

KM/PLL SIG database provider survey

Q1. Where do you work?

	Response Count	Response Percent
Law firm	50	57.5%
Corporate or other special library	7	8.0%
Courthouse	12	13.8%
University	5	5.7%
Other (please specify)	13	14.9%
Prison	1	1.1%
Law society/law association	5	5.7%
Government	7	8.0%
TOTAL	87	

Q2. What is your current subscription status?

	All Respondents		Law firms only	
	Response Count	Response Percent	Response Count	Response Percent
We currently subscribe to both Quicklaw and Westlaw Canada.	69	79.3%	43	86.0%
We subscribe to only Quicklaw, having recently (in the last three years) dropped Westlaw Canada	4	4.6%	0	0.0%
We subscribe to only Westlaw Canada, having recently (in the last three years) dropped Quicklaw.	6	6.9%	4	8.0%
We subscribe to only Quicklaw	6	6.9%	2	4.0%
We subscribe to only Westlaw Canada.	1	1.1%	1	2.0%
We subscribe to neither.	1	1.1%	0	0.0%
TOTAL	87		50	

Q3. If you answered "We currently subscribe to both Quicklaw and Westlaw Canada" is this likely to change?

	All Respondents		Law firms only	
	Response Count	Response Percent	Response Count	Response Percent
No change - we are planning to keep subscribing to both.	49	71.0%	28	65.1%
We are looking at dropping Quicklaw.	2	2.9%	2	4.7%
We are looking at dropping Westlaw Canada.	7	10.1%	4	9.3%
We are looking at dropping one of them, but have not decided which one yet.	11	15.9%	9	20.9%
TOTAL	69		43	

Q4. What are the factors in choosing one database over another?

	All Respondents		Law firms only	
	Response Count	Response Percent	Response Count	Response Percent
Price	63	79.7%	35	76.1%
Usability of interface	27	34.2%	17	37.0%
Licensing	27	34.2%	13	28.3%
Ability to access pay as you go material	16	20.3%	15	32.6%
Quality of note up function	27	34.2%	16	34.8%
Preference of lawyers and other users	48	60.8%	35	76.1%
Availability of certain materials (such as the CED or Halsbury's Laws of Canada, the Abridgment, Canadian Legal Symposia Index, etc.)	51	64.6%	32	69.6%
Ability to access to the database through other libraries	11	13.9%	9	19.6%
Other (please specify)	15		6	
TOTAL ANSWERING QUESTION	79		46	

Answers for "Other" from law firm libraries

1. Excellent local training easily available either in-house and/or at LOCAL training office where students can learn from each other during the training and customer support & response is always available.
2. Zero customer service from our representative.
3. The secondary source (looseleaf) content that is available through the service is a significant purchasing factor
4. The sales rep was obnoxious, very much a "used car salesman" personality.

5. It was a very difficult decision and it took considerable time for some lawyers to adjust to "Westlaw first" (we still use Quicklaw as a pay as you go service but our survey results showed that most lawyers found what they were looking for with Westlaw).
6. Usage statistics (which service is currently being used more by our lawyers)

Answers for "Other" from other libraries

7. Universities get access to both for free currently.
8. We teach both systems to law students. Both platforms available through law school programmes with the publishers.
9. Their ability to work with law schools.
10. Vendor support
11. I think Westlaw is a superior product in a lot of ways - but we can't afford their "pricing formula", not even a 3-user license for staff-only use.
12. With campus wide access, students from other disciplines can access national, foreign and international legal sources.
13. Our decision was not made locally - but rather made by LibraryCo.
14. More likely to cancel the database that most lawyers have access to through their firms. That is to provide the alternative database.
15. The Government wide contract is with Westlaw Canada due to pricing and material availability. The Library still have QL with limited access by Crown Attorneys.

Q5. If you answered "Availability of certain materials" to the previous question, what materials would be key to making your choice?

Answers from law firm libraries

1. All materials related to our Firm's practice.
2. Those relevant to the user group.
3. Availability of Administrative Decisions
4. The concentration of Canadian Content, BC Court Forms and Halsbury's Laws of Canada.
5. Law Reports and Encyclopedias and the backfile of unreported cases.
6. Access to French (France) Jurisprudence; Halsbury's UK and Canada
7. Need full selection of secondary materials from both publishers as each have unique content.
8. Tribunal decisions, full-text journals, symposia index, other secondary sources (Halsbury, CED, etc.), Abridgment, noting up historical legislation, point in time legislation.
9. Tribunals, CED, full text journals, point in time statutes, keycite old statutes and tribunal decisions
10. Labour and employment materials
11. Materials key for us are the CED and the Abridgment; generally the structure of Westlaw as compared with the more ad hoc set up of Quicklaw.
12. Tribunal materials that are not available elsewhere.
13. Not yet decided.
14. Tribunal materials unless CanLII adds a bunch more.
15. Material that is otherwise a looseleaf print subscription.
16. e-reference and e-books available at reasonable price.
17. CED, US and UK case law
18. We find most of our cases on Law Source, and we like the quantum services in Litigator. Key Cite is used extensively.
19. Areas of specialization such as IP
20. CED, Abridgment
21. CED and Abridgment
22. Materials that are key to our practice.
23. CED, Canadian Abridgment
24. Anything unique to one system

25. Abridgment; breadth/selection of available international materials (esp. UK and US); online texts; useful applications (e.g. notice calculators, damage awards)
26. CED/Abridgment.
27. UK/Commonwealth materials

Answers from other libraries

28. Quicklaw for tribunal content, enhanced search functionality, and in particular, advanced results filtering, sorting and grouping options. Westlaw's international journals collection WORLD-JLR
29. CED.
30. We are in the early stages of looking at this and defining requirements. This is the approach we want to take - define requirements for a product and ensure that any product we license will meet actual needs.
31. New original content that offers the user a sophisticated level of legal analysis. Repackaging existing content on new(er) platforms or improving the usability of the interface no longer justifies changing a provider or justifies a vendor increasing their prices (beyond 1 or 2%).
32. Mainly quality secondary sources.
33. Primary source material such as case citators.
34. Key secondary sources, such as a digest, an encyclopedia, texts, and journals are very important. We would have to look at which one provides more and better coverage in these areas.
35. Foreign materials ; journal articles and indexes ; full text treatises
36. Tribunal decisions
37. Key resources our users need such as Lawyers Weekly online and law journals.
38. The Canadian Abridgment modules: Case Law, Cases and Statutes Judicially Considered, C.E.D., Words & Phrases
39. Halsbury's, inclusion of forms and precedents, etc.
40. Commentary, books, legal symposia
41. Law students need to learn both databases to be prepared when articling at Law Firms, Court House, Association etc...
42. The CED is a big draw for certain users, and QL's access to older tribunal decisions means it's an essential tool for other users in this office.
43. Digest service.
44. The many sources available on both CriminalSource and FamilySource.
45. Access to UK/Commonwealth case law & statutes, Halsbury's, ICLL, Legal Words & Phrases, legal treatises.

Q6. Any other comments?

Answers from law firm libraries

1. We are currently keeping both, but we are looking at the option of dropping one - just not sure when yet.
2. There were several reasons this medium size firm has always chosen QL over Westlaw including: the long standing reliable local customer service, the preference of lawyers for QL and the understandable cost for long term flat rate coverage. There are so many advantages to having the local QL office including the central training facility with the excellent local trainers that offer flexible training options to accommodate the firm partners/associates with in-house training & refreshers as well as the students, who learn more when we book a training session for them at QL's training facility because they are out-of-the office & therefore more likely to be able to attend without being interrupted and they learn more in a group.
3. Each of the vendors needs to seriously re-value pay-go policies and we could all potentially be "winners".

4. I prefer having both products, and will continue to for as long as we can afford both. My firm uses QL about 5 times as much as WeC. But things might change if there is integration of CLB databases (like ACWS and DLR's) with WeC.
5. We used to single source and have recently gone back to 2 flat rate subscriptions because of a 3rd party chargeback software purchase that has made the decision fiscally possible. A timely survey. Thanks!
6. Since budget is not an issue for us so far, we will keep both databases for as long as we can. The content and scope is different between the two, and the convenience and efficiency of having both in-house contributes to the competitive edge the library provides to our lawyers. In fact, even if more firms drop one or the other database, we will be more inclined to keep both, simply to ensure we keep that edge.
7. Each database has enough unique content to make it difficult to choose one over the other without losing access to desired materials. CED
8. Most of our new lawyers and students seem to prefer Quicklaw, so again extra facilitation required by library staff. Simply, although it is convenient to have both subscriptions, we found it unnecessary and currently we are quite satisfied with the arrangement.
9. Make search engines more intuitive
10. I think you should always have both, because if you rely on only one database, you only see one half of the world. Also, my loyalty is never in one basket so I am not always being hounded by one or the other.
11. We looked at going with only one provider but we needed various materials from both providers dealing with our practice of intellectual property. To offset the cost of providing Westlaw Canada and Quicklaw, we are now discontinuing library print publications (looseleaf or updated editions) that duplicate publications found on either Westlaw Canada or Quicklaw under subscription. Our Library catalogue provides our users with the online source where these publications are now found.
12. Our Firm is not ready to go sole source.
13. We are using a 3rd party to assist us with this.

Answers from other libraries

14. I have Westlaw on my desktop only; the lawyers have to go through me (librarian). I find that I use Westlaw when I cannot find it on Quicklaw. We are currently negotiating with Westlaw; seems they are cheaper than Quicklaw.
15. Access to the law and legal materials is more and more a privilege for those who have financial resources.
16. When and how will the results of this survey be shared? Am very interested in the results. Thank you and hope your response rate is good.
17. Nunavut has extremely limited technology access which makes it essential to keep WL & QL despite preferences. Databases that do not require passwords are our preference but they are rare.
18. Law schools in Canada get complimentary access to Westlaw and Quicklaw. If, however, they decided to charge us for them, we would have to drop one. Not sure which one, but we'd have to because we have an extremely tight budget.
19. While we subscribe to both and are not planning on dropping either one, we promote WC more than QL and 95% of the lawyers and some of students just use WC (easier to use). Library staff are more likely to use QL for items not found on WC and we also feel that we should provide students the opportunity to use both services as part of their articling training.
20. Not at this time.
21. A clarification. We subscribe to Quicklaw on a transactional basis. Westlaw Canada on a flat rate.
22. Our Westlaw Canada subscription includes SecuritiesSource (we get a limited number of free user seats) and Westlaw International (which we pay for). We are considering dropping Westlaw International and moving to Quicklaw Full Service International. We do not subscribe to LawSource. I believe we trialed the LawSource product in the past but decided to go with Quicklaw.

23. We only have QL in our library and our administrative body for courthouse libraries in Ontario gave us no choice of product. Years ago we had both QL and Westlaw but someone else made the decision on which product we would have without any input from the county and district libraries and their users.
24. As a library serving judges, we do not pay for either service. If not, we could not afford both and would be hard-pressed to pay for even one service.
25. We have not YET made the decision to choose one over the other but it is definitely on the horizon.