

## 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 you think the Publishers' Liaison Committee might be able to assist with, please contact your State representative. Contact details are located at the end of this column and on the ALLG web site.

### **BUTTERWORTHS**

At the beginning of November following a meeting of Butterworths personnel in Sydney, rumours flew around the country about staff retrenchments and closure of regional bases. Law Librarians were concerned that representatives in their state were to be replaced or the service withdrawn altogether. They also had queries about current subscriptions agreements and online services.

**Catherine Yeomans**, the Sales & Marketing Director, responded that Butterworths is

*committed to maintaining a local sales presence in each of the states in which we*

*currently operate. That is, Qld, NSW, ACT, Vic (includes covering Tas), SA (includes covering NT) and WA. However, while it is true to say that there have been some changes in our organisation as to how we manage this in both Victoria and South Australia, this does not mean that we will not be maintaining our local sales presence in each of these states (or any of the other states in which we operate).*

A response was also received from **Max Piper**, Chief Executive of LexisNexis Butterworths.

*Like companies around the world, Butterworths has worked very hard over recent years to understand and act on the rapidly changing needs of our customers and our environment.*

*In response to our customers' requirements, we have redefined our business from being a traditional print publisher to becoming the leading online legal publisher in Australia.*

*While our focus and products have changed over recent years, until now the structure of our business had not. Additionally, we have recently found ourselves in a situation where some of our diversified business lines and products have been less productive than we had forecast.*

*As a result of these two factors, and with an eye to the future, Butterworths has been forced to restructure our business. It is important to us that members of the Australian Law Librarians' Group are informed of the nature of that restructure.*

*Unfortunately we have been required to make changes that will result in some redundancies. I would like to assure all of our stakeholders that we are committed to exercising as much compassion and care in the treatment of staff as possible during this process, which includes seeking to redeploy staff, with their consent, where ever possible.*

*Butterworths is striving to ensure our customers experience as little disturbance as possible as a result of this process. Where a Butterworths staff member who had previously managed client relationships has been retrenched we will contact affected customers. The primary objectives of the restructure are to further improve our ability to provide superior solutions to our customers and to continue to provide the best value in the marketplace.*

*It is necessary if Butterworths is to continue adapting to the changing needs of our customers and if we are to realise our future as a strong, growth company in this highly competitive and demanding environment.*

*Yours sincerely,*

Max Piper  
Chief Executive  
LexisNexis Butterworths

### ***Butterworths Online***

Butterworths has just completed enhancements to its online service to make the key online publications easier to use and to reduce search time. Some of the new features include new CaseBase signals, 'find a case fast' function, a new interface, smart printing of the Report Series, and more extensive linking between key online publications. See

[www.butterworths.com.au/smartsearch](http://www.butterworths.com.au/smartsearch)

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### ***CCH***

Several concerns were raised about CCH services. Following is a summary of the issues that were presented to **Martijn Laguna**, Sales and Marketing Director, following survey of law librarians:

- lack of notice about the changes to price and pricing policy from July-August this year. Many only received information after their renewals had been paid,
- insufficient contact from CCH Sales Representatives, particularly in Tasmania,
- many were surprised to learn that they had been receiving a 25% discount. It was believed that online access was provided with either a print or CD-ROM subscription,
- withdrawal of online services without advice until several weeks after the fact,
- uncertainty about licence conditions, and

- unsuitability of password access for the academic environment.

Martijn Laguna responded with the following statement:

#### ***Communication of Pricing Policy Changes***

*From the confusion caused amongst the Law Librarians in the marketplace, it is clear that CCH has not successfully communicated a number of significant changes to general pricing and web pricing policies. We sincerely apologise for any inconvenience caused.*

*To clarify the situation – from July 2001, CCH introduced a web only price where customers have been able to subscribe exclusively to web only services. This has been in response to many of our customers wanting to purchase our products via the web-only. Making our products available as web-only services greatly expands the customers' access and usage potential, provides customers with cost savings, and greater flexibility and functionality in relation to our services.*

*As a result of the new pricing policy, CCH now has a market offer for customers who wish to subscribe to print, CD, or web services individually or any combination of these such as print & web or CD & web. For existing services, this new policy takes effect upon renewal.*

*It was felt that the policy of offering free web access for print/CD subscribers was*

*appropriate during the early development of our website while customers were trialing the site and becoming familiar with our web offerings.*

*In implementing this change, it seems that a number of libraries were troubled by the withdrawal of web services without adequate notice. The communication breakdown would appear to stem from a letter that explained our change in policy. In many cases it would appear that the letter did not reach the intended recipient. This was most probably due to incomplete or inadequate address details on our client contact database. To address this issue, our database marketing team is currently undertaking an exercise to update our records to ensure that these communication pieces reach the appropriate person within each organisation.*

*Furthermore, we are currently investigating alternative methods of communication to better meet the needs of librarians.*

#### ***Customer Discounts***

*In January this year there was a change in policy regarding the discounts that were offered to universities. This involved the removal of the automatic 25% discount on subscription services for university accounts below a certain spending threshold.*

*To clarify our position with regard to the discounting structure – the specific discount had been applied for more than 20 years, so to some extent it is not surprising that many*

*clients had forgotten about its existence. Therefore it is completely understandable that most librarians would have seen the change in policy as a price increase rather than the removal of a discount.*

*In reviewing the discounting structure, we have had to recognise – reluctantly – that in light of changing business conditions, it is neither sound business practice nor fair to all customers to offer the same discounting structure regardless of the size of the customer. The process we are embarking upon is to negotiate contract pricing with major university accounts. We believe that it is not suitable to use a standard pricing policy applicable to all universities. Each university has different access and usage patterns and it is felt that these patterns need to be recognised when agreeing upon a contract price.*

#### ***Licence Conditions***

*Prior to the recent changes in web access and discounting policies, an on-line access licence agreement specifically designed for university libraries was in place. This agreement had been designed in consultation with a number of university libraries and had been widely accepted.*

*As a result of the changes in web access policy and the introduction of contract pricing, new commercial online licence agreements are currently being drafted and will be in effect in November.*

#### ***Password Access***

*Further to your concerns regarding web access to our services – we are pleased to say that before the end of 2001 we will be in a position to offer university libraries “seamless access” to their subscriptions.*

*The solution involves embedding the specific customer’s username and password into the URL link of the services to which they subscribe. Clients can place these links on their own Intranets and provide access to information without the need to log on.*

*We are unable to offer IP addressing. However this alteration will have the same effect as IP addressing.*

*Should any of these above issues still remain unclear, please do not hesitate to contact our academic or commercial account managers who can address any of your queries on a personal basis.*

*Yours sincerely*

*Martijn Laguna*

*Chief Operating Officer*

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## **LAWLEX**

**Philippe Magid**, Marketing Coordinator of Lawlex, advises that a new product is available that provides details of changes to legislation and associated court forms:

*The LAWLEX Litigation Update – Court, Rules, Forms & Fees*

Included in the regular email alert is a brief summary of the changes, links to the relevant legislation, and links to the actual court forms where available. All Australian jurisdictions are covered with daily tracking of over 50 courts and tribunals. For more details go to <http://www.lawlex.com.au/litflver.pdf>

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## **TIMEBASE**

### ***Government awards TimeBase \$1 million R&D Grant***

In October AusIndustry, the Federal Government's business unit, awarded TimeBase an R&D Start Grant for almost \$1 million. The grant will allow them to further develop their patented XML technology, MALT. You can read more about the grant at <http://www.timebase.com.au/media>

### ***New features for Income Tax and GST Services***

Two new features have been added to the Income Tax Service with MALT and GST Service with MALT:

- links from the Commentary, Case Link, Explanatory Memoranda and Statements

and Second Reading Speeches to the legislative components of the service.

- Case Link – a comprehensive collection of case annotations – now includes links to the full text of cases as well as to the relevant legislative provisions. The links from full text cases to case link entries provide easy access to both related cases and the relevant legislative provisions.

### ***Major changes to Corporations legislation***

2001 has seen major changes to Corporations legislation, and these changes are reflected in the TimeBase Corporations Service with MALT on the web and CD. The old Corporations Law and related Acts and Regulations were replaced by new Corporations legislation from 15 July 2001. The full legislative history of over 2000 repealed provisions (from base date to repeal date) is now available at 'Repealed Legislation'.

### ***Income Tax regulations now available on MALTweb***

Principal and amending Income Tax Regulations are now available on MALTweb for subscribers to TimeBase Income Tax Service with MALT. These regulations can be viewed as of any date (present, past or future) back to 31 December 1993.

To view the principal and amending Regulations, please follow the links from the Main Menu of the product.

### ***Printing case citations possible from web***

Subscribers will be aware that cases reported in TimeBase services include page references to CLR, FCR and ALR. Until now it has only been possible to print out these page references from the CD. Soon you will be able to print them out from the web versions as well. These cases are found in TimeBase Federal Cases 1901 to 1975, TimeBase Federal Cases 1976 to current and in all MALT services.

### ***TimeBase Law Watch***

At the new TimeBase Law Watch page you can:

- download important new legislation.
- download useful articles on hot topics by TimeBase authors.
- find out about new features, functions and content in TimeBase publications.

To visit Law Watch (access is free), follow the link from [www.timebase.com.au](http://www.timebase.com.au).

### ***TimeBase Newsletter***

TimeBase also invite ALLG members to take up a free subscription to the *TimeBase Newsletter*. This free monthly publication includes articles, research materials, special offers and important information about TimeBase publications. To subscribe, please

send an email to [newsletter@timebase.com.au](mailto:newsletter@timebase.com.au) with the word 'Subscribe' in the subject field.

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## ***COMMONWEALTH LEGISLATION REPRINTS***

Recently the Attorney General's Department started issuing reprints with no dates on them, just a number. One has to search for the date in the pages at the back of the publication.

**David Grainger** sent the following explanation:

*The decision to drop the 'reprinted as in force' date was deliberately taken. On a printed copy of legislation it can never be guaranteed to be accurate – because of the possibility of retrospective operation of later legislation – and we were concerned to find some formulation that gave an accurate and reliable indication of the legislation's currency. Retrospective operation is not as uncommon as you might hope...*

*However, I recognise the usefulness of some indication, in date terms, of the currency of a reprint, and ... we propose, for future reprints, to indicate on the spine, (and with more prolixity on the TP) the date of reprint (emphasis added – this is not 'as in force') and the*

*latest amendment taken into account in compilation.*

*What we hope to do with that formulation is provide a degree of usefulness for readers without compromising the accuracy of the information.*

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### **HEIN-ON-LINE**

**Rob Brian**, NSW Parliamentary Librarian, has negotiated a substantial discount on Hein-on-Line for Australian, New Zealand and South Pacific libraries. It is a very large database of full text law reviews. Rob is negotiating for Australian and New Zealand titles to be added as well.

A free trial is available at <http://heinonline.org>

If you require more information contact Rob at [RBrian@vtown.com.au](mailto:RBrian@vtown.com.au)



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