

# VENDOR RELATIONS: EVOLVING ETHOS & ETIQUETTE

## POLL QUESTION #1

What do you think is the biggest concern for Collection Development Librarians today?





Cross Timbers Library Collaborative, August 10, 2018

# VENDOR RELATIONS: EVOLVING ETHOS & ETIQUETTE



---

ALLYSON RODRIGUEZ, COORDINATOR OF ELECTRONIC RESOURCES

LAUREL SAMMONDS CRAWFORD, HEAD OF COLLECTION DEVELOPMENT

UNIVERSITY OF NORTH TEXAS LIBRARIES



# UNIVERSITY OF NORTH TEXAS (UNT) LIBRARIES

---



# THE CHANGING ENVIRONMENT

- Increasing demand for electronic
  - Across library types
- Budget restrictions
  - Seeing slight increases, but still pre-recession levels



Source: Buissinne, S. (2017, October 8). [C-Clamp holding coins over calculator]. Retrieved from <https://pixabay.com/en/savings-budget-investment-money-2789092/>



# THE CHANGING ENVIRONMENT

---

- Increasingly complex content
- New acquisitions processes
- Vendor consolidation



# THE CHANGING ENVIRONMENT

---

## EBSCO

- NetLibrary
- Learning Express
- HW Wilson
- YBP

## ProQuest

- RefWorks
- ebrary
- EBL
- ExLibris
- Alexander Street Press
- SIPX
- Coutts

## Elsevier

- Mendeley
- Knovel
- SSRN
- Plum Analytics
- bepress

## Follet

- Valore, Inc.
- Advanced Online
- Neebo
- Baker & Taylor
  - Bridgeall Libraries
  - Blackwell Book Services North America

# RELATIONSHIPS—THE END OR THE MEANS?

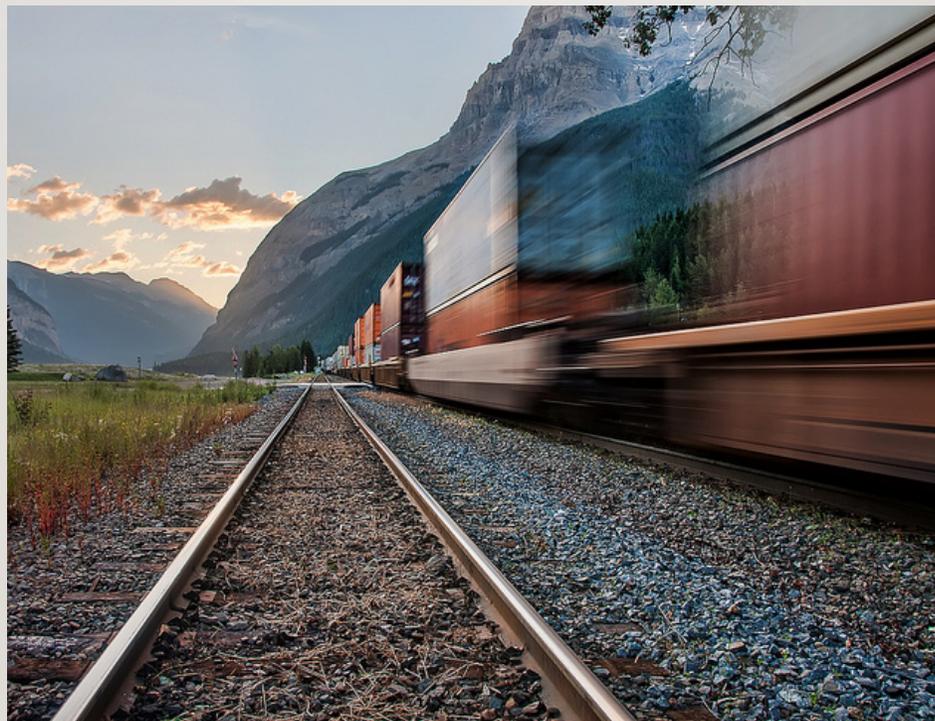
---



Source: Amtec Staffing. (2017 November 9). [Hand Shake – Man and Woman].  
Retrieved from <http://bit.ly/2BsfYxa>.

# RELATIONSHIPS—THE END OR THE MEANS?

---



Source: James Wheeler. (2012 August 1). [Along Kicking Horse Pass]. Retrieved from <http://bit.ly/2CjNlJP>.

# RELATIONSHIPS—THE END OR THE MEANS?



Source: Funk Dooby. (2017 May 14). [Fight].  
Retrieved from <http://bit.ly/2o5CF1N>.

# RELATIONSHIPS—THE END OR THE MEANS?

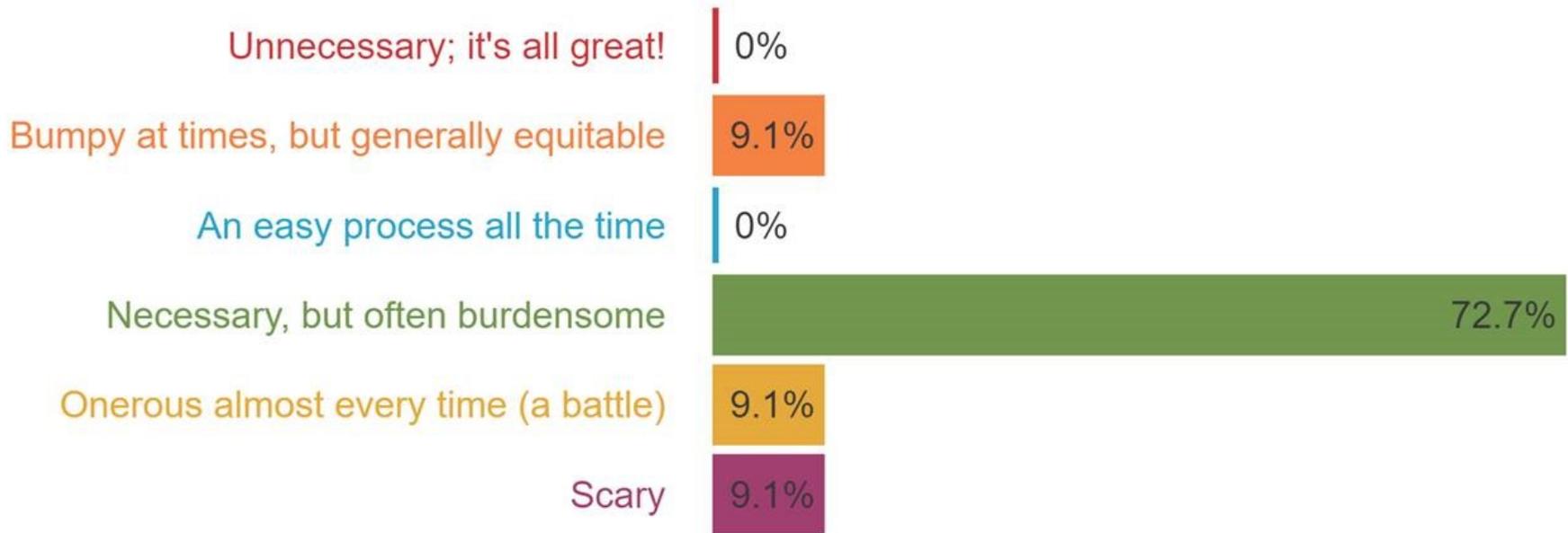
---

*“An inherent tension exists with libraries serving in a service model and as a customer to vendors, while vendors have expectations from the corporate environment, which may be foreign to the academic library world.”*

Ostergaard, Kirsten and Doralyn Rossmann. 2017. "There's Work to be done: Exploring Library–Vendor Relations." *Technical Services Quarterly* 34 (1): 13-33.

# POLL QUESTION #2

Negotiating with vendors on price and/or contract terms seems like it would be:



11 votes - 11 participants

# NEGOTIATING FOR LIBRARIANS

---

- Be prepared
- Stand firm
- Be patient



Source: 825545. (2015, April 27). [Belgian Malinois balancing ball]. Retrieved from <https://pixabay.com/en/malinois-belgian-shepherd-dog-leaves-741416/>

# NEGOTIATING FOR LIBRARIANS

- Learn and document
- Provide feedback



Source: Conway, N. (2011, April 16). Research [Digital image]. Retrieved from <https://www.flickr.com/photos/neilconway/5625707813>

# RESPONSES TO HIGH PRESSURE TACTICS

**False/Padded  
Concessions**

Concede  
slowly and not  
too often

Record all  
concessions  
from either  
side

**Stalling**

Check in  
regularly and  
often

Bring in others  
to move things  
along

**Snow Job**

Ask as many  
questions as  
you need

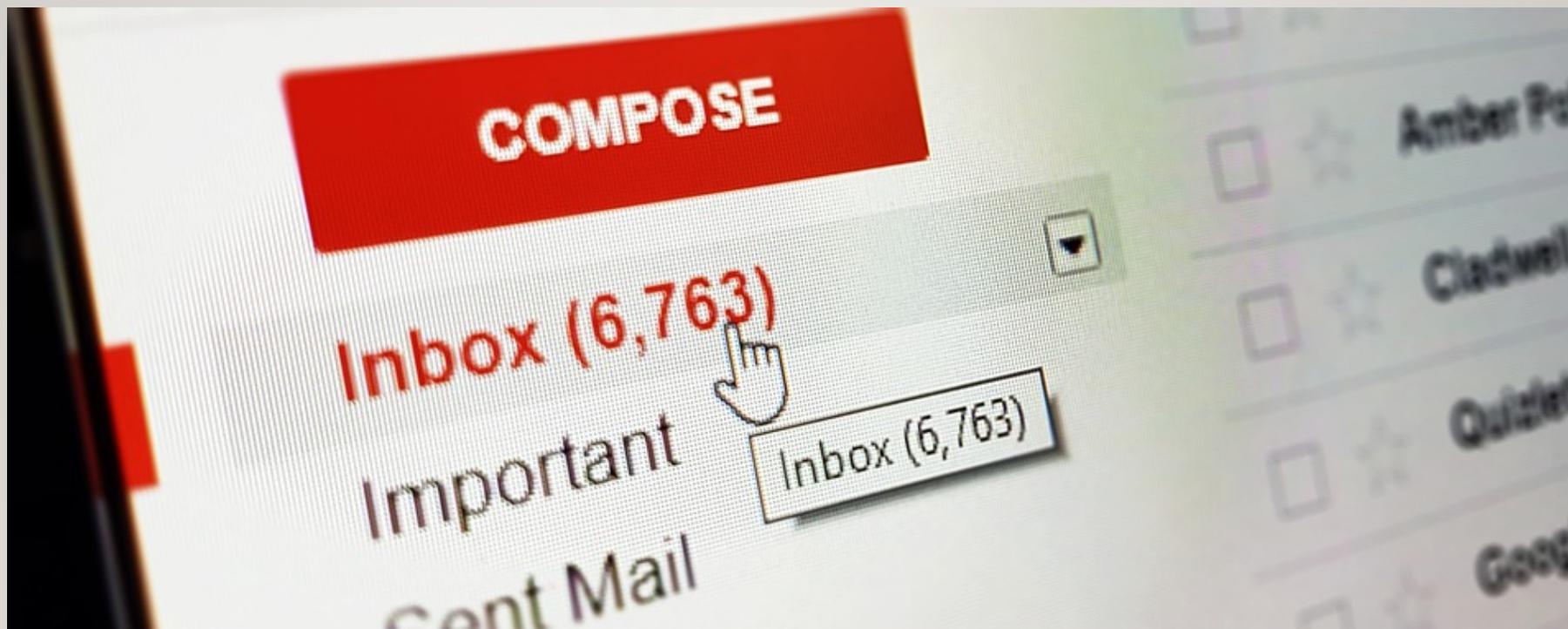
Take notes

# RESPONSES TO HIGH PRESSURE TACTICS



# SETTING HEALTHY GOALS & BOUNDARIES

---



Source: gabrielle\_cc. [business-3070472\_960\_720].  
Retrieved from <http://bit.ly/2HbSHQA>.



# SETTING HEALTHY GOALS & BOUNDARIES

---

## Guidelines

- Interest
- Check-ins
- Informational need
- Trainings
- Agendas
- Email vs. Phone
- Sale notifications





# SETTING HEALTHY GOALS & BOUNDARIES

---



Source: NeuPaddy. [zen-2040340\_960\_720].  
Retrieved from <http://bit.ly/2AO6l89>.



# RESULTS



Source: PublicDomainPictures [connect-20333\_960\_720 (1)].  
Retrieved from <http://bit.ly/29JPo6h>.



# Q&A

---

## **Allyson Rodriguez**

Coordinator of Electronic Resources, UNT Libraries

[Allyson.Rodriguez@unt.edu](mailto:Allyson.Rodriguez@unt.edu)

## **Laurel Sammonds Crawford**

Head of Collection Development, UNT Libraries

[Laurel.Crawford@unt.edu](mailto:Laurel.Crawford@unt.edu)

## Sample documents from UNT Libraries:

- [Electronic Resources Evaluation Rubric](#)
- [Contracts checklist](#)
- [Vendor Manifesto](#) —new!
  
- Look for our forthcoming chapter on this topic in *Technical Services: Adapting to the Changing Environment*, Purdue University Press, Spring 2019.

# WORKS CITED

---

- Ostergaard, Kirsten and Doralyn Rossmann. "Vendor Relations Strategies for Libraries." *Against the Grain* 27, 6 (2015): 14. <https://search.proquest.com/docview/1768532484?accountid=7113>.
- ---. "There's Work to be done: Exploring Library–Vendor Relations." *Technical Services Quarterly* 34, 1 (2017): 13-33. doi:10.1080/07317131.2017.1238196.

# SUGGESTED READINGS

---

- Baber, William W. and Chavi Fletcher-Chen. Practical Business Negotiation. London: Routledge, 2015.
- Bleiler, Richard, and Jill Livingston. Evaluating e-resources. Washington, D.C.: Association of Research Libraries, 2010. <http://publications.arl.org/Evaluating-Eresources-SPEC-Kit-316/> .
- Hiatt, C. D., Lesley Jackson, and Katherine Hill, "Principles of Negotiation." Serials Review 41, 3 (2015): 180-183. doi:10.1080/00987913.2015.1064339.