

# Contents

<b>Foreword, by Maria Collins</b> .....	vii
<b>Introduction</b> .....	ix
<b>Chapter 1 Translating Negotiation Expertise for the Library World</b> .....	1
<b>Chapter 2 Negotiation Advice From Library Leaders and Vendors</b> .....	21
<b>Chapter 3 The Power and Pitfalls of Consortial Negotiation</b> .....	45
<b>Chapter 4 Negotiating in Times of Economic Stress</b> .....	63
<b>Chapter 5 Negotiating With Funding Sources and User Communities</b> .....	85
<b>Chapter 6 Playing Hardball: When to Get Tough and When to Walk Away</b> .....	119
<b>Chapter 7 Negotiating in the Era of Publisher Consolidation and the Big Deal</b> .....	143
<b>Chapter 8 EResource Management, Workflows, and Standardization</b> .....	163
<b>Chapter 9 Negotiating in the Age of Open Access, Open Source, and Free Internet Resources</b> .....	183

<b>Appendix A How to Research a Forthcoming Negotiation</b> .....	205
<b>Appendix B Useful Resources</b> .....	211
<b>Appendix C Sample Licensing and Negotiation Checklists</b> .....	217
<b>Appendix D Digital Tools, Netiquette, and Negotiation</b> .....	221
<b>Appendix E Theory in Practice: Understanding Communication</b> .....	227
<b>Bibliography</b> .....	235
<b>About the Authors</b> .....	243
<b>Index</b> .....	245