

CALL/ACBD Vendor Liaison Committee

Annual Report 2019 - 20

May 2020 – Virtual

Committee Chair(s): Jacob Ericson and Joan Rataic-Lang

Members: Danielle Brosseau, Dominique Garingan, Louise Hamel, Nadine Hoffman, Amy Kaufman (sabbatical year), Yasmin Khan, Alexia Loumankis, Joselle McEachern, Michele LeBlanc, Ann Marie Melvie (Exec Liaison), Katherine Melville, Mary-Jo Mustoe, Judy Singh, Jen Walker

Working Group Members and ad-hoc committee support: Elizabeth Bruton, David Cumming, Beth Galbraith, Kathryn Kingston, Michelle LaPorte, Janke Reagan, Karen Sawatzky, Katie Thomas

Activities and initiatives that the committee has completed during this past year:

Thomson Reuters' migration to new back end systems at the end of the summer of 2019 resulted in months of work for the committee.

From initial fact finding discussions to the development of an extensive survey administered by the committee, to ongoing meetings, we are not done yet. Specifically working with TR has been in several phases. At the beginning we knew there would be some service disruptions, but only as time progressed did we (the library community) see the extent of the disruptions. Fact finding discussions with TR indicated that they themselves were overwhelmed by the situation, and not fully aware of the depth and breadth of issues. To properly quantify the issues VLC worked hard and quickly to develop a lengthy, detailed and extremely informative survey. TR was able to use the survey results (60+ pages) as a guide in prioritizing work.

An in person meeting held at the Toronto Lawyers Association on November 19 with Maria Cooley, her team and a number of VLC representatives in person and on the conference call opened the lines of communication and determined that collaboration would continue. On January 15, 2020 we meet with Maria Cooley and were fortunate to have Tony Kinnear (Global President, Legal) and Neil Sternthal (Global Lead, Large Law) at the table. In that meeting our worries, concerns and dissatisfaction were validated by the people in the room. TR was taking our concerns seriously and working on tight time-lone fixes. We also learned about future enhancements that would better serve our community, especially if the community was involved in the development of a new invoice and new MyAccount system. 2 working groups were formed to support these initiatives.

The dedication of this committee was impressive, however without the participation of the whole CALL community we could not have achieved what we did. A great big thanks for your support and assistance, the emails were informative, the time you took to complete the survey invaluable and the feedback on damaged goods, answers to questions and general support helped the committee.

Working with Toronto Association of Law Libraries provided additional information and support.

Activities and initiatives that the committee hopes to tackle for the next business year:

The COVID crisis will undoubtedly affect all of our libraries. The anticipated recession will affect budgets more dramatically than anything any of us have seen in our careers to date. Through the crisis we have seen the 2 large publishers show an appreciation and understanding of our situation. One of our members on the TR MyAccount Working group shared the following with us, "I was really impressed with the way they listened to our feedback, as well as what they were willing to share with us."

We are hopeful that we can work with vendors as we all unravel the mysteries of the new normal that awaits us.