

PUBLISHERS' LIAISON

Clare Cappa

Acting National Publishers' Liaison Coordinator
University of Queensland Law Library
Phone (07) 3365 1482 Fax (07) 3365 1552
Email: c.cappa@library.uq.edu.au

Greig Williams, who normally presides over the Publishers' Liaison role, is backpacking around South America for three months, and has asked me to take over while she is away. Greig will be back in mid July, after which her contact details will be updated on the ALLG website (<http://www.allg.asn.au/>).

Publishers' Representatives

Not many things remain constant, but the one thing that can be relied on is that the publishers' personnel are constantly changing. The lists below are the names of representatives as supplied by the companies, as at the date of going to press

Butterworths

Butterworths Pty Ltd
475-495 Victoria Avenue
Chatswood NSW 2067
Locked Bag 2222
Chatswood Delivery Centre
Chatswood NSW 2067
Ph: 02 9422 2222
Fax: 02 9422 2444
DX 29590 Chatswood

Mr Murray Hamilton

Managing Director

Mr Evan Predavec

Director, Marketing & Electronic Development
Phone: 02 9422 2207
Fax: 02 9422 2433
Email: evan.predavec@butterworths.com.au

Mr Jim Broadfoot

Deputy Managing Director

Mr Dean Corkery

General Manager Editorial

Australian Capital Territory

State Manager: Mary Hallaj
1st Floor, Melbourne Building
53-55 Northbourne Ave
Canberra ACT 2601
Phone: 02 6247 3090
Fax: 02 6249 1029
DX 5704 Canberra

New South Wales

State Manager: Michael Bell – 0419 424 162
475-495 Victoria Avenue
Chatswood NSW 2067
Phone: 02 9422 2400
Fax: 02 9422 2211
DX 29590 Chatswood

Consultants:

Rod Burgess 0419 912 115
Wendy Lawson 0413 657 397
Paula Paull 015 069 645
Melissa Willings 0416 002 953
Con Nitsolas
Tony Hayes
Maureen Powers (Academic) 0417 437 400

Customer Training:

Ewa Weremczuk
Email: ewa.weremczuk@butterworths.com.au

Queensland

State Manager: Ian McDonald 041 991 2136
Ground Floor, Oxley House
25 Donkin Street
West End QLD 4101
Phone: 07 3335 0970 Toll Free 1800 678975
Fax: 07 3335 0990
DX 40643 South Brisbane

Consultants:

Marietta Gunn (Academic) 0412 025 557
marietta.gunn@butterworths.com.au
Lisa Hamilton 0411 334 437
Martin Kelly 0419 912 117

*South Australia and Northern Territory***State Manager: Peter Ivkovic 041 991 2105**

4th Floor, Lifeplan Building
111 Gawler Place
Adelaide SA 5000
Phone: 08 8211 8302
Fax: 08 8321 8350
DX 137 Adelaide

Consultant:

Heidi Williams

*Victoria and Tasmania***State Manager: Peter Henderson 0413 656 386**

Level 3, 461 Bourke Street
Melbourne VIC 3000
Phone: 03 9670 3811
Fax: 03 9670 3645
DX 116 Melbourne

Consultants:

Owen Ardley 015 517 344
Michael Brogden 0414 784 434
Joan Jones (Academic - Vic, Tas and SA)
0411 607 490
Paula Tsigounis 0414 610 613

*Western Australia***State Manager: Jim Pitts 041 991 2103**

Suite 32, Hyatt Centre
23 Plain Street
East Perth WA 6004
Phone: 08 9221 5204
Fax: 08 9221 5363
DX 62007 Causeway

Customer training:

Mandy Everett
Email: amanda.everett@butterworths.com.au

CCH**Head Office:**

GPO Box 4072
Sydney NSW 2001
DX 812 Sydney
Phone: (02) 98571300
Fax: (02) 9857 1600

Chief Executive Officer:

Francesc Guardans

Sales and Marketing Manager:

Sami Kaci

Publisher - Legal Business Unit:

Craig Norton

National Sales Manager:

In Hall-Brown; Peter Dongas

Manager - Customer Fulfilment:

Kaye Moor

Service Manager:

Marita Cranwell

Customer Support:

Phone: 1300 300 224
Fax: 1300 306 224

CCH's response to a request for individual contact names is as follows:

Our Legal Account Managers are given a specific portfolio of clients and therefore it would be difficult to provide a list which indicates to the Librarians who they should contact as their state representative. It may be better to suggest that librarians in Brisbane, Tasmania, NSW and South Australia contact the Call Centre at North Ryde (1300 300 224) for this information. Librarians in Melbourne and Perth can contact our offices there (Melbourne telephone (03) 9670 8907 Perth telephone (08) 9321 1683).

LBC Information Services

Head Office:

LBC Information Services
Mail: PO Box 3502 Rozelle NSW 2039
Courier: 100 Harris Street Pyrmont
DX 22424 Balmain
Phone: (02) 8587 7000 (for ordering and customer service call 1800 650 522)
Fax: (02) 8587 7100 (for ordering and customer service call (02) 8587 7200)
Email: lbc.customer@lbc.com.au

TPI Primary Law Centre (formerly Computer Law Services)

13 Curtin Place
Curtin ACT 2605 Australia
PO Box 325 Curtin 2605
Phone: 1800 020 548
Fax: (02) 6282 8282
Email: sales@cls.com.au
Website: <http://www.cls.com.au>

Australian Capital Territory

13 Curtin Place
Curtin ACT 2605 Australia
PO Box 325 Curtin 2605
Phone: (02) 6282 6888
Fax: (02) 6282 8282
Email: lbc.act@lbc.com.au

Queensland

Level 24, MLC Centre
239 Georges St
Brisbane Qld 4000 Australia
DX 40111 Brisbane
Phone: (07) 3221 6688
Fax: (07) 3220 0084
Email: lbc.qld@lbc.com.au

Victoria

Ground Floor, 560 Lonsdale St
Melbourne Vic 3000 Australia
DX 115 Melbourne
Phone: (03) 9670 7888
Fax: (03) 9670 0138
Email: lbc.vic@lbc.com.au

Tasmania

Please refer to lbc.vic@lbc.com.au or
Email: lbc.tas@lbc.com.au
Western Australia
13th Floor, Allendale Square
77 St George's Terrace
Perth WA 6000 Australia
DX 155 Perth
Phone: (08) 9325 4488
Fax: (08) 9221 1922
Email: lbc.wa@lbc.com.au

South Australia

Suite 4, Carrington House
61-63 Carrington St
Adelaide SA 5000 Australia
Phone: (08) 8237 0504
Fax: (08) 8237 0563
Email: lbc.sa@lbc.com.au

Northern Territory

Please refer to lbc.sa@lbc.com.au

Additional Contacts:

Sinead Taylor
Marketing Manager
sinead.taylor@lbc.com.au

Betsy Hussin
Commercial Manager, Online Services
betsy.hussin@lbc.com.au

Christine Simmons
General Manager New Product Development
christine.simmons@lbc.com.au

Anita Walter
General Manager - Publishing Legal
anita.walter@lbc.com.au

Unresolved Concerns

Should you have concerns that have been expressed through the contacts above and remain unresolved then do not hesitate in directing them to:

For Publishing matters:

Scott Pettersson - Publishing Director (02) 8587 7177
or scott.pettersson@lbc.com.au

For Sales & Marketing or other LBC matters:

Eddie Costigan - Managing Director (02) 8587 7249
or eddie.costigan@lbc.com.au

Bouquets

- Evan Predavec of Butterworths writes: "In response to requests from librarians in our user group meetings and at ALLG forums over the last year, we have now started making the tables of contents for our journals freely available through our website. They can be accessed from our main page at: <http://www.butterworths.com.au> (follow the link to Journals) or more directly, if less elegantly, at:

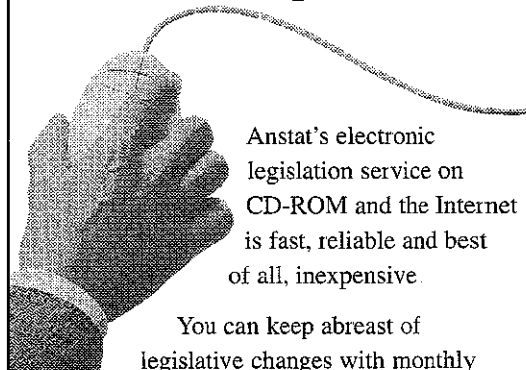
http://www.butterworths.com.au/journalcontents/journals_index.htm"

Vivienne Webb writes, "Thanks to Butterworths for a very useful addition to their services. As the WA Publishers' rep. I would just like to say that it's heartening to see this sort of thing happen. I know that we will certainly use these tables."

Buckets

- *Halsbury's Laws of Australia* is no longer available on Lexis. Some libraries which had relied on this mode of access are going to be inconvenienced by this decision, which apparently took place without warning or consultation. Although it is recognised that there are costs to Butterworths in keeping this publication available through an alternative "online" provider, it may have been better policy to consult with users before such a decision was taken.
- It appears that in recent months LBC has decided to circumvent the system of regional representatives in favour of a national telemarketing campaign. Expressions of concern have been raised by many members, particularly one-person libraries, who perceive the telemarketing approach to be an aggravating and unjustified intrusion into busy days.

ANSTAT. Putting the law within easy reach.

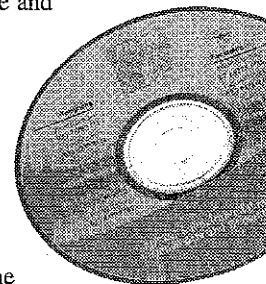


Anstat's electronic legislation service on CD-ROM and the Internet is fast, reliable and best of all, inexpensive.

You can keep abreast of legislative changes with monthly updates for only \$500 per annum

And a full year's subscription also gives you unlimited access to our Internet site which is updated WEEKLY and FREE support through the Legislation Hotline and Electronic Help Desk

Anstat offers separate services for Victorian and New South Wales Acts and Regulations

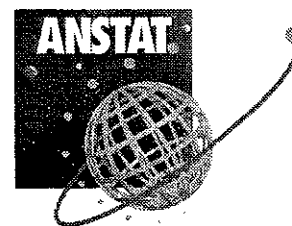


The service has the same appearance of the traditional hard copy version but gives you the added benefit of a powerful search function across the entire database and fast access to the section you need

www.anstat.com.au Amending legislation is included and linked to Principal Legislation. A 'What's New' folder provides currency details, listings of new legislation since the last release and much more.

To find out more about our subscription services contact us now on telephone: (03) 9278 1144, or e-mail: service@anstat.com.au

**ANSTAT.
Legislation
NOW!**



- Another development from the marketing departments of the various publishers, which impacts negatively on the role of the librarian, is direct marketing. An example of this is the direct marketing of *Legal Express*, which is Butterworths' daily emailed letter summarising legal news and cases to practitioners. Initial approaches encouraged practitioners to "personalise" the service by selecting only subject areas and jurisdictions that were of interest to them, but recently access by non-subscribers has been limited to headlines only. Such attempts not only undermine well-established internal value-added current awareness services, but are counter-productive to attempts to select products on the basis of all the carefully considered options.

National Round-Up

This section aims to outline issues of interest to librarians from anywhere in the country which have been raised in one or more of the various state forums. In some cases approaches have been made to the publishers, and it is hoped that solutions or resolutions can be published in future issues of the journal

- Who has access to the intellectual property in the data stored on CD-ROMs once a library no longer has a current subscription to that service? This does not appear to be regarded by some publishers as analogous to the situation where a subscription to a hard copy is cancelled, in which case there is no question that the data already received remains in the possession of the library. However, once a licence agreement for a CD-ROM product has expired, access to those databases is denied. It has been suggested that a satisfactory resolution to this problem may convince many, currently reluctant, librarians to reconsider the online option.
- Advice from presenters at the recent "Negotiating licences for digital information: a workshop" recently conducted in Brisbane and Townsville is that members should argue for inclusion of a "retention rights" clause within licences. Such a clause would state: "Licences should include permanent rights to information that has been paid for. As a minimum, the Licensee should be

permitted to preserve one copy of the files for archiving and for use in perpetuity, on an undertaking by the Licensee that it will continue to observe its obligation with respect to access and restrictions on usage, on the same basis as when the licence agreement was signed." (This clause is just one of eleven set out within the CAVAL (Co-Operative Action by Victorian Academic Libraries) guidelines for negotiating licences). Presenter, Ross Hyams who is a Law Lecturer at Monash University, argued that licence agreements were no more than a contract, albeit a contract for a lease, and as such were no different to any other and therefore should not be taken on face value.

- Pricing for comparative products published by different publishers and in different mediums. It appears that the concept of "list price" is a thing of the past, with prices changing depending on when you ask and who you are. Price rises without notification are especially annoying to smaller libraries, who are unable to keep a handle on the necessary budget projections and who do not have as much margin in their budgets as some of the bigger customers. There have been suggestions that the ALLG follow the example of the Canadian and New Zealand law librarian associations which annually post "list prices" for each of the major publishers. This enables price increases to be easily traced and provides a starting point for negotiation. Without such consistent baseline data, libraries, which traditionally find themselves divided in an increasingly competitive marketplace rather than working together for greater price equity.
- Lack of currency and accuracy of information, in both electronic and hard copy formats, is a constant source of frustration, and examples are received by state and national Publisher's Liaison representatives on a regular basis. In all cases the publishers are very grateful for the information, and in most cases are able to respond immediately. This area is perhaps the most indicative of the healthy working relationship, which has been built up over many years and after a lot of hard work, between legal publishers and law librarians, and which should be seen as a positive enhancement of the work we are all trying to do.