



# LAW LIBRARY ONLINE

December 2001 Edition



# CONTENTS

- 1. CONTENTS OF THE SERVICE**
- 2. OPENING THE SERVICE**
- 3. UNIQUE FEATURES**
  - 3.1 NAVIGATION BAR
  - 3.2 BOOKS ON SCREEN [BOS]
  - 3.3 SITEMAP
- 4. OTHER INFORMATION**
  - 4.1 EDITORIAL
  - 4.2 TECHNICAL HELP
  - 4.3 CUSTOMER SERVICES
  - 4.4 TRAINING



## 1. CONTENTS OF THE SERVICE

Welcome to Law Library Online, the one-stop shop for practitioners. The service contains a wide range of legislation, commentary, annotations, case reports and transcripts to cover the main areas of general practice. The service is divided into the following sections:

- Company
- Conveyancing
- Civil Litigation
- Crime
- Employment
- Landlord and Tenant
- Stone's Justices' Manual
- Personal Injury
- Wills and Probate
- Noticeboard
  
- Feedback
- Sitemap

## 2. OPENING THE SERVICE

To access Law Library Online, select 'butterworths services' from the Butterworths Lexis Direct home page (single click) and then left click 'Law Library Online', pictured below.



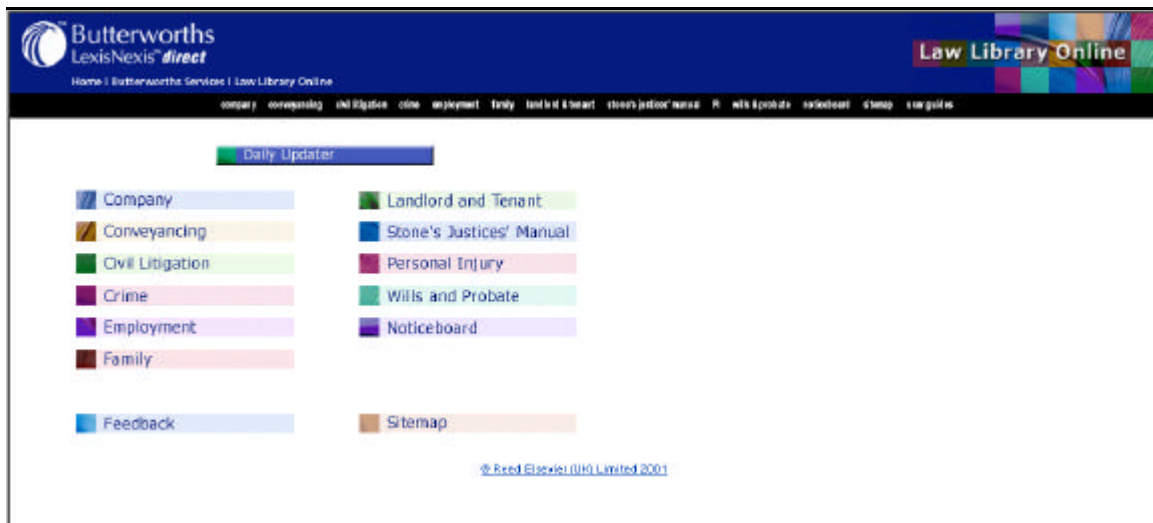
On the following screen, enter your username and password into the 'log on' screen as appears below.

**Please provide your user name and password in the boxes below:**

**User name:**

**Password:**

The following screen will be the Law Library Online opening screen, shown below.



### 3. UNIQUE FEATURES

#### 3.1 NAVIGATION BAR



The Law Library Online Navigation Bar is pictured above. To access any section, simply left click on the relevant heading.

To return to Law Library Online, simply left click 'Law Library Online', at the top-right of the bar once.

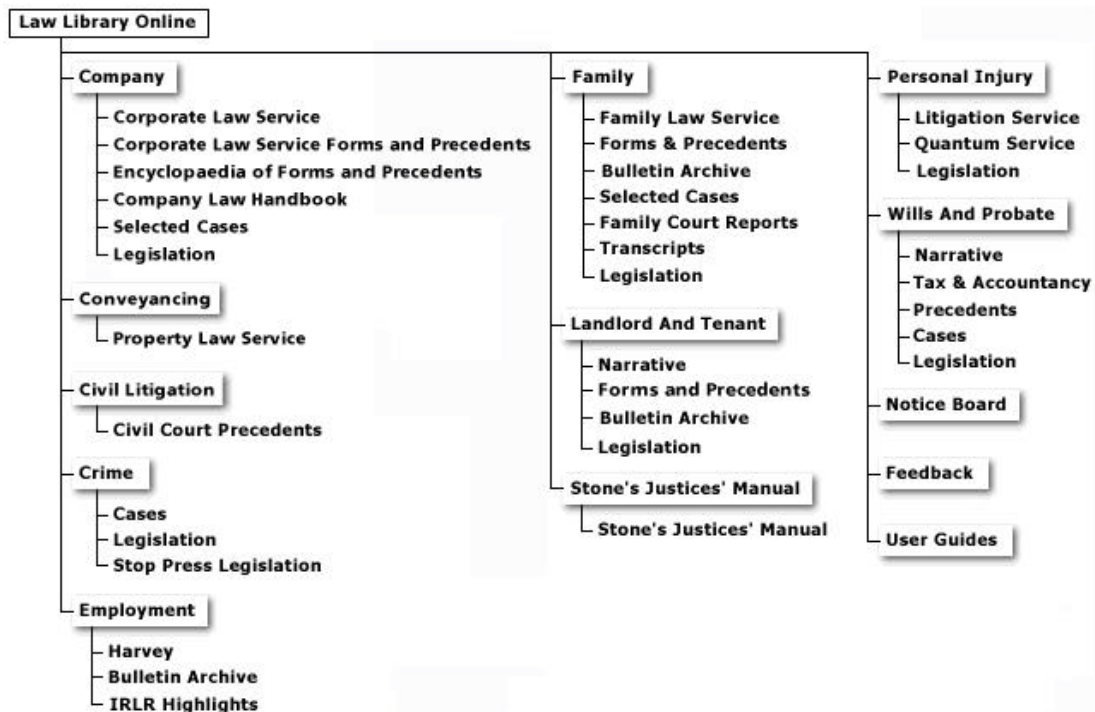
#### 3.2 BOOKS ON SCREEN [BOS]

For information on books on screen, searching and print management, please refer to the Direct Services User Manual which can be located on the Online Product Manuals page.

### 3.3 SITEMAP

Users may also navigate Law Library Online by using the sitemap. The sitemap can be accessed by left clicking once the sitemap button on the navigation bar.

The Law Library Online sitemap is shown below. Areas can be accessed by left clicking on the required section.



## **4. OTHER INFORMATION**

### **4.1 EDITORIAL**

If you have a query about the content of the Law Library Online service, you can contact us by telephone or E-mail. Simply call the Butterworths Direct help line on 0845 608 1188 and they will connect you to the appropriate person to deal with your query. Alternatively, you can E-mail us with any editorial queries or comments by using the '[contact us](#)' links that appear on the home page. We welcome feedback from our customers about Law Library Online so please feel free to contact us.

### **4.2 TECHNICAL SUPPORT**

Telephone support is available during normal working hours (09 00 – 17 00 GMT)

**Tel: (44) 0845 305 0500 Fax: (44)01483 257917**

To assist the help line in resolving your problems as quickly as possible please have the following information to hand before calling

- What Internet browser are you using?
- What product do you subscribe to?
- Do you have a network or standalone PC?
- If you are on a network what type is it? (i.e. Novell, NT etc.)
- Which version of DOS are you using?
- Which version of Windows are you using?
- What was the sequence of events leading up to your problem?

Support for our on-line services is also available:

09 00 – 17 00 Monday to Friday

08 00 – Midnight Saturday and Sunday on-line at:

<http://www.butterworths.co.uk/content/support/techsupport.htm>

Or E-mail: [online.support@butterworths.co.uk](mailto:online.support@butterworths.co.uk)

### **4.3 CUSTOMER SUPPORT**

Butterworths Direct Help line is available from Monday to Friday 09 00 – 17 00

**Tel: 0845 608 1188**

**For calls from outside the UK: +44 0207 400 2822**



#### **4.4 TRAINING**

To find out more about our comprehensive training courses, and to reserve a place.

**Tel: (44) 0207 400 4639**

E-mail: [training@butterworths.co.uk](mailto:training@butterworths.co.uk)