

## PUBLISHERS' LIAISON

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If you have a comment or query on any of the issues raised below, or if you have an outstanding issue that you think the Publisher's Liaison Committee might be able to assist with, please contact your state representative. Contact details can be found in the Publishers' Liaison section of the ALLG website at <http://www.allg.asn.au/>

### ***HOT TOPIC: LBC CHARGING FOR LOOSE PAGES***

In early July, customers of Thomson Legal and Regulatory Group (which includes LBC) received a notice informing them that from 1 July 2000, charges would apply for the replacement of loose-leaf pages numbering ten or more at a cost of 40 cents per page exclusive of GST. The Publishers' Liaison Committee has been contacted by members expressing concern at this development.

In addition, some members were concerned that the notification inferred the need for replacement pages was due to incompetent

filing. LBC's response is provided below, as is Butterworth's position. CCH have declined to outline their future policy at this point in time, although they do not currently charge for replacement pages.

### ***Thomson/LBC Response***

*'I respectfully offer my apology to any ALLG member who took offence to the nature of the original communication from our Customer Service Department in this regard. We certainly did not intend such.*

*In charging 40 cents per replacement page, Thomson is passing along only the cost charged to us by our printer (Please bear in mind that the printer does not stock spare pages, and that a work order for such must be generated at Thomson and then actioned by the printer in each instance) Thomson absorbs the postage and handling costs, which may amount to more than 40 cents per page depending upon the number of pages involved.*

*One very important note – in the event that a misfiling does occur due to an improper filing instruction by Thomson (yes, publishers do occasionally make such mistakes), the customer will incur no charge for the replacement pages*

*We only seek reimbursement for replacement pages when requested by the customer for other reasons'*

M. Scott Mooney

Director of Sales & Marketing

Thomson Legal & Regulatory Group

### ***Butterworths' Response***

Butterworths reports that many customers contacted them during the recent ALLG Symposium regarding their policy in light of Thomson's change of approach. They offer the following response:

*'A common question we received at the stand during the symposium was "Is Butterworths planning to charge for replacement pages?" The answer is emphatically NO!! We firmly believe that part of our service commitment to customers who invest in our publications is to provide the infrastructure to efficiently keep those publications up to date. That's one of the reasons we developed the PAGECheck facility, which is freely available at our Web site.'*

Russell Kendrick

Business Development Manager

Butterworths

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## ***THOMSON/LBC DEVELOPMENTS***

### ***New online pricing policy***

Earlier this year, the Publishers' Liaison Committee thanked LBC for responding to the membership's feedback by undertaking a

review of their 'Principal User Policy', introduced for CD and online resources in 1999. Thomson/LBC have now completed this review and outline their new policy below:

*'In December of 1999, we informed your constituents that we planned to revisit our CD and Online pricing policies. We did so in direct response to concerns raised by our customers regarding the principal-user policy promulgated by LBC last year. Our goal in this process was two-fold:*

- To formulate a policy that would be easy to articulate and understand, and*
- One that would not place an undue burden on customers desiring to subscribe to both print AND online services.*

*We believe we have achieved both of these goals, and thank you sincerely for your patience in this regard.*

*LBC's new online pricing policy does away with the notion of principal users. Instead, we will now offer digital licences providing for unlimited usage per site, regardless of the number of users or passwords required per site. For customers with wide area networks (WANs), multiple site licenses will be required.*

*Prices for individual databases closely align with subscription prices for print services,*

*thereby neutralizing the print v. digital cost decision dilemma. Customers desiring to maintain concurrent print and digital subscriptions will receive a 40% discount on all but a select few of their concurrent print services.*

*For more information on these exciting new service plans, customers may call 1-800-100-911 to arrange for a consultation with their local account representative.'*

M. Scott Mooney

Director of Sales & Marketing

Thomson Legal & Regulatory Group.

#### ***ALLG members express concern over the cost of some LBC loose-leaf updates***

In the June column the Publishers' Liaison Committee noted LBC would respond in the next issue to members' concerns regarding the cost of some LBC loose-leaf updates (Heydon *Trade Practices Law*, Flick *Administrative Law*, Kyrou *Victorian Administrative Law* and Weaver & Craigie *Banker & Customer*), where some updates have been charged at \$325 and \$395 each.

Due to staff changes at Thomson/LBC the company expresses its regret that it has not been able to provide a response for this issue of the journal but have undertaken to do so for the next issue.

## **BUTTERWORTHS**

### ***Butterworths Online upgrade***

Butterworths report they were pleased to see such a strong turnout at the ALLG Symposium in July, with many delegates visiting their display area to preview the beta version of the upgrade to Butterworths Online. Apparently feedback received was very positive, with some excellent suggestions for enhancements. They anticipate rolling out the upgrade in September with both versions running in parallel for several months to allow plenty of time for users to become familiar with the new service. More news will be available as the beta trial progresses.

### ***CaseBase: an update of catchwords***

Earlier this year, the Publishers' Liaison Committee asked Butterworths to investigate the currency of CaseBase. At that time Butterworths reported that they were fully committed to the catchwords. However, because the flow of cases increased significantly during 1999, they were not as current as they would like. Butterworths noted they were making every effort to increase currency and were in the process of agreeing internally on a benchmark for communication to customers. The following is an update from Butterworths:

*'While there were some failings in the currency of annotations during the course of 1999, since the end of last year we have been sticking to a benchmark of having all Supreme, Federal and High Court decisions*

annotated and entered into our master database within two days of them being received by the Butterworths library. This means, for example, that on the May 2000 CD there will be entries and annotations for all unreported cases received by the Butterworths library as at data cut off on Friday 28 April, just prior to output that weekend. Unfortunately, our currency is hampered by the fact that there can often be significant delays between when a case is decided and when the courts make the written judgment available to Butterworths (or to AustLII or anyone else for that matter). By way of example, of the cases received by us shortly after the May data cut-off, most of the New South Wales judgments were more than a week old and the Federal Court judgments were on average three weeks old, with some up to a couple of months old. CaseBase users could be forgiven for thinking that it is a processing delay by Butterworths when a case takes three months after it was decided to appear on CaseBase, but in most cases, the delay is actually receiving the judgment. The provision of judgments for publishing on the day of decision by the High Court, and in certain prominent cases, the Federal Court, is the exception rather than the rule.'

### ***Lexis Asia Pacific: a change of role for Evan Predavec***

Evan has left his sales and marketing responsibilities but remains with Butterworths to run a new business unit called Lexis Asia Pacific. The unit has regional responsibility for all of the online and Internet activity, ranging from Lexis-Nexis through to Butterworths Online and the new site [www.lexislegal.com](http://www.lexislegal.com). This does not mean that Butterworths Online will become part of Lexis-Nexis, although Butterworths have plans to make it easier to use the two services together in the future. **Tony Kinnear**, the new Butterworths Managing Director, has taken direct responsibility for those areas supported by **Russell Kendrick** and **Catherine Yeomans**.

### ***Butterworths acquires Profiles Publishing***

Butterworths have acquired Profiles Publishing and through it *Legal Profiles*, the guide to Australian law firms and their practices. The 6<sup>th</sup> edition was launched 2 August 2000. You can find the updated Legal Profiles website at [www.legalprofiles.com.au](http://www.legalprofiles.com.au) and copies of the book are available.

### ***Butterworths acquires Excata***

Butterworths has also acquired Excata ([www.excata.com.au](http://www.excata.com.au)), a one-stop shop for legal, academic and professional books, which amongst other things, represents Hammicks in Australia. **Sean Hocking** has joined the Lexis

Asia Pacific team and will be working with Evan Predavec to expand the range of publications available through Excata.

### ***Additional trainers***

Because so many customers are moving to online delivery of information, Butterworths have added further training resources nationally. NSW and Victoria now have 2 trainers each and Queensland, South Australia and Western Australia each have a dedicated trainer. Plans are to send representatives to Tasmania and Darwin on a four-month cycle.

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## ***CCH AUSTRALIA***

### ***Business units structure***

Some ALLG members have asked the Publishers' Liaison Committee about rumours of changes to CCH's business units structure. The Committee contacted **Gary Stanton**, Publishing Director at CCH, who explained that while the business units have remained the same there have been changes to the marketing area.

*'The business units of which there are three, are divided into Client Focus Groups or CFGs. Each CFG has a specific focus on a market segment. In the case of the legal profession we have 2 CFGs. One dealing with the needs of a small to medium practice and one dealing with the medium to large practices. With this structure we can better*

*serve our markets by getting closer to the profession and better understanding their needs.*

*'What you may have heard is that we have centralised our marketing department to ensure a more coordinated approach to the Corporate message across the CFGs.'*

So Gary reports it is business as usual at CCH.

### ***Online communications strategy***

As outlined in the June column, CCH have commenced an online communications strategy specifically tailored to keep ALLG members abreast of any new CCH publications or necessary issues/changes to existing publications. Some of the benefits are:

- A streamlined communications process where you will receive information from CCH periodically rather than on some occasions up to 4-5 times a month.
- With the communications being online you will have the ability to customize 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.

For further details and the registration form, see the Publishers' Liaison feature, *What's New from the Publishers'* on the ALLG website <http://www/allg/asn/au/>

### ***From 'hot lead' to 'dot.com': CCH is skilling up for the Internet***

Andrew Murray, Marketing Manager (Legal) writes:

*'Meeting the challenges of the Internet publishing era is number one priority for CCH as a company right now.*

*Starting with the 'hot lead' publishing and printing era, CCH in Australia has passed through a variety of publishing and printing phases in the last 30 years. From handwritten copy which went from typist to typesetter, proof readers and compositors to the print shop, CCH now follows a largely electronic process which enables it to provide its customers with online access to the traditional products and new online products and solutions.*

*A number of staff at CCH have been witnesses to this entire transformation – others have joined the company at possibly its most exciting period in a publishing sense. Keeping all staff in the CCH editorial area up to date and skilled up for online delivery of information receives a great deal of attention and resources. Two examples of CCH's commitment to its staff and the online transformation are highlighted below:*

*An employee, motivated by a love of words and a desire to get involved in legal publishing joined CCH as a production editor. He then discovered a flair for computers and an interest in the online environment – became proficient in online publishing tools, web design and other online issues including e-commerce operations – and is now an Internet development manager – all in less than a year*

*An employee who joined CCH with a law degree over ten years ago to write the deepest legal analysis in our traditional black and gold services – now writes regularly for the web on our [cch4advisers.com](http://cch4advisers.com) portal – bite-sized chunks and bottom line, providing what users of the medium are looking for – speed and readily digestible information that does not compromise quality and accuracy.*

*HTML, solutions, syndicated content, "chunking" and portals – these and other jargon have replaced "galleys", "page proofs" and "filing instructions" for many of our staff concepts that sometimes seem to be different on a daily basis. Meeting the daily changes that the web generates has been embraced by our editorial staff – and will continue to be – what our subscribers need and want will channel our efforts and exercise our minds in new and different ways.'*