

# Find Success with Your Vendor Relationships



## **Brandon Barnett**

Electronic Resources Librarian  
Multnomah County Library

[brandonb@multcolib.org](mailto:brandonb@multcolib.org)

## **Lisa Tattersall**

Supervisor for Collections & Adult Services  
Washington County Cooperative Library Services

[lisat@wccls.org](mailto:lisat@wccls.org)

# **We'll cover**

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Basics

Fostering productive relationships

Learning to be confident

Negotiating techniques

Handling problems

How to keep learning

# Audience poll

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Are you involved in managing electronic resources at your library?

Are you new to this, or have you been doing it for awhile?

Does talking to sales reps give you the willies?

# Basics

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Electronic resources are generally annually renewing subscriptions

You may work with many people at one company:

- “Outside” sales person
- “Inside” person AKA “customer care” or “customer success”
- Invoicing
- Tech support

# Fostering productive relationships

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# Learning to be confident

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<http://www.fromupnorth.com/design/65431/fake-it-till-you-make-it-by-judson-collier>

# Negotiating

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# Everything is negotiable

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If you can't get any movement on the price, other things you can try and get:

- In-person training
- Free promotional materials (some vendors charge for it)
- Patron support
- Number of downloads or simultaneous users
- A promise to keep price flat for the next year
- A database bundle deal (get more for your money)

# Managing problems

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# Keep learning

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- Find and build a network of colleagues
- Look for resources from the business world (HBR Guides are great)
- Keep up with trends and developments in consumer technology
- Find people who do this work on Twitter (search hashtags for conferences like ER&L)

**Thanks!**

