1998 PRIVATE LAW LIBRARY / CORPORATE LAW LIBRARY SIG SURVEY

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It is a truism that the pace of change in law libraries is accelerating. As with the 1995 survey instrument, the 1998 PLL/CLL survey questionnaire was redesigned with the help of many others. Susie Stephenson[1] suggested changes in both form and content that greatly improved the survey and this report. Colleagues in Calgary, Edmonton and Vancouver law libraries also made useful suggestions for improvements. Finally, we are most appreciative of the work of the *Dalhousie University Statistical Consulting Service* whose staff collated and correlated the questions, finding approximately 9 correlations with moderate to high statistical significance; these correlations are mentioned below in the summarization of the factual information obtained. We would like to thank everyone – especially the survey participants – for their time and assistance.

One hundred seventy-five (175) surveys were distributed to private and corporate law libraries; 58 were returned by the deadline. Two surveys returned three weeks after the deadline were <u>not</u> included because the results had already been compiled. Of the 58 surveys tabulated, 52 were from law firm libraries, 6 from corporate libraries.

The percentage of surveys returned [33%] was disappointing -- down from the 46.9% return rate of the 1995 PLL/CLL survey. Perhaps the diminishing return rate can be explained by the fact that the completing of the redesigned -- and substantially longer -- survey took approximately 45-60 minutes. While this may seem a small amount of time to spend triennially, to many it may have been prohibitive. When trying to apply the survey results to your own particular library, it is useful to remember two things. First, the majority of the 58 surveys [79.3%] were returned by librarians in 3 jurisdictions: Ontario [21], Alberta [16] and British Columbia [9]. Second, most of those librarians [70.7%] work in law libraries serving fewer than 75 lawyers.[2]

The survey instrument was again changed significantly to better reflect current issues in private law libraries. Questions regarding CD-ROM licensing, and listserv memberships were dropped as dead issues. New questions were added regarding library services [i.e. direct service to clients, format of items routed, library newsletters], budgets [e.g. "cost per lawyer", office copies], and technology [e.g. legal memoranda databases; CD-ROMs; Internet use; firm Intranets; technology planning].

SUMMARIES

LIBRARY STAFFING
Not surprisingly, the more lawyers at a firm or corporation, the more permanent library staff.[3] While nearly two thirds [65.5%] did not contract out any library services to service bureaus or non-firm employees, a fair number of library services were regularly performed by non-library staff: photocopying [46.6%], loose-leaf filing [27.6%], online searching [20.7%], internet/intranet development [20.7%], legal research [19.0%], other, i.e. mostly shelving [13.8%]. Acquisitions [cataloguing and ordering] were done by all but 1.7% of responding libraries. The ratio of full-time equivalent library staff to users[4] was between 38:1 and 40:1 [median =38; mean = 40.27], for the 55 libraries responding.

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[1] *Mary Sue Stephenson* is Coordinator of Information Technology & Senior Instructor, at the School of Library Archival & Information Studies, University of British Columbia where she teaches the "Research Methods" amongst other courses.
[2] In 1995, no data was collected on jurisdiction, but 74.9% of survey respondents worked in libraries serving fewer than 75 lawyers.
[3] A positive correlation of 0.87 [p=0.0001] was found between the number of lawyers and the number of permanent library staff [Question 3 x Question 9].
[4] lawyers, research lawyers, articling students, summers students, and paralegals or legal assistants

LIBRARY SERVICES

Despite rapid technological change, many traditional library tasks have not disappeared. One hundred percent still spend time loose leaf filing, although 89.3% spend 15 hours or less per week on this task[5]. Surprisingly, there was a positive correlation between the number of articling students and the hours spent on loose-leaf filing[6]. Most libraries [89.7%] still route table of contents to lawyers. Of these, all [100%] route photocopies while 9.6% also scan and route electronically. Just over half [30] produce a newsletter, in either print [60%], electronic [26.7%] or both formats [13.3%]. For most [70%] the content was library specific, but 30% covered both library and firm-wide information.

There is a growing trend toward law firm libraries providing direct services to clients; nearly half the respondents [46.6%] provided direct client service. A broad range of services were provided including reference, research, acquisitions, current awareness, on-line searching, document delivery, lending materials, and providing photocopied material and copies of the library newsletter.

LIBRARY BUDGET

The librarian generally prepares the budget alone [68.4%], but may be assisted by the library partner [7%] or firm management [15.8%]. The budget prepared by firm management alone is less than ten percent [8.8%]. In 1998, the library budget was approved as estimated in 90.6% of firms.

Lawyers usually think of library expenditures on a "cost per lawyer" basis. Question 26 was designed to determine the "cost per lawyer" for print publications [including binding and office copies] and CD-ROMs while excluding on-line expenditures, library supplies, capital costs and salaries. As one would expect, the results form a bell curve, with the majority of libraries [67.4%] spending between $1501 - $3000 per lawyer. Of these Libraries half [30.8%] spent between $2001 -$2500 per lawyer. Less than one quarter [17.2%] spent between $3500 -$5001 or more, while 15.3% spent less than $1500 per lawyer.

Print

Question 27 considered 1998 print expenditures – including new books, continuing legal education materials, law reports, annual print subscriptions, binding and office copies. Here the bell curve distribution was bimodal, with peaks at two budget ranges [25.9% at $50,001 - $75,000] and [22.2% at $125,001 - $150,000]. A positive relationship was found between the number of lawyers and the amount spent on print publications.[7]

Budget constraints have accounted for a greater number of print subscription cancellations rather than their availability on CD-Roms.[8]

Office Copies

Office copies – the personal collection of books and library materials kept in lawyers' offices – can account for a large portion of the budget. It is often difficult for a librarian, unsupported by a definitive policy issued by the firm management, to say "no" when asked to obtain materials for an individual lawyer's use.

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[5]In 1995, the previous survey found only 81% of Libraries spent 15 hours or less each week on loose-leaf filing.

[6] A positive correlation of 0.52 [p=0.0001] was found between the number of articling students and the average number of hours spent loose-leaf filing [Question 5 x Question 11]. This is most likely due to the fact that larger firms, which hire more articling students, also have more loose-leaf materials requiring upkeep.

[7] Question 3 x Question 27 produced a positive correlation of 0.80 [p=0.0001].

[8] See results for Question 29.

Office copies of the **Rules of Court** are included in the library budget in most firms [68.4%], although some firms acquire Court Rules using a separate firm budget [26.3%] or have lawyers pay for these office copies [3.5%].

The numbers are very similar for office copies of other items as well. The library budget covers office copies at most firms [63.8%], with only one quarter [25.9%] paying for these copies from separate firm budgets, or seeking payment from the lawyers [8.6%].

The mean amount spent on personal office copies for lawyers and staff was slightly less than $9,000; the maximum expenditure on office copies was nearly $125,000. In the twenty libraries who responded with known values, an average of 12.7% of print expenditures was used to purchase personal copies. There was a positive relationship between the number of lawyers and the percentage of print expenditures devoted to personal office copies of books for lawyers and staff.[9]

COST RECOVERY

Client Billing
The majority of chief librarians [71.3%] bill their time to client files or other departments. Hourly rates varied from less than $50/hour to more than $100/hour, with the highest percentage [21.4%] of those who billed, billing between $71 to $80 per hour. The larger the firm, the higher the librarian's hourly rate.[10] In just over one-third of libraries responding [34.5%], other library staff [65%] also bill their time, usually at less than the chief librarian's rate.

We asked whether all of the time recorded by library staff as billable is actually billed to clients. Two-thirds of respondents [66.7%] saw more than half their hours result in actual client billings, with 41.7 percent reporting better than 75% of their billed time actually recovered.

Online search costs
Online database charges were a "profit centre" [more than 100% recovery] for a quarter of respondents [25.5%], while nearly forty percent [39.2%] recovered between 71 and 100% of these expenses. However, 15.7% recovered less than half their online search expenses. A positive relationship was found between the number of lawyers and the dollar value of on-line expenditures in 1998.[11]

While the overwhelming majority [85.5%] has a *Quicklaw* "flat rate" plan, the savings are not necessarily being passed along to clients. Only 26.2% reported that clients were billed *Quicklaw's* "effective rate." The remainder charge clients *Quicklaw's* regular hourly rate [42.8%] or another rate [31%]. *Quicklaw* access is generally restricted to library staff, lawyers, students, paralegals / legal assistants. Less than seven percent [6.9%] of respondents give secretaries access to *Quicklaw*.

Most libraries still have transactional pricing for online searches using *Lexis/Nexis, InfoGlobe/Dow Jones Interactive*, and *Infomart/Dialog*. No specific questions were asked regarding *eCarswell* access.

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[9] A positive correlation of 0.64 [p=0.0022] was found between the Questions 3 and 33 [known value].

[10] A positive correlation of 0.60 [p=0.0001] was found between the number of lawyers and the hourly rate billed by the chief Librarian [Question 3 x Question 19].

[11] Positive correlation of correlation of 0.55 [p=0.0001] for Question 3 x Question 34.

TECHNOLOGY

Library Databases
Inmagic's *DB/Textworks* was the most popular software [55.4%] for library catalogues with *Inmagic/Inmagic Plus* still in use at some [3.6%]. DB/Textworks also predominated for other library databases [48%]. Most libraries [67.3%] now maintain serials check-in records electronically, although circulation remains a manual task [80.7%].

While the majority of respondents [87.9%] had an in-house legal memoranda database, the library maintained it only two-thirds [67.2%] of the time. Memoranda are indexed by librarians [29.2%], research lawyers [25%], and by the authors themselves [14.6%]. Some firms [18.7%] do not index memoranda at all relying instead on the fact that the full-text database is searchable, while others just indicated it was "not applicable." [12.5%]

Software used to index memoranda databases varied amongst the 43 respondents. The most popular software was *DB/Textworks* [14], followed by *Docs Open/PC Docs*, and *Folio* [3 each], then *Inmagic*, *ISYS* and *WordPerfect* [2 each]. One respondent still maintained a print memoranda collection.

CD-ROM
Virtually all libraries [98.2%] now use CD-ROM drives -- both standalone and networked. Nearly half [46.3%]have a single CD-ROM drive, and one-fifth [22%] load CD-ROMs directly onto the computer hard drive. The staff of libraries with standalone CD-ROM drives usually perform their own installations [63.2%]. For most respondents, networked CD-ROMs are accessible outside the library via a local area network [LAN] [63.8%] or via a wide area network [WAN] [13.8%]. However, nearly one quarter [24.1%] still do not have network access to CD-ROMs. The amount of money spent on CD-ROMs is increasing and it is estimated that expenditures for 1999 are expected to be nearly twice the amount spent in 1997.[12]

Libraries did not report spending much time each week on CD-ROM related tasks [installing, updating, training users or coordinating with Systems staff]. Perhaps our memories are short when it comes to reporting the hours spent on technology? However, forty percent of libraries reported that computer system downtime adversely affected Library users by making electronic publications inaccessible in instances where electronic publications have replaced print.

INTERNET
Use of the Internet is now very common. The majority [59.3%] report they spend between half an hour to an hour [31.5%]; or between an hour and an hour and a half [27.8%] daily. Libraries regularly use the Internet for email communication [90.9%], reference [84.2%], and legal research [68.4%]. The Internet is used occasionally for news [55.8%], ordering [55.5%], interlibrary loans [50.9%] and cataloguing [30.2%]. Most report having standardized on one browser interface [72.4%]. Users were equally split between *Netscape Navigator* and *Microsoft Internet Explorer.*

Internet training is usually provided by the library staff [82.8%], but training is also provided by the information technology department [43.1%], a consultant [8.6%] or by the research lawyer [1.7%]. The Internet training provided is usually generic [81%] rather than practice-specific [19%].

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[12] see questions 52 through 56.

Nearly two-thirds of respondents [63.8%] report accessing Internet pay per use web sites. The most popular sites supplied:
-   **cases**: *Maritime Law Book* [12], *eCarswell* [8], *Dominion Law Reports* [4]; *Quicklaw* [1];
    - **government information**
        federal: AG Canada [2]; MERX [2]; Carruthers [1]; Department of Finance [1]
        provincial statutes: Saskatchewan [8], Alberta's *QP Source* [6], Nova Scotia [2], BC Stats [1]
    - **news/articles:** *Dow Jones Interactive* [7]; *Legal Trac* [2]; *Dialog*[2];
    - **tax information**: *TaxCast* [5]; *Protos* [4]; *TaxNet* [4]; *TaxIQ* [1];
    - **securities information**: *LivEdgar* [3]; *Canada Stockwatch* [2]; *OSC Bulletins* [2];
    - **corporate information:** *Micromedia's CanCorp Web* [2]; *Barron's*; *Cyberbahn*; *Business in Vancouver; Latin American Business Economic Report; World Trade Online* [1 each]
    - **current awareness information**: *Not in Print* [3].

"Push" technology subscriptions are still uncommon. Only 32.8% subscribe to push sources for:
-   **tax information**: *Protos* [10]; *TaxCast* [6]; *TaxIQ* [2]; *TaxNet* [2];
- **cases digests**: CLE of BC's *Case Digests Connection* [1];
- **news / articles:** *Dow Jones Interactive*[2]; *Pointcast* [2].
- **current awareness:** *Not in Print; Law now; Personal Injury News; Securities Regulation & Law Report* [1 each].

INTRANET
Just over half of respondents [53.6%] work in a firm or corporation which has an Intranet [37.5%] or where an Intranet is currently a work in progress [16.1%]. Most libraries prepare their own web page content [53.6%] although some act as webmaster [10.7%]. Other contributions toward the Intranet include: minor staff troubleshooting; responsibility for firm-wide content; preparation of content & membership in the Intranet committee; document management; preparation of legislative update; provision of Internet links; and consultation. Surprisingly, the library catalogue is available on only 13.8% of Intranets, although for 30% of the respondents, the librarian was a member of the Intranet committee.

TECHNOLOGY PLANNING
The majority [78.2%] believed that library needs are included in the firm's [or corporation's] technology plan. However, the librarian is not consulted about the library's technology needs at a minority [14.5%] of venues.

Most respondents [81%] favoured completing the next triennial CALL PLL/CLL survey electronically via the Internet in 2001. Others would prefer a print survey because of confidentiality concerns, or because it would be much simpler to complete a print survey in stages due to inevitable interruptions.

CONCLUSION
While this paper has summarized the results obtained, the complete data and comments from the participants follow. It will be interesting to see what further changes will need to be addressed as we move toward the 2001 survey.

1998 CALL Private /Corporate Law Libraries OPERATIONS Survey

INSTRUCTIONS:

♦ FILL OUT ONE SURVEY ONLY FOR EACH LIBRARY. DISCARD DUPLICATE SURVEYS.
   Branch libraries within a firm or corporation should complete their own survey,
   answering as many questions as possible.

♦ Generally, answers should reflect data for the twelve-month period ending 31 December 1998.
   Please refer to your 1998 [& 1997] budget(s) rather than estimating amounts.

♦ CHECK ONE ANSWER ONLY UNLESS OTHERWISE INSTRUCTED.

PRELIMINARY QUESTION

Is your library a branch library within a larger system [i.e. a satellite office]?

	Frequency	Percent
No	49	84.5
Yes	9	15.5
Total	58	100.0

Do you prepare your own budget?

	Frequency	Percent
No	1	11.1
Yes	8	88.9
Total	9	100.0

THE BASICS

1.   Type of Library [check only one]:

	Frequency	Percent
Law Firm	52	89.7
Corporation	6	10.3

2.   Jurisdiction:

	Frequency	Percent
British Columbia	9	15.5
Alberta	16	27.6
Saskatchewan	1	1.7
Manitoba	2	3.4
Ontario	21	36.2
Quebec	3	5.2
Nova Scotia	4	6.9
New Brunswick	1	1.7
Caribbean	1	1.7
Total	58	100.0

LIBRARY USERS

3.   Lawyers:

	Frequency	Percent
<25	13	22.4
25-49	15	25.9
50-74	13	22.4
75-99	4	6.9
100-124	7	12.1
125-149	2	3.4
150-174	1	1.7
>=200	3	5.2
Total	58	100.0

4.   Research lawyers:

	Frequency	Percent
0	33	57.9
1	14	24.6
2	3	5.3
3	1	1.7
4	1	1.7
>=5	5	8.8
Total	57	100.0

5.   Articling students / Stagiaires:

	Frequency	Percent
0	5	8.6
1-5	32	55.2
6-10	10	17.2
11-15	6	10.3
16-20	2	3.4
>=21	3	5.2
Total	58	100.0

6.   Summer students:

	Frequency	Percent
0	15	25.9
1-5	29	50.0
6-10	7	12.1
11-15	4	6.9
16-20	2	3.4
>=21	1	1.7
Total	58	100.0

7. Legal Assistants:

	Frequency	Percent
0	5	8.8
1-5	24	42.1
6-10	7	12.3
11-15	8	14.0
16-20	4	7.0
>=21	9	15.8
Total	57	100.0

8. Does the library provide direct service to the clients?

	Frequency	Percent
No	31	53.4
Yes	27	46.6
Total	58	100.0

Specify:
- copies of cases end government documents as requested
- current awareness
- current awareness packages of new legal information in specific areas
- department employers
- legislative update, document delivery reference
- library newsletter sent to some clients, information or documents on request, book loans from our collection
- occasional online researching for corp. clients who do not have access to Quicklaw, Lexis-Nexis, etc.
- occasionally
- occasional help with Quicklaw searches or getting cases
- on-line research, document delivery
- provide research service to in-house clients
- reference, photocopying articles, etc.
- reference, research, acquisitions
- research
- research/ reference/loans/photocopies
- some major clients have lawyers who phone our library directly with reference requests
- special clients with special needs
- supplying copies of specific items only
- very infrequently, lend or obtain books for clients.
- when referred by lawyers

LIBRARY STAFFING

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9. Permanent library staff, expressed as Full Time Equivalents (FTE). *1 FTE works a standard 7 hour day, 35 hour week (e.g., 2 part time staff working a total of 35 hours/week = 1 FTE; or, two full time staff plus one working 4 half days = 2.4 FTE).* *Do **NOT** include staff from other areas of the firm, or people who are contracted in/out or hired from a temporary employment service.*

Forty-six respondents answered this question.

MLS &LLB:

FTE	Number	Percent
0	43	93.5
1	3	6.5

MLS:

FTE	Number	Percent
0	16	34.8
1	19	41.3
2	7	15.2
3	3	6.5
8	1	2.2

Library Technician:

FTE	Number	Percent
0	16	34.8
1	18	39.1
2	9	19.6
3	3	6.5

Library Assistant:

FTE	Number	Percent
0	29	63.0
1	14	30.4
3	3	6.5

Total [all categories]:

FTE	Number	Percent
1	18	39.1
2	12	26.1
3	4	8.7
4	6	13.0
5	1	2.2
6	1	2.2
7	2	4.3
8	2	4.3

10 What is the ratio of users to Library staff FTEs?
Example: (65 lawyers + 9 legal assistants + 10 students) : 2.4 Library FTEs = ratio of 35:1

Number	Mean	Median	Stdev	Min	Max
55	40.27	38.0	18.21	3	123

11. Average number of hours per week spent on loose-leaf filing:

	Frequency	Percent
5 or less	21	37.5
6-10	23	41.1
11-15	6	10.7
16-20	2	3.6
21-25	2	3.6
26-30	1	1.8
31-35	1	1.8
Total	56	100.0

12. What Library services are regularly contracted out to service bureau or non-firm employees?
[Non-firm employees include individuals who regularly perform work that has been out-sourced by the firm even if the work itself is performed on the firm's premises.] [Check ALL that apply.]

	Number	Percent
None	38	65.5
loose-leaf filing	5	8.6
cataloguing	4	6.9
on-line searching	3	5.2
legal research	1	1.7
ordering	2	3.4
Internet or Intranet development	4	6.9
photocopying [for routing, etc.]	10	17.2
other (specify)	7	12.1

- Interlibrary loan; article retrieval
- specialized database for news; name researches medical researches, etc
- consulting on design, etc, of *Inmagic* catalogue.
- memobank indexing
- technical assistance with in house databases, *Quicklaw* software maintenance and other tasks as required
- indexing
- space planning, policy development

13. What Library services do non-library staff regularly perform? [Check ALL that apply.]

	Number	Percent
none	18	31.0
loose-leaf filing	16	27.6
cataloguing	1	1.7
on-line searching	12	20.7
legal research	11	19.0
ordering	1	1.7
Internet or Intranet development	12	20.7
photocopying [for routing, etc.]	27	46.6
other (specify):	8	13.8

- back-up shelving when we are too busy to do it.
- Interoffice delivery of library mail and routed materials
- small administrative tasks
- QL disbursements
- shelving [4 responses]

LIBRARY SERVICES

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14. Do you route Tables of Contents to lawyers?

	Number	Percent
No	6	10.3
Yes	52	89.7
Total	58	100.0

15. If you route Tables of Contents, do you [Check ALL that apply]:

	Number	Percent
route photocopies	52	100.0
scan & route electronically	5	9.6

16. Do you produce a newsletter?

	Number	Percent
No	28	48.3
Yes	30	51.7
Total	58	100.0

17. If you produce a newsletter, is distribution format [Check only one]:

	Number	Percent
Print	18	60.0
Electronic	8	26.7
Both print & electronic	4	13.3
Total	30	100.0

18. If you produce a newsletter, is the content:

	Number	Percent
Library specific	21	70.0
Both library and firm-wide	9	30.0
Total	30	100.0

BILLING

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19. Hourly rate billed by Chief Librarian to client files or to other departments:

	Number	Percent
Not billed	11	19.6
<= $50	5	8.9
$51-$60	4	7.1
$61-$70	4	7.1
$71-$80	12	21.4
$81-$90	6	10.7
$91-$100	2	3.6
>$100	7	12.5
Not applicable	5	8.9
Total	56	100.0

20. Is other library staff's time billed:

	Number	Percent
No	38	65.5
Yes	20	34.5
Total	58	100.0

21. Other Library staff's time is billed at:

	Number	Percent
Chief librarian rate	7	35.0
Below Chief librarian rate	13	65.0
Total	20	100.0

22. **In many firms, not all of the time recorded as billable is actually billed to clients. If known, what percentage of recorded time was actually billed to clients in 1998? _____%. If not known, estimated percentage billed:**

	Number	Percent
0-25%	6	16.7
26-50%	6	16.7
51-75%	9	25.0
76-100%	15	41.7
Total	36	100.0

	Number	Percent
<$1000	2	3.8
$1001-$1500	6	11.5
$1501-$2000	11	21.2
$2001-$2500	16	30.8
$2501-$3000	8	15.4
$3001-$3500	0	0.0
$3501-$4000	5	9.6
$4001-$5000	2	3.8
>$5001	2	3.8
Total	52	100.0

BUDGET

23. **Who prepares the Library budget?**

	Number	Percent
Librarian	39	68.4
Librarian and Library partner	4	7.0
Librarian and Firm management	9	15.8
Firm Management	5	8.8
Total	57	100.0

24. **Was the 1998 Library budget amount:**

	Number	Percent
approved as estimated	48	90.6
reduced before approval	5	9.4
Total	53	100.0

25. **1998 budget amount was reduced by:**

	Number	Percent
Not reduced	1	20.0
5-9.9%	2	40.0
10-14.9%	0	0.0
15-19.9%	1	20.0
20-25%	1	20.0
Total	5	100.0

26. **Calculate 1998 amount spent on a cost per lawyer basis.** Use the actual 1998 total Library expenditures for print publications, binding, lawyers' copies & CD-ROMs but **exclude** on-line costs, library supplies, capital costs & salaries.

Calculate the *cost per lawyer* by dividing this total by the number of lawyers, e.g. spending $125,000 for 50 lawyers = $2,500 per lawyer.

PRINT PUBLICATIONS

27. **1998 expenditures for <u>print</u> publications, including new books and CLEs, law reports, annual print subscriptions, binding, and lawyers' copies.** *[Do **NOT** include capital costs, library supplies, CD ROM costs, on-line database costs]*

	Number	Percent
<$50,000	8	14.8
$50,001-$75,000	14	25.9
$75,001-$100,000	7	13.0
$100,001-$125,000	2	3.7
$125,001-$150,000	12	22.2
$150,001-$175,000	1	1.9
$175,001-$200,000	3	5.6
$225,001 - $250,000	0	0.0
$225,001-$250,000	2	3.7
>$250,001	5	9.3
Total	54	100.0

28. **Was this amount an increase OR decrease from 1997 <u>print</u> expenditures?**

Number	Mean	Median	Stdev	Min	Max
46	3.5%	3.9%	7.8	-20%	23%

29. **How many print subscriptions or titles have you cancelled over the last 3 years <u>specifically</u> because of:**

[check ALL applicable boxes & fill in blanks;
*if **NO** titles cancelled, indicate **ZERO** titles]*

Reason	Number	Mean	Stdev	Min	Max
budget constraints	57	6.8	11.9	0	54
availability on-line	58	1.2	2.9	0	15
availability on CD	58	2.1	3.5	0	15
availability on Internet	57	0.4	1.3	0	5
lack of space	56	1.9	5.8	0	36

OFFICE COPIES

30.   **Who pays for lawyers' and staff office copies of the Rules of Court**?

	Number	Percent
firm (non-library budget)	15	26.3
lawyer	2	3.5
library budget	39	68.4
lawyer/library	1	1.8
Total	57	100.0

31.   **Who pays for lawyers' & staff office copies of print publications other than the Rules of Court**?

	Number	Percent
firm (non-library budget)	15	25.9
lawyer	5	8.6
library budget	37	63.8
lawyer/library	1	1.7
Total	58	100.0

** If personal copies are part of the library budget, answer Q32 & Q33; if personal copies are NOT part of library budget, go to Q34.

32.   **If known, amount spent on personal office copies of books for lawyers and staff:**

Number	Mean	Median	Stdev	Min	Max
58	$8925.80	0	$22074	0	$124,063

33.   **Percent of PRINT expenditure amount** [calculated for Q27] **spent on personal office copies of books for lawyers and staff: if known:**

Number	Mean	Median	Stdev	Min	Max
20	12.7	8.6	21.2	0.5	100.0

If not known, estimate percentage spent:

Estimated	Number	Percent
0-10%	14	3.6
11-20%	8	6.4
Total	22	100.0

ONLINE SERVICES

34.   **On-line database expenditures for 1998**:

	Number	Percent
<$5,000	7	13.0
$5,000-$10,000	7	13.0
$10,001-$15,000	7	13.0
$15,001-$20,000	3	5.6
$20,001-$30,000	6	11.1
$30,001-$40,000	4	7.4
$40,001-$50,000	10	18.5
$50,001-$60,000	1	1.8
$60,001-$70,000	1	1.8
>$70,000	8	14.8
Total	54	100.0

35.   **Was 1998 amount an increase or decrease from 1997 on-line expenditures:**

Number	Mean	Median	Stdev	Min	Max
53	3.1	0	10.9	-25	40

36.   **On-line data base charges recovered in 1998 through disbursement**:

	Number	Percent
None	3	5.9
<50%	8	15.7
51-60%	2	3.9
61-70%	2	3.9
71-80%	5	9.8
81-90%	6	11.8
91-100%	9	17.6
> 100%	13	25.5
Not applicable	3	5.9
Total	51	100.0

37.   **Flat rate or transaction subscription with these on-line database vendors:**

InfoGlobe / Dow Jones Interactive

	Number	Percent
Flat rate	3	9.1
Transactional	30	90.9
Total	33	100.0

Infomart / DIALOG

	Number	Percent
Flat rate	6	15.8
Transactional	32	84.2
Total	38	100.0

Lexis-Nexis

	Number	Percent
Flat rate	2	5.6
Transactional	34	94.4
Total	36	100.0

Quicklaw [QL]

	Number	Percent
Flat rate	47	85.5
Transactional	8	14.5
Total	55	100.0

38.   **If your firm has a Quicklaw flat rate contract, at what rate are clients charged for QL searches**?

	Number	Percent
QL's effective rate	11	26.2
QL's regular hourly rate	18	42.8
another rate	13	31.0
Total	42	100.0

39. **At your firm**, **who searches QL --**
other than library staff, lawyers & students?
[Check ALL that apply.]

	Number	Percent
No one	32	55.2
Legal assistants / Paralegals	21	36.2
Secretaries	4	6.9

40. **What on-line services do non-research lawyers**
have password access to? [Check ALL that apply]

	Number	Percent
QL	49	84.5
Lexis / Nexis	12	20.7
Westlaw	11	19.0
InfoGlobe / Dow Jones Interactive	3	5.2
Dialog	6	10.3
Other(s), specify:	13	
	22.4	

- eCarswell [3] and Law.pro [1]
- Internet
- Internet databases requiring password, e.g., Taxcast
- Lawpost [2]
- Maritime Law Book [3]
- SOQUI [2]
- Legal Trac
- Municom
- N.S. labour databases
- ORBIT
- OSCB: Ontario Securities Commission Bulletin

LIBRARY DATABASES

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41. **Software used for Library catalogue & databases**:

	Number	Percent
Catalogue	7	12.5
Eloquent	3	5.3
DB/Textworks	31	55.4
InMagic/Inmagic Plus	2	3.6
Navigator/ Explorer	1	1.8
Syndey/SyndeyPlus	3	5.3
Other	9	16.1
Total	56	100.0

Other:
- Ad hoc
- Claris works/filemaker
- Claris Filemaker Pro
- DB/Textworks without WEB
- Libraryworks
- Microsoft Access
- NICOLAS
- PC-File

42 **If your firm has more than one location with more**
than one library, is the library catalogue:

	Number	Percent
separate for each location	13	27.7
union catalogue	15	31.9
not applicable	19	40.4
Total	47	100.0

43 **Are serials check-in records maintained:**

	Number	Percent
manually, in print format	17	30.9
electronically, in a library database	37	67.3
check-in records are not kept	1	1.8
Total	55	100.0

43A **Is Library circulation:**

	Number	Percent
Manual	46	80.7
automated	1	1.8
circulation records are not kept	10	17.5
Total	57	100.0

44 **Software used for Library databases**
– other than the catalogue:

	Number	Percent
no library databases	12	24.0
Access	1	2.0
DB/Textworks	24	48.0
Other	13	26.0

Other software:
- 4D, Filemaker Pro
- Access, Excel
- Apple Search, Claris Filemaker Pro
- Eloquent, Folio 4
- Excel
- Filemaker Pro
- Folio
- Inmagic
- ISYS for memos
- Lotus
- Sidney Plus [2]
- Wolrox Cfo memobank *[ed.:World Docs?]*

45 **Does the Library maintain a database of legal**
memoranda?

	Number	Percent
No	19	32.8
Yes	39	67.2
Total	58	100.0

Firm has legal memoranda data database
maintained by someone else:

	Number	Percent
Yes	12	63.2
No	7	36.8	*[…see page 12]*

Other Responses (Note: more responses than Yes answers)

- automated process though MAC coded I word document
- legal assistant
- library catalogue software and integrated
- litigation dept
- manual at this point
- Main library
- Memos are in PCDOCS- database yet to be created
- research dept
- research dept Toronto office
- someone else
- systems in word processing
- will be by a committee of lawyers/librarian in 99.
- Paralegals
- research dept.
- Research group
- research lawyers

46 Who indexes the legal memoranda for the database?

	Number	Percent
Librarian	14	29.2
Research Lawyer(s)	12	25.0
authors of memoranda	7	14.6
not done because database is searchable in full-text	9	18.7
not applicable	6	12.5
Total	48	100.0

47 What software is used for the legal memoranda database?

- Access
- Apple Search
- BRS
- DB Textworks [14]
- DB/Textworks & WebPublisher [1]
- Designed in-house
- DOCS open
- Eloquent
- Folio [2] / Folio 4
- Fulcrum FIND
- Inmagic [2] / Inmagic Textworks
- ISYS / ISYS (windows)
- Lotus Notes
- Naturel
- Open Pace
- PC DOCS
- PC DOCS and Word 97
- Hotdocs [soon]
- Topic
- QL
- old memos, abstracts, Filemarker; new memos full text
- Word perfect [2]
- Worldox
- ZyIndex
- no software; paper copies only

CD-ROMS

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48 Does the Library use a CD-ROM Drive

	Number	Percent
Do not currently have but plan in 1999	1	1.8
Yes	56	98.2
Total	57	100.0

Is the Library CD-ROM Drive [check ALL that apply]

	Number	Percent
Stand alone	37	63.8
Networked	39	67.2

49 If the CD-ROM is a stand alone do you:

	Number	Percent
single disk drive	19	46.3
juke box/tower	6	14.6
load CDs directly onto hard drive	9	22.0
single/juke	1	2.4
single/load	5	12.2
juke load	1	2.4
Total	41	100.0

50 If the CD-ROM is standalone, who is responsible for installing updates:

	Number	Percent
library staff	24	63.2
information systems staff	14	36.8
Total	38	100.0

51 If the CD-ROMs are networked, are they accessible via: [Check ALL that apply]:

LAN = Local Area Network
WAN = Wide Area Network

	Number	Percent
- LAN	37	63.8
- WAN [access for external users of one library]	5	8.6
- WAN [access for branch libraries sharing access]	3	5.2
- not applicable, CD-ROMs not networked.	14	24.1

52. Total # of CD ROM titles:

Number	Mean	Median	Stdev	Min	Max
58	10.7	8.5	8.2	0	40

53 Increase in # of CD ROM titles from 1997 to 1998:

Number	Mean	Median	Stdev	Min	Max
58	3.3	2	3.9	0	20

54 CD ROM expenditures in **1997** (exclude hardware):

Number	Mean	Median	Stdev	Min	Max
58	$8253	$2081	$14,430	0	$72,000

55 CD ROM expenditures in **1998** (exclude hardware):

Number	Mean	Median	Stdev	Min	Max
58	$13,230	$5,950	$19,340	0	$86,000

56 **Estimated** CD ROM expenditures for **1999** (exclude hardware): $_____

Number	Mean	Median	Stdev	Min	Max
57	$15,890	$6,000	$24,430	0	$120,000

57 **On average, how many hours per week does the Library staff spend on CD-ROM**

Activity	Number	Mean	Median	Stdev	Min	Max
Installation	56	0.2	0	0.5	0	2
Updating	57	0.3	0	0.5	0	2
Training	58	0.8	0.5	1.0	0	5
Coordinating with Systems staff	58	0.5	0.1	0.9	0	4

58 **Does computer system downtime adversely affect Library users because electronic publications have been substituted for print subscriptions?**

	Number	Percent
Yes	22	40.0
No	17	30.9
Not applicable, CDs duplicate print	16	29.1

59 **Do you use a software package to track CD-ROM usage?**

	Number	Percent
Yes	3	5.2
No	55	94.8
Total	58	100.0

Software:
- brand new CDmenu
- Netware Groups Security

INTERNET USE

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60 **Do you currently use the Internet?**

Note: All respondents used the internet.

How often do you use the Internet for:

E-mail

	Number	Percent
Never	3	5.5
Occasionally	2	3.6
Regularly	50	90.9
Total	55	100.0

Reference

	Number	Percent
Occasionally	9	15.8
Regularly	48	84.2
Total	57	100.0

News

	Number	Percent
Never	3	5.8
Occasionally	29	55.8
Regularly	20	38.5
Total	52	100.0

Legal research

	Number	Percent
Occasionally	18	31.6
Regularly	39	68.4
Total	57	100.0

Ordering

	Number	Percent
Never	13	24.1
Occasionally	30	55.5
Regularly	11	20.4
Total	54	100.0

Cataloguing

	Number	Percent
Never	24	45.3
Occasionally	16	30.2
Regularly	13	24.5
Total	53	100.0

Interlibrary loan

	Number	Percent
Never	15	28.3
Occasionally	27	50.9
Regularly	11	20.8
Total	53	100.0

Other use of the Internet (specify):
- government information
- legislation
- online searches
- training

61. **If you use the Internet daily, what's the average time do you spend using it**?

	Number	Percent
<30 mins	8	14.8
30-59 mins	17	31.5
60-89 mins	15	27.8
90-119 mins	6	11.1
120+ mins	8	14.8
Total	54	100.0

62. Is Internet searching capability:

	Number	Percent
available on Library standalone PC(s) only	4	7.1
limited to selected users' desktops only	20	35.7
firm-wide, available on all desktops	32	57.1
Total	56	100.0

63. Has your firm standardized on one browser?

	Number	Percent
No	16	27.6
Yes	42	72.4
Total	58	100.0

Browser:

	Number
Microsoft Internet Explorer	18
Netscape Navigator	18

64. Who provides Internet training?
[Check ALL that apply]

	Number	Percent
Library staff	48	82.8
Research Lawyer	1	1.7
Info Technology dept	25	43.1
consultant	5	8.6

65. Are practice -specific Internet training sessions provided?

	Number	Percent
No	47	81.0
Yes	11	19.0
Total	58	100.0

66. Do you subscribe to any pay for use websites?

	Number	Percent
No	21	36.2
Yes	37	63.8
Total	58	100.0

Pay for use websites:
- AG Canada/Trace it [2]
- Barrons
- BC stats
- Business in Vancouver (magazine)
- Canada Law Book DLRs [4]
- Canada Stockwatch [2]
- Carruthers
- CDN environmental
- Department of Finance
- Dialog
- Dow Jones Interactive [7]
- eCarswell [e.g. Insolvency.pro; Law.pro] [6]
- EG Cyberbahn
- Eureka
- Index Master
- Latin America Economics Business Report
- Law news network

- Lawpost
- Legal Trac [2]
- LivEdgar [3]
- Maritime Law Book [National Reporter] [12]
- Med Lit Net
- MERX [2]
- Micromedia Cancorp [2]
- Municom
- Not in Print [3]
- Nova Scotia dept of labour database
- Nova Scotia statutes
- occupational safety
- OSC Bulletin / OSC Bulletines consulties [2]
- Protos [CCH] [4]
- provincial Govt. Legislation sites,
- Quicklaw
- QP source [Alberta statutes & regulations] [6]
- RDPRM Bureau du surintendari des faillites
- Saskatchewan qovernment
- Saskatchewan Queen' s Printer [statutes] [8]
- Taxcast [CICA] [5]
- Tax IQ [PriceWaterhouseCoopers]
- TaxNet [Carswell] [4]
- World Trade Online
- "Too many to name"

FIRM INTRANET

67. Does the firm currently have an Intranet?

	Number	Percent
Yes	21	37.5
No	26	46.4
Not as yet, but the firm is working on one	9	16.1
Total	56	100.0

68. What is the librarian's responsibility re firm's Intranet?

	Number	Percent
Webmaster	3	10.7
prepares library webpage content only	15	53.6
other	10	35.7
Total	28	100.0

Other responsibilities:
- consultant
- document management, team member
- internet links
- legislative update
- minor staff troubleshooting
- prepares content, on committee
- responsible for content firm wide

69 Is the Library catalogue available on the firm's Intranet?

	Number	Percent
No	50	86.2
Yes	8	13.8
Total	58	100.0

70 Is the Librarian a member of firm's Intranet committee?

	Number	Percent
Yes	12	30.0
No, librarian not a member	13	32.5
Firm has no intranet committee	15	37.5
Total	40	100.0

71 Does your firm subscribe to any "push" technology titles?

	Number	Percent
No	39	67.2
Yes	19	32.8
Total	58	100.0

"Push" technology titles subscribed to:
- Case Digest Connection [CLE of BC] [2]
- Dow Jones Interactive [2]
- Lawnow
- Not In Print
- Personal Injury News
- Pointcast [2]
- Securities Regulation and Law Report
- Protos: re TaxWorks [CCH] [10]
- Tax IQ [PriceWaterhouseCoopers] [2]
- Taxcast [CICA] [4]
- TaxNet [Carswell] [3]

TECHNOLOGY PLANNING

72 Are Library needs included in the firm's technology plan?

	Number	Percent
Yes	43	78.2
No, librarian not consulted	8	14.5
Not applicable	4	7.3

73. If given the option of paper versus the Internet, would you be willing to complete the 2001 PLL/CLL Operations Survey via the Internet

	Number	Percent
No	11	19.0
Yes	47	81.0
Total	58	100.0

- Paper is much easier do use, can take it home and fill it out using documentation from files

- "No" for confidentiality reasons
- I had to complete this survey in stages because I do not manipulate my budgeting data. The way you asked for it. Paper lends itself to picking up, putting down, checking and completing later, internet does not.
- I can't do it in one sitting. If an Internet version can allow for that then OK
- Internet survey is a great idea rather than paper.

COMMENTS:

- It would have been useful to have the term "legal assistant" defined, since I think it affected some responses.

- In our firm "legal assistants" are secretaries. The program at GMCC CS called legal Assistant but they work as secretaries.
  The term "paralegal" would more accurately convey what you are trying to gather.

- Re: Q56 we have subscribed to *eCarswell* in 1999 and have therefore cancelled several CD-ROMS. We intend to allot $27,000 total for *eCarswell* + remaining CD-ROM products

- Does it matter if the electronic info is CD, live download, or Internet? Couldn't they be lumped together? Cancellations- some are cancelled because they were no longer relevant

- Need some clarification CD-ROMs/ *eCarswell*. I no longer lane the *Canada Reporter Collection* I have replaced it with *eCarswell*. I have considered eCarswell to be part of my CDROM budget.

- Regarding Qs 67-70, the firm uses a UNIX network outside of the library for *Wordperfect* and *Legal Vision* only. The library has 3 PCs which will be networked together in the next few months. The library databases will be available to the UNIX users in the year 2000.

- Survey filled out as of Dec 31/98. Many charges are being made in 1999 eg networking CD-ROMs. Also you did not ask any questions about making library databases available on the network for access to lawyers, students etc.

- This survey was well written and the results will be very interesting and hopefully useful for answering questions from our employers. It did not specify how the boxes were to be filled in, so I hope the check marks are adequate. Good luck with results. It would also have been useful to know whether people like using *Folio* or other similar searching tools and why.

- Good survey. I am anxious to see the results.

- I can't wait for the results!! Excellent survey questions.