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Letter to Pam Williams regarding the SEAALL Annual Meeting, November 10, 1993

Alexander Sann

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Matthew Bender

**Matthew Bender
& Company, Inc.**
11 Penn Plaza
New York, NY 10001
212 216-8180

November 10, 1993

Pamela Williams
Southeastern Chapter of the American Association of Law Libraries
University of Florida
College of Law--Legal Information Center
Gainesville, FL 32611

Alexander Sann
President and CEO

Dear Ms. Williams:

As you've probably heard, we've spent the better part of the last year examining and redefining the way we do business at Matthew Bender & Company. We've invested a great amount of energy developing policies that will translate into better service and prices for you. But, just as in any great redefinition of purpose, some confusion on specifics is inevitable.

We appreciate the relationship we have with the law librarian community. We intend to address the concerns of law librarians now and in the future, to serve you even better. To that end, we'd like to offer to have an officer of Matthew Bender attend a meeting of your law librarians' organization to answer questions about our company, our pricing and our products. Hearing what you and your colleagues have to say about Matthew Bender not only lets us know what you have on your minds, but helps us to continue to bring you the legal information products your libraries need most in a form that serves you best.

Please contact my office today to arrange to have an officer of Matthew Bender attend one of your meetings. I think you'll find our answers to your questions to be refreshingly candid and--most of all--informative.

Sincerely yours,

P.S. As you may have heard, several of our top executives have already met with law librarians from a variety of organizations to exchange ideas. We've learned much from those exchanges, and will soon announce additional new pricing and policy programs as a result.