our efforts to further strengthen communication between individual members. In this way, all members, regardless of their geographic location, their place of work, or their position, are aware of publishing issues as and when they occur and have the opportunity to contribute positively.
- We invited publishers to offer suggestions on how communication between the ALLG and publishing companies could be improved and discussed possible future formats for publishing forums. One suggestion was for publisher-specific forums rather than sessions where a number of publishing companies are represented. It was suggested that this would encourage publishers to talk more openly about product developments and any specific issues raised. We shall look into the most desirable format for such meetings during 1999. Any comments from ALLG members are welcome.

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## ***ALIA Health, Specials and Law Conference in Tasmania***

Tasmanian members of the ALLG are no doubt very busy making arrangements and planning programs for the conference in Hobart in August this year. If ALLG members have any suggestions regarding how the Publishers' Liaison Committee might contribute to the conference, please contact your state representative.

with your ideas, or email me directly on greigw@liv.asn.au. At the Perth conference in October 1997, we organised a session where representatives of the three larger publishers formed a panel to answer questions from the floor. If you would like to comment on whether you found this forum useful, or can offer recommendations for improvements, the Publishers' Liaison Committee would value your input.

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## ***A Change in South Australia***

Welcome and thank you to Joelle Cook at Thomson-Playford for taking on the publishers' liaison role in South Australia. We look forward to your input. Thank you also to the previous representative, Josephine Gaskill at Ward Partners, for her contributions on behalf of South Australian ALLG members. We wish Josephine well in her new role as State Convenor for the South Australian group

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## ***From Prospect Publishing***

The editors received a letter late in 1998 from Prospect Publishing with respect to their price structure for releases of looseleaf services. This letter is reproduced in full below:

"Dear Catherine and Joanna

Last year, James Butler from the Supreme Court Library in Victoria published in your newsletter a comment with regard to Prospect's policy on the pricing of the releases to looseleaf services.

Although we responded at the time direct to James, I'd like to make the reply public.

James has asked me to let you know that we took his concerns seriously at the time. And, subsequently, we have reviewed our pricing policy in great detail.

In 1999 our somewhat haphazard approach to pricing is being replaced by a rational one which charges each service on a fixed and variable cost approach.

Every release will carry the same fixed cost (as a contribution to our fixed costs in running each service)

plus a variable cost per page (to reflect the marginal costs of producing each release).

The average cost per page will be higher for smaller releases and then flatten out as the number of pages issued increases.

We trust that this new approach will make our pricing much more predictable for your members

Yours sincerely

**Oliver Freeman**

Managing Director"

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