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THE QUESTIONNAIRE

CHAPTER 1 – Introduction

1. Please give us the following contact information:
 - A. Name:
 - B. Company:
 - C. Address 1:
 - D. Address 2:
 - E. City/Town:
 - F. State/Province:
 - G. ZIP/Postal Code:
 - H. Country:
 - I. Email Address:
2. Which choice best describes your library?
 - A. Law firm library
 - B. University law library
 - C. Courthouse library
 - D. Non-Courthouse government agency non profit or international agency law library
 - E. Private company law library
 - F. Other (please specify)
3. Approximately how many lawyers are in your organization?

CHAPTER 2 – The Physical Space of the Library

4. Do you believe that the space allocated to the law library in the next three years will?
 - A. Increase
 - B. Decrease
 - C. Remain the Same

CHAPTER 3 – Staff

5. How many full time equivalent librarians are employed by the law library?
6. How many other full time equivalent employees such as library assistants, technology staff, secretaries and others are employed by the library?
7. What was the library's total spending on salaries last year, including retirement contributions, for all employees of the library?

CHAPTER 4 – Overall Budget

8. In 2013, did the overall library budget...
 - A. Increase
 - B. Decrease
 - C. Remain approximately the same
9. By how much did it change? (in % terms)
10. In your view, in 2014 the library's overall budget will change by what percentage (indicate if positive or negative)
11. If you have been asked over the past two years to reduce the overall cost structure of the library, what have you done to achieve this and what would you suggest to your peers in the same situation?
12. Choose the statement that best describes the view that the management of your parent organization has of the law library:
 - A. The traditional library is a cost center that in the next five years may be phased out for a company-wide digital information system
 - B. Will help to expand digital collections while maintaining or expanding library staff to meet the company's critical information needs
 - C. Wants to downsize the library but will maintain it with essentially a stable budget

CHAPTER 5 – Spending on Materials/Content

13. What was the library's total expenditures for content/materials in each of the following years: (content is defined as books, journals, magazines, audio visual materials, newsletters, databases, directories and other such information vehicles)
 - A. 2013
 - B. 2014 (anticipated)

14. How much did the library spend for online databases in the following years:

- A. 2013
- B. 2014

15. How would you characterize your organization's use of the following legal information resources:

A. Hein Online

- i. Do Not Use At All
- ii. Use Sparingly
- iii. Use Somewhat
- iv. Use Frequently
- v. Use Extensively

B. Westlaw

- i. Do Not Use At All
- ii. Use Sparingly
- iii. Use Somewhat
- iv. Use Frequently
- v. Use Extensively

C. Lexis

- i. Do Not Use At All
- ii. Use Sparingly
- iii. Use Somewhat
- iv. Use Frequently
- v. Use Extensively

D. Fastcase

- i. Do Not Use At All
- ii. Use Sparingly
- iii. Use Somewhat
- iv. Use Frequently
- v. Use Extensively

E. Bloomberg Law

- i. Do Not Use At All
- ii. Use Sparingly
- iii. Use Somewhat
- iv. Use Frequently
- v. Use Extensively

16. Approximately what percentage of the materials/content budget was accounted for by print and how much by electronic resources (percentage wise):

- A. Print (%)
- B. Electronic (%)

17. Which choice of the following opinions best represents what you think will happen at your library over the next few years?
- A. The Library will reduce spending on both print and electronic resources.
 - B. The Library will aggressively reduce spending on print resources and use that money to increase spending on electronic resources while holding overall spending relatively constant.
 - C. The Library will maintain spending on print resources and moderately increase spending on electronic resources.
 - D. The Library will increase spending on both print and electronic resources, perhaps increasing spending somewhat more on electronic resources.
 - E. The Library plans to increase spending on print resources at a faster rate than on electronic resources.

CHAPTER 6 – Library Use of Video

18. Has the growing profusion of webcasts, podcasts, videos and other video resources impacted the information search strategies of your organization? Do you integrate these resources into your information searches? Get requests for videos from patrons?
19. Does the library play any role in creating, archiving or distributing videos created by your organization? If so, what is this role?

CHAPTER 7 – The Mobile Library

20. Does your library use QR codes?
- A. Yes
 - B. No
 - C. Not sure what they are
21. If your library has used QR codes what have you used them for and what has been your experience with them?
22. Has the library or your parent organization developed a bring your own device program so that lawyers and other library users can use library resources from mobile devices such as laptops, tablet computers or smartphones?
- A. Yes
 - B. No
23. Describe exactly what the library has done to foster access to library resources from mobile devices.

CHAPTER 8 – Print & Electronic Journals & Other Periodicals

24. How many subscriptions that require payment does the library maintain to legal journals in the following formats:
- A. Print with no Electronic Access
 - B. Electronic with no Print Counterpart
 - C. Both print and Electronic Access
25. How much did the library spend for print and/or electronic versions of legal, scientific and other scholarly and professional journals in?
- A. 2013
 - B. 2014 (anticipated)
26. How much did the library spend for subscriptions to magazines and newspapers in traditional print formats in?
- A. 2013
 - B. 2014 (anticipated)

CHAPTER 9 – Monitoring of Social Media

27. How would you describe your library's role in using blogs, podcasts and social networking sites such as Facebook, Twitter, Linked in and others to find useful information, monitor your organization's reputation or for other purposes?
28. What role if any does the library play in your organizations social media and internet marketing strategy?
29. Does your library have any of the following:
- A. LinkedIn Site
 - B. Facebook Site
 - C. Twitter Account
 - D. Pinterest Site
 - E. Instagram Site
 - F. YouTube channel or presence
 - G. Vimeo channel or presence
 - H. Other social media sites important to your organization (please specify)
30. Does your law library have its own blog?
- A. Yes
 - B. No

CHAPTER 10 – Books

31. How much will the library spend on traditional print books in 2013 and 2014? (exclude directories, reporters and other periodicals which we will ask about separately; also exclude eBooks)
- A. 2013
 - B. 2014
32. How much did the library spend on eBooks and EBook directories in the following years (exclude journals and reporters, even if online)
- A. 2013
 - B. 2014 (anticipated)
33. Which eBook publishers or aggregators account for the highest share of the library's use of eBooks?
34. What was your library's total spending on eBooks and traditional books from each of the following sources in the past year?
- A. Amazon
 - B. Barnes & Noble
 - C. All other Online Booksellers
35. Explain the library's evolving policies towards the purchase of legal and industry directories. How many subscriptions does the library maintain? For how many do you have electronic access? What has been the trend in total spending? What is the outlook for the future?

CHAPTER 11 – Article Borrowing and Interlibrary Loan

36. Approximately how many fulfilled requests for articles, books or other borrowed items of intellectual property, either formally or informally requested, did the library make in the past 3 months? That is approximately how many times did you get an article or book through interlibrary loan, or as a fax, email, photocopy or other means from another library, through a consortia, listserv or other venue?
37. In general what has been the trend in law library lending and borrowing over the past two years? Has the volume of requests, your own and others from your library, been increasing or decreasing, and if so to what extent?

CHAPTER 12 – Print Reporters

38. How much did (will) the library spend for print reporters in:

- A. 2013
- B. 2014

CHAPTER 13 – Cost Recovery

39. What percentage of the total budget of the law library, including staff salaries and information purchasing, is recovered through charges to clients for information services?

40. What percentage of total online information costs are paid for through:

- A. Billing to clients
- B. Internal billing to departments within your organization

41. Which phrase best reflects developments in the past two years regarding the charge back policies of information services to clients:

- A. Have not changed much
- B. We have tried to lower charges to clients and are now recovering a lower percentage of costs than in the past
- C. We have tried to recover a greater percentage of costs and have raised charges to clients
- D. We have been able to lower costs while maintaining the same or superior level of research and consequently been able to improve our financial position while lowering or at least maintaining costs to clients

CHAPTER 14 – Negotiating with Suppliers

42. The legal market has suffered significantly in the recent economic downturn. Have you been able to reduce library costs in this environment by asking suppliers for lower prices or otherwise negotiating more effectively for products and services? Have you found less expensive alternatives for some resources? If so, how and with what kind of services have you achieved success? How great have the savings been? Can your peers benefit?

SURVEY PARTICIPANTS

Alameda County Law Library
AT&T
Balkin Information Services
Boardman & Clark Law Firm LLP
Bradley Arant Boult Cummings
Burnet, Duckworth & Palmer
Butler County Law Library
California Rehabilitation Center Law Library
Charleston School of Law
Cozen O'Connor
Finnegan
Fort Bend County Law Library
FSM Supreme Court Law Libraries
George R. White Law Library
Goldfarb Abrandt Salzman & Kutzin LLP
Harris County Law Library
Hawaii State Judiciary
Hawkins
Hiscock & Barclay LLP
Indiana Tech Law School
Jefferson County Public Law Library
Kane County Law Library & Self Help Legal Center
Leiff Cabraser Heimann Bernstein
Leon E. Bloch Law Library
Lewis Roca Rothgerber LLP
Lindquist. & Vennum
LMU - Duncan School of Law
Middleton Reutlinger
Miller Canfield
MInC
Ministry of the Attorney General, Ontario
Montgomery County Circuit Court Law Library
New York County District Attorney's Office
Northern Kentucky University
Office of the Ohio Attorney General
Oklahoma City University Law Library
Parker Poe Adams & Bernstein

Phelps Dunbar LLP
Rinker Law Library Fowler School of Law, Chapman University
Ross-Blakley
Schwabe Williamson & Wyatt
Superior Court of Arizona, Maricopa County
Texas Southern University Law Library
Thomas M. Cooley Law School
Tulane University Law Library
UCDavis Mabie Law Library
University of Maine School of Law
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University of Chicago
University of Colorado Law Library
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Washington University Law Library
Wilkinson Barker Knauer LLP
William Mitchell College of Law
World Bank