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Annual Publishers' Liaison meeting with publishers

In February Mary Greenfield, Anne Gardner and Niall O'Driscoll, as representatives of the ALLG, along with Greig Williams as a representative of the ALLG Publishers' Liaison Committee (PLC), met with Butterworths, CCH and LBC/Thomson to discuss publishing issues raised by ALLG members throughout Australia. The meetings were held separately to allow the publishers to present their responses separately.

Representatives of the three publishers were asked to comment on a range of issues, including:

- *Improving communication between the publishers and ALLG members*

It was agreed that this is something we should all work at. Key representatives at each publishing company are working with the PLC to arrive at better methods of communicating quickly and effectively with members. A

representative at each company has been appointed to act as a liaison point for the PLC.

An example of a result of this discussion is CCH's new Online Communications Strategy to take effect from June 2000.

- *The development of online training and tutorials*

Publishers were requested to continue development in this area especially for researchers working outside normal hours and for those often unable to attend training sessions. Publishers did query however, how much demand there actually was from customers for online tutorials.

ALLG members might like to contact Greig Williams with their comments on this issue. Is development in this area important to you?

- *Devising a method of quickly notifying customers of errors in publishing*

It was suggested to each of the publishers that an email system of notification might be developed.

It will be interesting to see if there is any follow up on this issue by the publishing companies. Perhaps CCH will use its new Online Communications Strategy to help customers in this respect (*see below*).

- *User-friendly web-based looseleaf services – how is this being addressed?*

This is not an easy task as it is difficult to

replicate looseleaf services and put the information in context. Publishers report that various customers have expressed the need for different functionality, that they are aware of concerns and are working on improvements.

If you have any specific suggestions for improvements, make sure you let the publishing companies know. Speak with Greig for contact names if need be.

- *GST on overseas publications*

Publishers believe they will be required under law to charge GST on overseas publications and in some cases have started to do so. Further clarification is being sought from the ATO and customers will be advised when this becomes clear.

- *Investigation of IT infrastructure throughout the customer base*

Publishers noted that it would be helpful to have access to this information to aid in the development of products suitable for various platforms. However, the suggestion was put forward that it would be more appropriate for the ALLG to collect this type of information.

- *Concern that publishing companies are placing too heavy a reliance on access via the online medium*

Publishers noted that a happy medium is difficult to find because they are asked to continue development by some customers, while other customers are often not in a position to match that same pace.

- *How publishers see the print/CD/Online arena developing*

Print is recognised to be of continuing importance. CD formats are regarded as interim because of maintenance issues. It is felt that the next two years will see a level of improvement in online functionality which will overcome the concerns currently expressed.

The publishers were then asked to comment on specific issues. These related to management changes, implementation and installation problems, electronic pricing policies and price increases, the option to buy products as a package rather than expensive components, website navigation and access to electronic bulletins, currency, archiving of electronic products and access to CDs after converting to online products.

If you wish to discuss any particular issue in further detail please email or telephone Greig.

LBC's CLRS - Are you using the correct toolbelt?

It might be worth your while checking that when you search LBC's *Complete Legal Research System* (CLRS) with Folio 4 software, you are using the LBC default toolbelt. If you are not, it could explain a few problems you might be having in using the Folio 4 software. Some members have had significant difficulty in installing Folio 4 software because on some networks LBC's default toolbelt for CLRS does not install during the initial installation process. You are therefore left using the original Folio 4 default

toolbelt which, while workable, does not match the product as well as the LBC designed toolbelt

LBC have created a batch file that will remedy this problem by installing the correct toolbelt. Contact LBC/Thomson Digital Support Services to have a copy emailed to you or your IT Dept.

You can verify whether you have the correct toolbelt by checking what the first icon/tool/button on your toolbelt is. If it is not LBC Easy Search it is a good indication that you are probably not accessing the correct Toolbelt. Alternatively, check whether you have a search facility at the bottom of your screen. If you do, it is again a good indication of the incorrect toolbelt. This last question does not apply to ATP subscribers, who should have access to a search facility at the bottom of the screen.

Tips on using Folio 4 software

Some of us are now using Folio 4 software with LBC products. If you haven't yet had time to familiarise yourself with the software or receive training, the following might be of assistance. Thank you to **Mary Dossis**, from Thomson's Digital Support Services for supplying this information.

Anyone who has used Folio 3 should find it easy to move to Folio 4. Folio 4 enables you to search for information, navigate your way

around Infobases and print more quickly and easily than Folio 3.

More specifically, some of the features are:

- Phrase and proximity searching now support wildcards
- Jumphinks can now be followed with a single click. Branches of the Table of Contents can also be expanded with a single click. In this sense, Folio operates more like the web.
- Printing a case or section of an InfoBase is now much easier. You just need to tick a heading in the Table of Contents and then click next to section when printing.
- Printing other sections of the InfoBase is also much easier. You no longer need to tag relevant sections or select them with your mouse. Just tick the relevant check boxes in the Table of Contents (any combination) and then click adjacent to section when printing.
- The new interface uses multiple windows for displaying information. This means that users can view the Table of Contents and the document at the same time rather than having to toggle between them. You can still view the Table of Contents or the document in isolation if desired by clicking on the relevant Infobase view tab.
- All windows are resizable.
- When viewing search results in context, you now have the option to jump to the next record containing a hit rather than having to view every single hit in a record.

- Searching within a section of an InfoBase is now much easier. You can tick those sections of the InfoBase you wish to confine your search to (down to any level of detail and in any combination) and then conduct a search in template 1 or the general query box.
- Viewing the Table of Contents is made much easier by the inclusion of the 'Expand Branch' button on the toolbar. This enables users to expand only the branch they have highlighted rather than having to guess which level the heading they want to look at might be.
- It has been specifically designed for 32 bit platforms (although there is a 3.1 version as well) therefore we can expect greatly improved performance on these platforms
- CD production in Folio 4 will be faster which means LBC can get CDs out to clients faster with improved currency.
- It removes pull down menus and menu items which can't be used in a bound InfoBase (e.g. cut, format, etc).
- It retains the same templates (with some minor enhancements)
- If you do a normal search and then view headings with hits, you can then check all the boxes and run a second search searching only in the checked branches.
- A more modern user interface. It has smaller buttons on the toolbar (similar to

many Microsoft applications), it has a search option available on the main screen and there are a number of different options for viewing information

CCH's Online Communications Strategy

CCH is announcing a new online communications strategy specifically tailored to keep ALLG members abreast of new CCH publications or necessary issues or changes to existing publications

After consultation with the ALLG and many customer visits, CCH will be implementing the following online communications strategy as of 1 June 2000:

- One communications piece issued on the first of each month outlining CCH's new publications and any major issues relating to current publications.
- The delivery of this communications piece will be online via e-mail.
- You will receive no other direct legal communication pieces from CCH within that month unless there is extreme necessity to do so. Note: Hard copy representation, or a combination of both, can still be received.

Some of the benefits from this strategy are:

- A streamlined communications process

- where you will receive information from CCH periodically up to four or five times a month.
- With the communications being online you will have the ability to customise and forward literature or changes in current publications onto one or many of your appropriate practising lawyers.
- The elimination of telemarketing for any of CCH's new legal products.
- The ability to archive and view product information or amendments at your convenience along with filing this information online

CCH are proud to be working closely with the ALLG and our customers in trying to continuously improve communications, customer service and product efficiencies. CCH welcomes any suggestions you may have to improve service delivery and customer focus, especially through this transition period

Visit the Publishers' Liaison section of the ALLG website to register for CCH's new online communications strategy:

<http://www.allg.asn.au/>

Butterworths restructure

Butterworths were asked in April to briefly comment on how the restructure is progressing and replied with the following:

The restructure is settling down well. We did have some initial teething problems,

particularly with phones, but now we are getting a lot of positive feedback on the level and quality of support we are providing. We recently further extended our hours of support to cover 8am to 8pm AEST (an extra half an hour in the mornings). We now also have almost all our new staff on board and they have been well received, particularly the Customer Relationship Managers

Your feedback on the restructure?

Butterworths are keen to receive additional feedback on the structural changes initially implemented in December 1999. Key changes include:

- Closure of bookshops, offering an alternative to this service by stocking publications at other bookshops;
- Major account customers deal with a Customer Relationship Manager whose main function is to ensure a high level of service rather than to sell products;
- Fixed service plans and large scale projects are handled by the Sydney office;
- A promised improved level of service, supported by a refocussing of resources and an expanded Sydney team.

Please contact your local PLC representative with your feedback, positive or negative, and any suggestions you may have for improvements. Feedback will be discussed with Butterworth's management to help ensure the restructure impacts beneficially on ALLG members

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Butterworths' new Managing Director

Tony Kinnear started as Butterworths' new MD in March 2000. Tony replaces **Murray Hamilton** who resigned in February. Tony first joined Butterworths in 1989 as a part-time Editor for the Australian Commentary to *Halsbury's Laws of England* while studying Law at Sydney University. After graduating, Tony worked at Mallesons in Sydney for four years, but continued to do freelance writing for Butterworths, including the 'Professions & Trades' title for Halsbury's and headnotes for the *Australian Tax Reports*, ALR and others. While at MSI, Tony spent the first few years doing nothing but legal research, writing opinions and doing lots of LEXIS searches; (unfortunately there was no Butterworths Online in those days!). He was recruited by Butterworths to move to Hong Kong in 1994 and launch their major works publishing program there, including *Halsbury's Laws of Hong Kong & Hong Kong Cases*. He moved to Kuala Lumpur in late 1995 as Publishing Director for Asia. He was appointed Managing Director of Asia in late 1996, and was based in Singapore from then until moving to Sydney.

ALLG members express concern over the cost of some LBC looseleaf updates

Publishers' Liaison state representatives have been contacted by members regarding the cost of some LBC loose leaf updates. Heydon *Trade Practices Law*, Flick *Administrative Law* and Kyrrou *Victorian Administrative Law* are cited as examples, where some updates have been charged at over \$325 each. LBC have been asked to comment. The company's response will be included in the next issue of the *Australian Law Librarian*.

ACT Legislation Reprints

The ACT Parliamentary Counsel's Office introduced a new republication (reprint) program earlier this year. Unfortunately ACT legislation subscribers were not advised of the details of the new program when it was first released, leading to some confusion. **Chris Zegelin**, the ACT Publishers' Liaison representative, has been liaising with the ACT Parliamentary Counsel's Office to ensure the republication program is more widely discussed and to provide feedback from subscribers.

Around the states

ACT Publishers' Forum

A forum was held for ACT Division members on Wednesday 23 February 2000 at the ACT Department of Justice and Community Safety. The evening opened with drinks, allowing the twenty-five members and publishers' representatives to meet informally before the Forum panel session.

David Grainger (Director, SCALEplus), **Peter Francis** (Account Manager, ACT and Southern NSW, Thomson Legal and Regulatory Group) and **Evan Predavec** (Director of Marketing and Electronic Development, Butterworths) each presented an overview of current developments in legal publishing with an emphasis on issues of interest to ACT Division members. The presentations were followed by an informative question and discussion session.

Many thanks to David Grainger, Peter Francis and Evan Predavec for speaking at the Forum, and to **Julia Butler** and **Yvonne Suter** for hosting the evening.

Your Publishers' Liaison Committee

State representatives

Changes to the contact details for representatives in each state will be amended on the Publishers' Liaison section of the ALLG website at <http://www.allg.asn.au/>

Thank you to **Joelie Cook** for her contribution as PLC representative in South Australia. Joelie resigned her position in April and is replaced by **Lorna Hartwell**. Welcome Lorna and thank you for taking on this responsibility.

Australian Capital Territory

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