

“Let us never fear to
negotiate”

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Outline

- A working relationship
- Lines of communication
- Detailed example 1: the meeting
- Detailed example 2: the licence
- Further advice

A working relationship

- Who do you need to talk to about this?
- Know your account rep...
- ...but not *too* well
- Don't take it personally

Lines of communication

- What might you need for this call?
- What do you want and when?
- Reminders and reassessments
- Records management

Meeting preparation

- Start early
- Get all the information you need
- What, when, how, where, who
- Know your desired outcome...and theirs

In the meeting

- If you don't ask, you don't get
- Don't be afraid to adjourn
- Summarise conclusions and actions
- Follow it up

Licences – terms and conditions

- Who can use the product?
- What can you do with the product?
- What subscription options are there?
- How does the renewal process work?

Licences – fine print

- Service level agreements
- Long-term price management
- Amending the terms and conditions
- Confidentiality clauses

Further advice

- CALL/ACBD Vendors' Liaison Committee
www.callacbd.ca/index.php/publisher/articleview/frmarticleid/386
- Dockens, "Vendor pitfalls in negotiating large, multi-year contracts" (2009)
www.llrx.com/features/vendornegotiating.htm
- Durrant, Negotiating licences for digital resources (Facet Publishing, 2006)

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www.biall.org.uk/pages/legal-information-group.html