



Best practice the view from the receiver

CEIRC Datasets Coordinators Forum January 19, 2009

C·A·U·L

COUNCIL OF

AUSTRALIAN UNIVERSITY LIBRARIANS

New offers

- Interested in “not interested” responses with reason – not necessary for renewals
- Timeline is a process facilitator rather than a deadline
- If trialling, close the loop by confirming or not
- New subscriptions can usually start any time – nominate start date
- If subscribing, answer all questions

Renewals/Ongoing CAUL offers

- Current subscriber:

- Respond
- By due date (or nominate ETA by due date)
- Answer all questions

- Interested:

- Express interest (to CAUL)
- By due date, in the first instance
- Answer all questions
- If trialling, close the loop by confirming or not
- Nominate start date – can usually start any time



Access Problems

(including beginning-of-year problems)

- Not related to invoicing/payment
- Contact publisher's help-desk cc CAUL
- Provide enough information to allow publisher to identify problem e.g. error message or screen dump, plus IP address or IP range if institution-wide
- Identify membership of CEIRC consortium

New products

- Consider whether likely to be of interest to other CEIRC members
 - especially if from a current CEIRC provider
- If referring to CAUL
 - provide all known information
 - especially URL for product
 - especially contact details for non-CEIRC provider

Invoicing

- One bill-to address for all CAUL invoices – can be agent (but problems referred to Datasets Coordinator)
 - *ad hoc* / estimated invoices
 - only at last minute
 - only if going to be paid before Christmas
 - only if providing
 - product name/s
 - amount to be invoiced
 - final date for processing
- (if all details are provided to CAUL, they should be able to be processed at the institution end without further checking)



Payments

- Payment due in 30 days!
- Email remittance advice to CAUL
- Respond to CAUL statements
- Understand banking processes, especially foreign currency transactions and associated fees



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