2010

Library Perspective, Vendor Response

Robin Champieux
Ebook Library, Robin.Champieux@eblib.com

Steven Carrico
University of Florida, stecarr@uflib.ufl.edu

Follow this and additional works at: http://docs.lib.purdue.edu/atg

Part of the Library and Information Science Commons

Recommended Citation
DOI: http://dx.doi.org/10.7771/2380-176X.5622

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.
Robin: That is a great point, rightly encouraging, and I completely agree: the large majority of my experiences are positive, productive, and fun. It is interesting to me that you make such a strong distinction between publishers and vendors. In my mind, I draw no such line. Please speak to this a bit more.

Steve: In this distinction I’m referring to the librarian/vendor relationship: they feel many librarians look down on vendors because they work for companies motivated by profits while libraries work for non-profit organizations. You know, the “make a buck” professional vs. the “noble cause” professional. Way too over-the-top comparison for me, but aside from being irritating it’s not exactly accurate — librarians get paychecks too. Really I don’t think most librarians begrudge vendors for their efforts, but do feel that libraries are sometimes taken advantage of; because libraries are beholden to library users to provide information as needed, so our power of negotiation is minimized. What’s your take on this issue?

Robin: Personally, I have had experiences with librarians dismissing and distrusting my ideas and work because of my job. This is rare, but it does happen and, frankly, it’s maddening. However, like you, I don’t think it’s simply a matter of these librarians not respecting what I do; rather, they are wary of my motives. And, this goes both ways. Believe it or not, sometimes vendors feel taken advantage of and a bit powerless. Unfortunately, there seems to be a low level of mutual distrust that permeates vendor/library relationships.

Steve: Could it be a case of a few vendors or publishers viewed as profiteers, but all the vendors feel the heat? Let’s flip over what you said and look at it from the perspective of the glass being half-full: “fortunately, the mutual trust between vendors and librarians is relatively strong.” I like the sound of that much better, and don’t you think it’s true? I do. As an acquisitions librarian my experiences working with vendors have been mostly positive and productive. Honestly, my issues are far more with the publishers than with the vendors.