CONTENTS

Ab	out the Authors	XI
Foi	reword	xiii
Aci	knowledgements	XV
1.	Basics of Library Licenses	1
	Introduction	1
2.	Library Process Improvement Considerations	85
	Introduction	85
	Process Improvement Considerations	85
	Lean & Six Sigma	85
	Five "Whys"	88
	The Three "M"s of Toyota Production System	93
	Contract Routing	93
	Writing and Understanding Contract Language	95
	Click-Wrap/Browse-Wrap/or Other End-User Terms	95
	Stakeholder Relationship Building	96
	On Checklists	97
	On Document Creation	97
	On Macros	98
	Contract Negotiation	100
	Library Contracts	101
	Consortia Purchases	102
	Copyright	102
	Course Packs/Electronic Reserves/Virtual Learning Environments	103
	Geographical/Institution/Unified Campus	103
	Informing Authorized Users of Limitations	104
	Interlibrary Loan	104
	Monitoring and Reporting Misuse	105
	Patron Record Maintenance	105
	Return of/Destruction of Materials	106

viii Contents

	Single Username/Password of Email Format	106
	Supplying Patron Records	107
	Usage Statistics	107
	Walk-In Users	108
	Possible Ideas for a Contract Manual	108
2	Basics of Licensing Law	115
٥.	Dasies of Licensing Law	
	Introduction	115
		116
	Basic Overview of Intellectual Property Licenses	116
	What Affects Your Library?	120
	Indemnification/Hold Harmless	122
4.	License Layout and Lifecycle	123
	Introduction	123
	General Layout	123
	Lifecycle	128
5.	Negotiating Licenses	129
	Introduction	129
	Section One: Negotiation Stages	130
	Stage One: Investigate	131
	Stage Two: Commit	134
	Stage Three: Review	135
	Stage Four: Give-and-Take	137
	Stage Five: Finalize	139
	Section Two: The Playing Field	140
	Understanding the Field	140
	Organizational Roles	141
	Economic Health	143
	Competition	143
	Purchasing Power	144
	Resources	144
	Influence	145
	Leveling the Playing Field	145
	Organizational Roles	145
	Economic Health	148
	Competition	148
	Purchasing Power	149

	Contents	IX
Resources		150
Influence		150
Section Three: Relationships		151
Building Relationships		151
Time		152
Clear and Consistent Approach		153
Maintaining Relationships		157
Section Four: Approaches		160
Influences		160
Individual Approach		163
Team Approach		166
Section Five: Tools		169
Matrix		169
Objectives Template		170
Concession Grid		172
Meeting Agenda		173
License Checklist		175
Master Agreement		176
Conclusion		177
References		179
Index		181