Contents

Foreword, by Maria Collins ........................................... vii
Introduction ....................................................................... ix

Chapter 1 Translating Negotiation Expertise for the Library World ......................... 1
Chapter 2 Negotiation Advice From Library Leaders and Vendors ......................... 21
Chapter 3 The Power and Pitfalls of Consortial Negotiation .............................. 45
Chapter 4 Negotiating in Times of Economic Stress ..................................... 63
Chapter 5 Negotiating With Funding Sources and User Communities ............... 85
Chapter 6 Playing Hardball: When to Get Tough and When to Walk Away .. 119
Chapter 7 Negotiating in the Era of Publisher Consolidation and the Big Deal .... 143
Chapter 8 EResource Management, Workflows, and Standardization ............. 163
Chapter 9 Negotiating in the Age of Open Access, Open Source, and Free Internet Resources .................................................. 183
Appendix A How to Research a Forthcoming Negotiation................. 205
Appendix B Useful Resources ........................................... 211
Appendix C Sample Licensing and Negotiation Checklists........... 217
Appendix D Digital Tools, Netiquette, and Negotiation.................. 221
Appendix E Theory in Practice: Understanding Communication ...... 227
Bibliography ........................................................................ 235
About the Authors ................................................................. 243
Index ................................................................................... 245