September 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: https://docs.lib.purdue.edu/atg

Recommended Citation
DOI: https://doi.org/10.7771/2380-176X.5622
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 am referring to a prime example of publishers vs. the “noble cause” professional. Way too over-the-top comparison for me, but it does happen and, frankly, it’s maddening. Personally, I have had experiences with librarians dismissing and distracting 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; 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: Can it be a case of a few vendors or publishers viewed as profit takers, 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.

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 am referring to a prime example of publishers vs. the “noble cause” professional. Way too over-the-top comparison for me, but it does happen and, frankly, it’s maddening. Personally, I have had experiences with librarians dismissing and distracting 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; 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: Can it be a case of a few vendors or publishers viewed as profit takers, 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.