



The Strategic Counsel



LibraryCo/Integration Task Force Survey

Report of Findings

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Executive Summary

Executive Summary – Research Objectives

- ◆ *The Strategic Counsel* is pleased to present to LibraryCo Inc. (“LibraryCo”) this executive summary of findings from the LibraryCo Integration Task Force survey among practising lawyers in Ontario.
- ◆ The key objectives of this research were to better understand the legal information needs of practising lawyers in Ontario, how they meet those needs, and their preferences for meeting them.
- ◆ More specific objectives included:
 - The nature and extent of the research resources available to practising lawyers at their offices, including the extent of their office library and the availability of research resources such as on-site library staff, dedicated research lawyers and articling students;
 - Current and anticipated use of information resources, including libraries;
 - Comfort with and use of online research tools;
 - Use of both county and district libraries and the Great Library at Osgoode Hall in Toronto; and,
 - Awareness and use of various services offered by the county and district libraries and the Great Library, including the information services offered to members by library staff.

Executive Summary - Methodology

- ◆ The survey was conducted online. An invitation to participate was sent by email to 21,148 members of the Law Society of Upper Canada (“the Law Society”).
 - The sample comprised practising members who had both provided the Law Society with an email address and granted permission for the Law Society to communicate with them by email.
- ◆ Email invitations, each of which contained a unique, single-use url to provide access to the survey, were sent early in the week of November 7, 2005. Field was closed on December 7.
- ◆ Following the initial email to 21,148 members, LibraryCo and *The Strategic Counsel* began to receive communications from members who believed that they had not received an invitation. In total, 139 such communications were received. As a result of these communications, 58 email addresses were added and 40 revised for a total of 98 amendments to the original sample list.
- ◆ The total number of members invited to participate in the research is thus 21,206.
- ◆ By the field close date, 3,165 members had completed the survey. This represents a response rate of just less than 15%.
- ◆ The margin of error on the total sample of 3,165 is +/- 1.61 percentage points, at the 95% confidence interval.
 - Sub samples (e.g., region, practise style) reported have wider confidence intervals.

Executive Summary – Sample Profile

- ◆ Based on a comparison with the Law Society's member database, the sample of members who responded to the survey differs in some important respects from the total population of practising lawyers in Ontario. This should be borne in mind when considering the research findings.
- ◆ Sole practitioners (33%) represent the largest proportion of the sample, followed by partners (22%) and associates/employees (21%) in a law firm in Ontario. The remainder of the sample (24%) is not in private practice.
- ◆ Sole practitioners and those who practise in firms with five or fewer lawyers are over represented in the sample.
 - According to the report of the Law Society's Sole Practitioner and Small Firm Task Force, published in 2005, sole practitioners and firms with five or fewer lawyers comprise approximately 52% of lawyers in private practice in Ontario.
 - Sole practitioners (33%) and firms with five or fewer lawyers (15%) comprise 48% of the total sample of the LibraryCo/Integration Task Force survey. Expressed as a percentage of those in private practice who responded to this survey, however, they comprise 64%.
- ◆ Members responding to the survey are also somewhat older than practising lawyers overall.
 - This is particularly so among those called in 1985 or earlier (survey sample 40%, practising lawyers overall 36%) and more modestly among those called from 2001-2005 (survey sample 19%, practising lawyers overall 21%).

Executive Summary – Sample Profile

- ◆ The survey sample under represents lawyers who practise in the Toronto Region to a considerable extent (survey sample 38%, practising lawyers overall 54%), and those practising in the East Region to a lesser extent (survey sample 14%, practising lawyers overall 17%).
- ◆ Each of the other regions is somewhat over represented.
- ◆ About twice as many men (63%) as women (35%) responded. The remaining 5% declined to answer the question. These proportions are in line with practising lawyers overall (65% and 35%, respectively).
- ◆ Respondents could choose to complete the questionnaire in either English or French. Although the vast majority of questionnaires were completed in English, 2% were completed in French.

Executive Summary – In-House Resources

- ◆ This research suggests that practising lawyers are in a period of transition with respect to both the means used to meet legal information needs and the preferences for doing so.
- ◆ The use of various electronic means appears to be both well entrenched and growing, although the findings suggest that the pace of change will be measured.
 - There remains, however, a significant proportion of the practising bar among whom the use of electronic means is less frequent and among whom the preference for meeting some key legal information needs continues to be through print resources.
- ◆ The research further suggests some significant differences among practising lawyers by practice style, region and age.
 - The starkest differences are found between sole practitioners and those who practise in small firms (five or fewer lawyers) on the one hand, and those who practise in larger firms (20 or more lawyers) and those who are not in private practice on the other.
 - There are also fairly consistent differences by region on a number of important measures, and particularly between the Toronto and East Regions as compared to the remaining regions (the North East and North West Regions in particular).
 - There are also some differences by age, particularly in the preference for and use of electronic resources.
- ◆ The most important manifestation of these differences is in the use of and attitudes toward county and district libraries, which, by significant margins, are used more frequently and valued more highly by sole practitioners and those who practise in small firms and by those who practise in regions other than Toronto and, to a lesser extent, the East.

Executive Summary – In-House Resources

- ◆ The extent of in-house legal research resources available to members is likely to have direct implications for their use of outside resources such as county and district libraries and the Great Library. The research therefore investigated four types of in-house resources.
 - The extent of in-house library staff, such as a law librarian, library assistant, library technician or a research lawyer
 - The frequency of employing articling students
 - The extent of the in-house law library
 - Comfort with electronic research tools and the incidence of subscribing to electronic research tools

- ◆ The presence of in-house library staff is restricted mainly to larger firms.
 - Just 12% of those who practise at larger firms report that their firm has none of the types of staff tested, compared to 97% of sole practitioners and small firms, 77% of those who practise in mid-size firms, and 60% of those who are not in private practice.

- ◆ Nearly two-thirds of those who responded (64%) report that articling students are “rarely or never” employed at their place of work.
 - Sole practitioners (95%) and those who practise in small firms (87%), however, are significantly more likely to say that articling students are “rarely or never” employed.
 - Those who practise in larger firms, by contrast, report almost universally (97%) that articling students are employed “every year”.
 - Those not in private practice fall somewhere between these two extremes, with just more than half (54%) reporting that articling students are “rarely or never” employed and just over one-third (36%) reporting that they are employed “every year”.

Executive Summary – In-House Resources

- ◆ The practising profession appears quite evenly divided regarding on the in-house library measure, as 29% say that “basic” best describes their law library, 38% believe that their law library is “moderately good”, and one-third (33%) report that they have a “full research library”.

- ◆ The scale of in-house law library increases with firm size.
 - Whereas 89% of those who practise in larger firms report that they have access to a “full research library” in-house, just 9% of sole practitioners and 16% of those who practise in small firms have in-house access to such a library.
 - By contrast, just fewer than one-half of sole practitioners (46%), and 30% of those who practise in small firms say that “basic” best describes the library available to them in-house.
 - Once again, those not in private practice fall somewhere between, with 43% reporting access to a “full research library”, 28% reporting access to a “moderately good library” and 29% a “basic library”.

- ◆ Given their increasing prevalence, the research measured self-assessed comfort with electronic research tools.
 - Two-thirds of respondents (67%) express considerable comfort with these tools, rating themselves as either “very” (36%) or “quite” (31%) comfortable. About one-in-five (22%) assess themselves more moderately as “somewhat comfortable”.
 - Lack of comfort with these tools is limited to about one-in-ten of the lawyers responding, the large majority of whom characterize themselves as being “not very comfortable” (8%) rather than “not at all comfortable” (3%).

- ◆ Years at the bar, which in the vast majority of cases will be a proxy for age, is the largest single predictor of comfort with legal research tools. Comfort declines as number of years at the bar rises, and there is a clear divide at the 10 year mark.

Executive Summary – In-House Resources

- ◆ Online subscription services are becoming an increasingly important legal research tool, and as such the incidence of subscribing to such services is important to a good understanding of the issues at the heart of this research.

- ◆ While the majority (72%) of those who responded to this survey report that they or the firm at which they work subscribe to at least one such service, a significant minority (28%) do not. Practice style is the most significant point of difference here.
 - The incidence of subscribing is universal among larger firms (100%), and all but universal among mid-size firms (97%). Although not quite as high as it is among mid-size and larger firms, the incidence among those not working in private practice is also quite robust at 83%.
 - Thereafter, the incidence drops off to two-thirds (65%) among small firms and then drops again to less than half (45%) among sole practitioners.

- ◆ As seen in relation to comfort using electronic research tools, the incidence of subscribing to online services declines as years at the bar increase. Once again, there appears to be a break at the 10 year mark, although it is not as dramatic a break as was found for comfort with electronic research tools.

- ◆ Among those who do not subscribe to any online subscription services, finding these services too expensive is the primary reason given (64%). About one-quarter (27%) do not feel that they need these services.
 - Sole practitioners (68%) and those who practise in small firms (68%) are significantly more likely than are those who practise in mid-size firms (40%) and those not in private practice (44%) to cite expense.

Executive Summary – Means Used to Undertake Research

- ◆ Three-quarters of legal research is undertaken in practising lawyers' own offices.
- ◆ The single largest proportion of research (mean of 45% among all respondents) is undertaken using “*electronic resources in your office (through subscription or offered without subscription)*”. There are some interesting differences by sub group here.
 - The proportion of research conducted using electronic resources available in the office declines as number of years at the bar increases, from a mean of 52% among those called within the past five years to a mean of 40% among those who have been called for more than 20 years.
 - There is also a clear trend in the data based on firm size. Use of electronic resources increases with firm size, from a mean of 37% among sole practitioners to a mean of 54% among those who work in larger firms. Respondents who are not in private practice also make significant use of electronic resources available in their offices (mean of 55%).
- ◆ This is followed by “*print resources in your own office*” (mean of 30% among all respondents).
 - There are no dramatic differences by sub group on this measure, suggesting that the use of print resources available in the office is quite consistent across the profession.
- ◆ Use of the other three resources tested appears to be quite limited, as the mean among all respondents is very low for each of them and very strong majorities in each case indicate that none of their research is undertaken using those resources:
 - LibraryCo's Desktop Delivery Initiative (mean of 2% and 92% say that none of their research draws on this resource)
 - Private Companies (mean of 3% and 85% report that they never use them)
 - Other Means (mean of 4% and 79% report that they never use them)

Executive Summary – Use of County/District/Great Libraries

- ◆ In order to get some sense of the extent to which practising lawyers rely on county or district libraries and the Great Library, they were asked to indicate their level of agreement with the following statement:
 - *“I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print at my office.”*

- ◆ Opinions are quite evenly divided, as 44% agree with the statement and 47% disagree with it. About one-in-ten (9%) are neutral, saying that they neither agree nor disagree.
 - The findings suggest, however, that those who disagree hold their view more intensely, as the proportion of those who “strongly disagree” (32%) is significantly higher than the proportion of those who “strongly agree” (22%).

- ◆ There are important differences on this question by practice arrangement.
 - The likelihood of agreeing with the statement increases with firm size. Whereas 70% of those who practise in larger firms agree, agreement falls progressively from 37% among members of mid-size firms, to 30% among members of small firms and 29% among sole practitioners.
 - Further, levels of intense disagreement (“strongly disagree”) reach nearly one-in-two among sole practitioners (47%) and members of small firms (45%).
 - The dramatic difference in agreement by firm size is likely a reflection of the vastly greater resources available internally to those who practise in the larger law firms.
 - Like larger firms, practising lawyers who are not in private practice (64%) are significantly more likely than practising lawyers overall (44%) to agree with the statement.

Executive Summary – Use of County/District/Great Libraries

- ◆ There are also some striking differences by region.
 - Lawyers who practise in the North West (74% disagree, and fully 55% do so “strongly”), the North East (67% disagree, 52% “strongly”) and the Central West (67% disagree, 51% “strongly”) regions are particularly likely to express disagreement.
 - “Strong” disagreement is also evident in the Central East region (49%)
 - By contrast, lawyers practising in Toronto (60%) are significantly *more likely to agree* that they rarely need to use a LibraryCo library than are practising lawyers overall (44%). This is likely driven in large measure by the number of lawyers in Toronto who practise in larger firms, which are more likely both to have full research libraries and dedicated library staff.
 - Although less dramatically than their colleagues in Toronto, practising lawyers in the East region (50%) are also significantly more likely than practising lawyers overall to agree.

Executive Summary – Importance of Resources

- ◆ Having explored their use of and attitudes toward a number of resources, practising lawyers were then asked to rate the importance to them in their daily practice of five resources.
 - They were asked to do this using a scale from “1” to “7”, on which “1” means that the resource is “not important at all” and “7” means that it is “extremely important”.
- ◆ Of the resources tested, the Internet (88% rating it a “7”, “6” or “5”) is perceived by a wide margin to be the most important. There are few important sub group differences in assessments of the Internet.
- ◆ The next highest rated resource is Continuing Legal Education (“CLE”), rated as important by nearly three-in-five (58%). As with the Internet, there are few important differences by sub group.
- ◆ *“The library of your firm or office”* closely follows CLE, rated as “important” by just over half (52%) of the practising lawyers who responded to the survey. Reflecting the findings concerning in-house library resources that appeared earlier in this report, perceived importance rises as firm size increases.
 - Just fewer than half of sole practitioners (47%) and those who practise in small firms rate their office library as important, as compared to fully two-thirds (66%) of those who practise in larger firms.

Executive Summary – Importance of Resources

- ◆ The county or district law library is rated “important” by 37% of practising lawyers. There are no real differences in ratings by tenure at the bar, but there are by both practice arrangement and region.
- ◆ Sole practitioners (51%) and those who practise in small firms (52%) are significantly more likely than practising lawyers overall (37%), and more than three times as likely as either those who practise in larger firms (16%) and those who are not in private practice (15%) to rate the county and district library as “important”.
 - The differences in the proportions rating it as “extremely important” are even more stark – 26% among sole practitioners and 25% among those who practise in small firms as to compared to 5% among those who practise in larger firms and 6% among those who are not in private practice.
- ◆ Regionally, importance ratings are highest in the North West (65%) and North East (64%), and lowest in the East (37%) and Toronto (15%). In addition to the number of larger firms located in Toronto, the presence of the Great Library and the Supreme Court of Canada library may be contributing to the lower ratings in the latter two regions.
- ◆ The Great Library receives the lowest rating of the five resources tested, with just 15% rating it as “important” and only 5% rating it as “extremely important”.
 - Regional ratings are the most illuminating here. Consistent with its location, it is most highly rated by lawyers in Toronto (24% rate it as “important”).

Executive Summary – Current Use of Resources

- ◆ In order to better understand how practising lawyers see their use of resources changing over time, the research first explored current use of nine information sources and then the anticipated use of those same resources over the next two to three years.

- ◆ Three of the sources lead current usage, with usage of all other sources comparatively much lower:
 - Firm or office library (66% use it weekly or more often);
 - Electronic resources at the office available without subscription (47% use them weekly or more often); and,
 - Commercially subscribed to electronic resources (44% use them weekly or more often).

- ◆ These are followed by visiting a county or district law library in person. Usage here is considerably lower, as just 15% say that they visit weekly or more often and a further 22% say that they visit monthly, and it is sole practitioners and those who practise in small firms who visit most frequently.
 - Sole practitioners (23%) and those who practise in small firms (22%) are far more likely than those who practise in larger firms (2%) and those who are not in private practice (5%) to visit weekly or more often. Further, over half of both sole practitioners (51%) and of those who practise in small firms (54%) report visiting a county or district library at least monthly.
 - At the other end of the usage spectrum, 44% of those who practise in larger firms and 47% of those who are not in private practice say that they “never” visit a county or district library in person, and a further 32% and 30%, respectively, say that they “rarely” do so.
 - Regionally, the incidence of visiting a county or district library is highest among practitioners in the North East and the North West (35% and 33%, respectively, say that they visit weekly or more often), and lowest among those who practise in Toronto (just 2% say that they visit weekly or more often).

Executive Summary – Current Use of Resources

- ◆ Practising lawyers report similar levels of frequency for accessing county or district library resources electronically and for contacting one by telephone, fax or email. Both are quite low.
 - The incidence of electronic access weekly or more frequently is 6%, with a further 9% reporting electronic access monthly. Over half (52%) of practising lawyers say they never do so and a further 26% say that they do so only rarely.
 - Weekly or more frequent contact by telephone, fax, and email is limited to 5% of practising lawyers, with a further 11% reporting such contact monthly. Nearly three-in-four (72%) say that they rarely (27%) or never (45%) contact a library using those means.

- ◆ The final three sources of information for which current usage was tested are all related to the Great Library and usage of these sources appears to be very limited indeed. The three Great Library sources tested, and their respective current usage levels, are as follows.
 - Just 1% of practising lawyers report visiting the Great Library in person weekly or more often, with a further 5% visiting monthly. Over half (52%) say that they never visit, and a further third (32%) say that they do so only rarely.
 - The incidence of accessing Great Library resources electronically is similar, as 1% report doing so weekly and a further 3% monthly. Two-in-three (65%) say they never access Great Library resources electronically, with a further one-quarter (25%) saying that they do so only rarely.
 - The current frequency of contacting the Great Library by telephone, fax or email is almost identical to the frequency of electronic access. Weekly contact is reported by 1% and monthly contact by a further 2%. Two-thirds (66%) never contact the Great Library using any of these means and a further one-quarter (26%) do so only rarely.

Executive Summary – Anticipated Use (Next 2-3 Years)

- ◆ The findings with respect to anticipated usage of these same sources over the next two to three years suggest strongly that no dramatic changes in usage should be expected over that period of time.

- ◆ Interestingly, however, the sources practitioners anticipate that they will most likely be using with greater frequency are all electronic.
 - One-third (33%) anticipate that they will be using electronic resources available without subscription at the office either “much more” (6%) or “somewhat more” (27%), compared to just 3% who anticipate that they will be using such resources less frequently.
 - Similarly, 28% believe that they will be using electronic resources available through subscription “much” (5%) or “somewhat” (23%) more frequently, compared to the 5% who believe that they will be using them less frequently.
 - One-in-five (21%) anticipate accessing county or district library resources electronically “much” (3%) or “somewhat” (18%) more frequently, while 10% see themselves using such resources less frequently.

Executive Summary – The Law Library 5-10 Years from Today

- ◆ As a final measure of what practising lawyers envisage as the future of legal information provision, they were asked to indicate the extent of their agreement with the following statement:
 - *“Over the next 5-10 years a virtual law library will largely replace physical libraries.”*
- ◆ Although a modest majority (55%) of practising lawyers agrees that a virtual law library will largely replace physical libraries within 10 years, a solid minority (33%) disagree. Some uncertainty on this question is found among the 12% who neither agree nor disagree.
- ◆ While there are some differences on this issue by tenure at the bar and by firm size, the most striking differences are once again evident regionally.
 - Those practising in the North East (38%) and the North West (31%) regions are significantly less likely than practising lawyers overall (55%) to agree that physical libraries will be replaced.
 - Weaker levels of agreement are also found in Central East (48%) and Central West (42%).
 - Lawyers who practise in Toronto (64%), by contrast, are significantly more likely to agree.

Executive Summary – Preferences for Allocation of Resources

- ◆ As a further means of assessing the way in which the legal information needs of practising lawyers may be evolving, the survey posed the following question concerning preferences for allocating legal research resources.
 - *“Given a choice between putting more resources into providing research materials electronically, versus providing research materials in your county or district library or the Great Library, which of the following would be your preference: More of the legal research materials you seek could be accessed from your desktop; More of the research materials you seek could be accessed in your county or district library; More of the legal research materials you seek could be accessed in the Great Library?”*

- ◆ Consistent with the findings concerning the anticipated use of sources over the next two to three years, three-quarters (76%) of practising lawyers express a preference for more of the legal research materials they seek to be accessible from the desktop.
 - Slightly more than one-in-five (22%) would prefer that more materials could be accessed in their county or district library. Just 2% would like to see more materials accessible in the Great Library.

- ◆ The strongest differences here are by practice style and region.
 - Sole practitioners (70%), as well as those who practise in small (70%) and mid-size firms (67%) are less likely than practising lawyers overall (76%), and particularly less likely than both those who practise in larger firms (89%) and those who are not in private practice (87%) to prefer that more research materials be accessible from the desktop.
 - Those who practise in large firms (9%) and those not in private practice (10%) are significantly less likely than practising lawyers overall (22%) to prefer that more research materials be accessible in county or district libraries.
 - Once again, those who practise in the North East (49%) and North West (58%) regions are most supportive of putting more resources into their county or district library.

Executive Summary – Resources Used When Visiting County/District Libraries In Person

- ◆ Those who visit a county or district library in person at least rarely (i.e., excluding those who say that they never do so), were asked the frequency with which they use eight of the resources available at those libraries. They were also asked which of the services that they have used they find to be most and second most valuable.
- ◆ Usage is highest for *“accessing print resources”*, *“using library equipment”* and *“seeking help from library staff”*.
 - For each of these resources, frequency of usage is typically lower among those who practise in larger firms and those who are not in private practice. It is worth noting, however, that 28% of those who practise in larger firms and 31% of those who are not in private practice access print resources at least monthly, and that 12% and 13%, respectively, report doing so weekly or more often.
- ◆ Moderate usage levels are found for *“finding a quiet place to work”* and *“accessing commercially subscribed to electronic resources”*.
- ◆ The remaining three resources tested, *“using a meeting room”*, *“accessing CanLII”* and *“other resources”* are used on only a limited basis.
- ◆ The most valuable resources are perceived to be *“accessing print resources”*, chosen as most valuable by 48% and as second most valuable by 28%, and *“seeking help from library staff”*, chosen most valuable by 31% and second most valuable by 26%.

Executive Summary – Resources Used When Visiting Great Library In Person

- ◆ As with county and district libraries, those who visit the Great Library in person at least rarely (i.e., excluding those who say that they “never” do so), were asked the frequency with which they use seven of the resources available there. They were also asked which of the services that they have used they find to be most and second most valuable.
- ◆ Consistent with overall lower usage levels of the Great Library reported earlier, frequency of using all of the Great Library resources tested is lower than frequency of using the county and district library resources tested.
 - In fact, for each of the Great Library resources tested, a majority, ranging from 57% for “*accessing print resources*” to 96% for “*other resources*” report that they rarely or never use them.
- ◆ Perceptions of the most and second most valuable of the Great Library’s resources are precisely the same as those found for county and district library resources.
- ◆ “*Accessing print resources*” ranks first, chosen as most valuable by 55% and as second most valuable by 25%. This is followed by “*seeking help from library staff*”, chosen as most valuable by 27% and as second most valuable by 30%.

Executive Summary – Frequency of Asking County or District Library Staff for Assistance

- ◆ The research explored the assistance practising lawyers seek from library staff when visiting a county or district library in person.

- ◆ Reviewing findings for the six tasks tested, addressing reference needs appears to be the most frequently requested form of assistance.
 - About seven-in-ten (69%) “almost always” (28%) or “sometimes” (41%) seek assistance from library staff for *“quick reference needs”* when visiting a county or district law library in person.
 - About six-in-ten (58%) “almost always” (23%) or “sometimes” (35%) seek assistance for *“in-depth reference needs”*.
 - One-in-two (50%) “almost always” (14%) or “sometimes” seek assistance in *“researching a legal problem”*.

- ◆ While there is some use of the other forms of assistance tested, in each case a majority of those who attend county or district libraries in person say that they “rarely” or “never” request such assistance.
 - Just over half (55%) say that they “rarely” (26%) or “never” (29%) request assistance *“using electronic resources”*.
 - Two-thirds (67%) say they “rarely” (32%) or “never” (35%) request assistance with *“continuing legal education needs”*.
 - Seven-in-ten (71%) say they “rarely” (30%) or “never” (41%) seek assistance *“obtaining information from another library”*.

Executive Summary – Frequency of Asking Great Library Staff for Assistance

- ◆ Findings concerning the frequency of asking Great Library staff for assistance in undertaking each of the five tasks tested are similar to findings concerning seeking the assistance of county and district library staff.

- ◆ Reference needs again stand out, but the frequency with which assistance is requested is lower for every task.
 - Half (51%) of those who visit the Great Library “almost always” (19%) or “sometimes” (32%) seek assistance for “*quick reference needs*”. About the same proportion, however, (49%) “rarely” (29%) or “never” (20%) do so.
 - Assistance with “*in-depth reference needs*” is sought by 45%, with 16% saying that they do so “almost always” and 29% doing so “sometimes”.
 - Assistance in “*researching a legal issue*” is requested somewhat less frequently, with 11% reporting that they do so “almost always” and 26% reporting that they do so “sometimes”.

- ◆ Three-quarters or more of lawyers who visit the Great Library say that they “rarely” or “never” seek the assistance of staff for the other two tasks tested.
 - “*Using electronic resources*” (28% “rarely” ask for assistance and 48% say that they “never” do so).
 - “*Continuing legal education needs*” (29% “rarely ask and 54% “never” do so).

Executive Summary – Awareness/Use/Perceived Value of County/District Library Services

- ◆ In order to better understand the extent to which practising lawyers know about various services offered by county and district libraries, six such services were tested.
 - For each service, practising lawyers were asked whether they were aware of the service, whether they had used it and, if they had, how valuable they found it to be.

- ◆ Awareness of the services ranges widely and appears somewhat weak. For all but two of the services tested, awareness levels are lower than 50%, while the proportion of practising members who have used the services range from a high of 29% to a low of 4%.

- ◆ The services tested, together with both the proportion of practising lawyers who claim awareness and the proportion that report having used them, are listed below.
 - *“Research services”* (61% are aware of them, 29% have used them)
 - *“Training at no cost on the electronic resources available”* (51% aware, 24% have used it)
 - *“A document delivery service through which lawyers can obtain, at no cost, information from any of the county or district law libraries”* (40% aware, 16% have used it)
 - *“e-Reference”* (38% aware, 12% have used it)
 - *“Current awareness service”* (29% aware, 11% have used it)
 - *“Toll free 1-800 numbers to contact any of the county or district law libraries”* (23% aware, 4% have used it)

- ◆ The research suggests that these services are valuable to those who use them, as the lowest value rating is 83% “very” or “somewhat” valuable, and the rest are all at least 90%.

Executive Summary – Awareness/Use/Perceived Value of Great Library Services

- ◆ A similar examination was conducted for six services offered at the Great Library. As with other findings concerning the Great Library, awareness and usage of the services tested are both lower than was found for the county and district library services tested.

- ◆ The services tested, together with both the proportion of practising lawyers who claim awareness and the proportion that report having used them, are listed below.
 - *“Research services”* (53% are aware of them, 13% have used them)
 - *“A document delivery service through which lawyers can obtain, for a fee, information from the Great Library”* (45% aware, 14% have used it)
 - *“Training at no cost on the electronic resources available”* (35% aware, 5% have used it)
 - *“A toll free 1-800 number to contact the library* (33% aware, 6% have used it)
 - *“e-Reference”* (33% aware, 6% have used it)
 - *“Current awareness service”* (26% aware, 6% have used it)

- ◆ As with county and district library services, those who have used the services offered at the Great Library find them to be valuable. The proportions rating the services as either “very” or “somewhat” valuable range from 86% to 95%.

Executive Summary – Value of Fee Proportions Allocated to Legal Information Services

- ◆ One of the final questions put to those who responded asked them to rate the value of the portions of their annual membership fees that are allocated to the county and district law libraries, the Great Library and CanLII.
 - The combined “excellent”/”good” rating is 56%, with just over one-quarter (27%) rating the value as “excellent”.
 - Consistent with earlier findings, sole practitioners (62%), those who practise in small firms (68%) and those who practise in mid-size firms (65%) are all significantly more likely than are those who practise in larger firms (43%) and those who are not in private practice (39%) to rate the value of the fee allocation to county and district libraries as either “excellent” or “good”.
- ◆ Ratings are highest for the value of the \$206 allocated to county and district law libraries.
 - The combined “excellent”/”good” rating is 56%, with just over one-quarter (27%) rating the value as “excellent”.
 - Consistent with earlier findings, sole practitioners (62%), those who practise in small firms (68%) and those who practise in mid-size firms (65%) are all significantly more likely than are those who practise in larger firms (43%) and those who are not in private practice (39%) to rate the value of the fee allocation to county and district libraries as either “excellent” or “good”.
- ◆ The next highest ratings are found for the \$21 allocated to CanLII.
 - The combined “excellent”/”good” rating is 52%, with 24% rating the value as “excellent”.
 - Differences by sub group are not pronounced, suggesting that opinions concerning the value of CanLII are fairly consistent across the practising profession.
- ◆ The last allocation tested, the \$101 allocated to the Great Library, is perceived to deliver the least value.
 - The allocation to the Great Library receive a combined “excellent”/”good” rating of 36%, with just 12% rating the value as “excellent”.
 - The highest ratings by sub group are provided by those who practise in Toronto (53% “excellent” or “good”) and, in what is likely a related finding, by those who practise in larger firms (44% “excellent” or “good”).

Executive Summary – Final Comments

- ◆ The last question on the survey invited those who responded to make any final comments they wished “*concerning any of the issues raised in this questionnaire*”. In total, 837 of those responding left a final comment. This represents 26% of all those who completed the survey.

- ◆ One issue, which accounts for fully 30% of the comments provided by those who contributed one, stands out - the importance of local libraries.
 - Interestingly, comments relating to the importance of local libraries appear fairly consistently irrespective of size of firm. The incidence of these comments among sole practitioners (35%) is no higher than it is among those who practise in larger firms (36%), and those who practise in small and medium-size firms (31%) offer such comments just slightly less often. It is only those not in private practice who are less likely to offer this type of comment (18%).

- ◆ Also mentioned by significant proportions are:
 - The continuing importance of print materials (16%)
 - The importance of librarians on site (14%)
 - That the future is electronic (13%)

Background, Objectives and Methodology

Background and Objectives

- ◆ *The Strategic Counsel* is pleased to present to LibraryCo Inc. (“LibraryCo”) this report of findings from the LibraryCo/Integration Task Force survey among practising lawyers in Ontario.
- ◆ The overall objective of this research was to assist LibraryCo. in continuing to meet its goal, as set out in *Raising the bar: The Fourth Annual Review of LibraryCo Inc.*, of “delivering, at a reasonable cost, the best possible library, legal information, and research services to all lawyers in the province”.
- ◆ Broadly, the key objectives of the survey were to better understand the information needs of members of the legal profession in Ontario, how members meet those needs and their preferences for meeting them.
- ◆ More specific objectives were to explore among practising lawyers:
 - The proportion of their practices requiring legal research and the means used to undertake that research;
 - The nature and extent of the research resources available to them at their offices, including the extent of their office library and the availability of research resources such as on-site library staff, dedicated research lawyers and articling students;
 - Current and anticipated use of information resources, including libraries;
 - Comfort with and use of online research tools;
 - Use of both county and district libraries and the Great Library at Osgoode Hall in Toronto; and,
 - Awareness and use of various services offered by the county and district libraries and the Great Library, including the information services offered to members by library staff.

Methodology

- ◆ The survey was conducted online. An invitation to participate was sent by email to 21,148 members of the Law Society of Upper Canada (“the Law Society”). The names and email addresses for 21,424 members were obtained from the Law Society’s member database. Of these, 276 were duplicates (i.e., the same email address was provided for a number of members). In cases of duplication, only one invitation was sent.
 - The sample comprised practising members who had both provided the Law Society with an email address and granted permission for the Law Society to communicate with them by email.
- ◆ Email invitations were sent to each of the 21,148 non-duplicated addresses early in the week of November 7, 2005. Each invitation contained a unique, single-use, url to provide access to the survey. A further 58 invitations were sent to members whose names did not appear in the original sample but who during the period that the survey was in field requested an invitation. The process followed to add these names to the sample is outlined on the following page of the report.
- ◆ Field was originally scheduled to close on November 25. However, the survey completion rate remained quite robust in the days leading up to November 25 and therefore it was decided to extend the deadline to December 7.
- ◆ By the field close date, 3,165 members had completed the survey. This represents a response rate of just less than 15%.
- ◆ The margin of error on a sample of 3,165 is +/- 1.61 percentage points, at the 95% confidence interval.
 - The reader should note that sub samples (e.g., region, practise style) reported have wider confidence intervals.

Sample Amendments

- ◆ Following the initial email to 21,148 members, LibraryCo and *The Strategic Counsel* began to receive communications from members who believed that they had not received an invitation.
- ◆ In total, 139 such communications were received. The following process was followed for each communication:
 - The member's name and the email address provided in the communication were checked against the list provided by the Law Society. If the same name and email address appeared on the Law Society's list, then we replied to the member and indicated that in addition to the original email invitation we would be sending reminder emails, each of which would contain the url that would enable them to complete the survey. Of the 139 communications received, 41 fell into this category.
 - If the name appeared on the list but the communication had provided a different email address then, after checking to ensure that the member had not already completed a survey using the invitation sent to the address appearing in the Law Society's list, the sample list was updated and the member sent a new invitation. That member's initial invitation was voided. By the end of the process, the sample list was updated to reflect 40 new email addresses.
 - In 58 cases, the name of the member sending the communication did not appear on the Law Society's list. After confirming Law Society membership, these individuals were added to the sample and sent an invitation to participate in the survey.
- ◆ As a result of these communications, therefore, 58 email addresses were added and 40 revised for a total of 98 amendments to the original sample list.
- ◆ The total number of members invited to participate in the research is thus 21,206.

Sample Profile

Sample Profile

- ◆ Two-thirds (67%) of members responding have been practising for at least 10 years. Fully 40% have been practising for 20 years or more, with a further 27% having been in practice for between 10 and 20 years.
- ◆ The remaining one-third of members responding were called in the past 10 years – 14% from 1996-2000 and about one-in-five (19%) in 2001 or later.
- ◆ The proportion of male respondents (63%) is about twice that of female respondents (32%).
 - Recalculating these proportions to exclude the 5% who preferred not to answer this question provides a response rate among men of 66% and among women of 34%.
 - These proportions are largely consistent with the proportions among the membership overall as found in the 2004 Law Society Annual Report – men (65%) and women (35%).
- ◆ Looking at responses by region, Toronto leads with 38% of responses overall. Response rates among the remaining regions are clustered in two groups:
 - East (14%), Central East (11%), Central West (11%), Southwest (11%) and Central South (10%)
 - The North East and North West regions each account for 3% of responses overall.
- ◆ Examining responses by county or district, Toronto once again leads by a wide margin with 38% of responses overall.
 - According to Law Society membership figures, 54% of the practising membership is located in Toronto. Based on this, the sample for this survey significantly under represents lawyers located in Toronto.

Sample Profile (cont'd)

- ◆ All other counties or districts account for less than 10% of responses overall, with Carleton the leader among the remainder at 9%.
- ◆ Although some had very small numbers of members responding (e.g., Manitoulin (n=1), Temiskaming (n=2), Parry Sound (n=3)), all counties and districts are represented in the sample.
- ◆ About three-quarters (76%) of members responding are in private practice.
- ◆ Sole practitioners (33%) represent the largest proportion of members responding.
 - Sole practitioner, practising alone in Ontario (22%)
 - Sole practitioner, practising in Ontario with one or more lawyers as employees (2%)
 - Sole practitioner, practising in Ontario with one or more lawyers in shared facilities (9%)
- ◆ Sole practitioners are older than their colleagues who practise in other settings.
 - They are significantly more likely than members overall (53% compared to 40%) to have been called to the bar in 1985 or earlier, and significantly less likely (19% compared to 33%) to have been called in the last 10 years.
- ◆ They are also significantly less likely to be practising in Toronto (29% compared to 38% of survey respondents overall).

Sample Profile (cont'd)

- ◆ Sole practitioners are followed by members who are partners in a law partnership in Ontario (22%) and members who are employees or associates in a law firm in Ontario (21%), each representing about 20% of the sample overall.

- ◆ In consultation with the Task Force, we have for purposes of analysis grouped law firm partners, associates and employees as follows.
 - Small Firm – 5 or fewer lawyers – 15% of the total sample
 - Mid-Size Firm – 6-20 lawyers – 15% of the total sample
 - Larger Firm – 20 or more lawyers – 13% of the total sample

- ◆ Larger firms (67%) are disproportionately located in Toronto, compared to 38% of survey respondents overall, 28% of mid-size firms and 25% of small firms.

- ◆ Law firms also have larger proportions of the most recently called members (2001-2005) – larger and mid-size firms (31%), small firms (27%) – than are found among either those who are not in private practice (16%) or among sole practitioners (9%).

Sample Profile (cont'd)

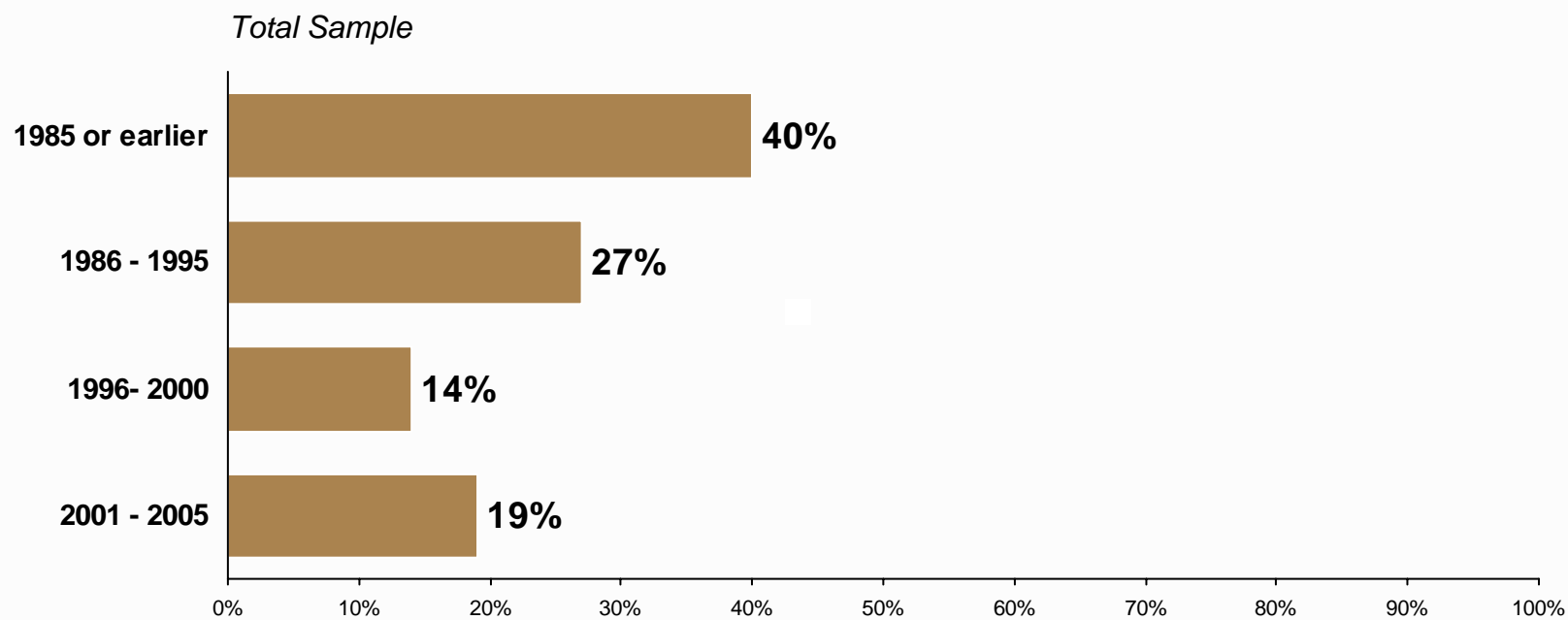
- ◆ According to the report of the Law Society's Sole Practitioner and Small Firm Task Force, published in 2005, sole practitioners and firms with five or fewer lawyers comprise approximately 52% of lawyers in private practice in Ontario.

- ◆ Sole practitioners (33%) and firms with five or fewer lawyers (15%) comprise 48% of the total sample of the LibraryCo/Integration Task Force survey. Expressed as a percentage of those in private practice who responded to this survey, however, they comprise 64%. It would therefore appear that sole practitioners and firms with five or fewer lawyers are significantly over represented here.

- ◆ Finally, about one-quarter (24%) of the sample overall are not in private practice.
 - Employed in government in Ontario (11%)
 - Employed by Legal Aid Ontario or a community legal clinic (2%)
 - Employed in education in Ontario (<1%)
 - Employed, other in Ontario (10%)

- ◆ Those not in private practice are significantly more likely to be working in Toronto (50% compared to 38% of the sample overall) and Carleton (15% compared to 9% among the sample overall).

Year of Call

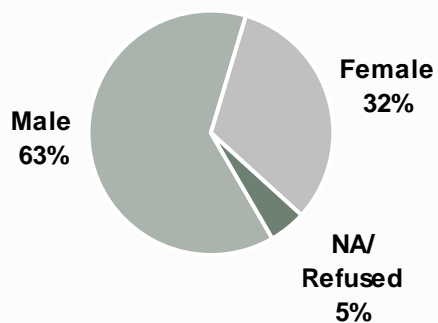


Q1. In what year were you called to the bar?

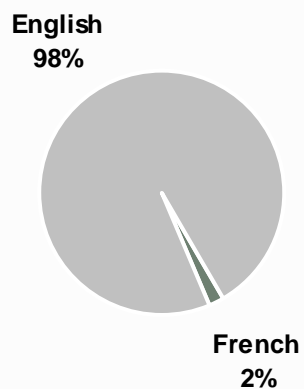
Base: Total sample (n=3165)

Gender, Language, Internet Access

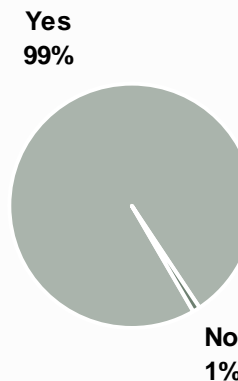
Gender



Language



Internet Access in Office



Q91. Please indicate your gender.
 Q92. Language of interview.
 Q93. Do you have Internet access in your office?
 Base: Total sample (n=3165)

County/District

	%	n
Algoma	1	28
Brant	1	24
Bruce	<1	8
Carleton	9	280
Cochrane	<1	11
Dufferin	1	22
Durham	2	52
Elgin	1	17
Essex	3	89
Frontenac	1	34
Grey	<1	12
Haldimand	<1	8
Halton	3	87
Hamilton	3	105
Hastings	1	20
Huron	<1	7

	%	n
Kenora	1	17
Kent	1	23
Lambton	1	31
Lanark	1	18
Leeds & Grenville	1	23
Lennox & Addington	<1	4
Lincoln	1	36
Manitoulin	<1	1
Middlesex	5	151
Muskoka	<1	11
Nipissing	1	29
Norfolk	1	17
Northumberland	<1	10
Oxford	<1	8
Parry Sound	<1	3
Peel	5	167

	%	n
Perth	1	17
Peterborough	2	47
Prescott & Russell	1	22
Rainy River	<1	4
Renfrew	<1	14
Simcoe	3	89
Stormont, Dundas & Glengarry	<1	13
Sudbury	1	36
Temiskaming	<1	2
Thunder Bay	2	65
Toronto	38	1204
Victoria Haliburton	1	16
Waterloo	3	94
Welland	1	22
Wellington	1	37
York	4	130

Q92. In what county or district do you practise?
 Base: Total sample (n=3165)

Proportion of County/District Law Association Members Responding

	%	n	M
Algoma	39	28	72
Brant	24	24	98
Bruce	18	8	44
Carleton	24	280	1187
Cochrane	17	11	66
Dufferin	39	22	56
Durham	27	52	195
Elgin	35	17	48
Essex	21	89	434
Frontenac	21	34	164
Grey	19	12	62
Haldimand	35	8	23
Halton	46	87	190
Hamilton	24	105	442
Hastings	22	20	90
Huron	20	7	35

	%	n	M
Kenora	40	17	42
Kent	30	23	77
Lambton	34	31	90
Lanark	37	18	49
Leeds & Grenville	50	23	46
Lennox & Addington	25	4	16
Lincoln	17	36	215
Manitoulin	-	1	-
Middlesex	21	151	725
Muskoka	23	11	47
Nipissing	38	29	76
Norfolk	36	17	47
Northumberland	22	10	46
Oxford	14	8	58
Parry Sound	23	3	13
Peel	43	167	384

	%	n	M
Perth	40	17	43
Peterborough	46	47	103
Prescott & Russell	65	22	34
Rainy River	29	4	14
Renfrew	25	14	55
Simcoe	27	89	334
Stormont, Dundas & Glengarry	15	13	88
Sudbury	20	36	179
Temiskaming	9	2	23
Thunder Bay	40	65	161
Toronto	-	1204	-
Victoria Haliburton	-	16	-
Waterloo	22	94	422
Welland	16	22	138
Wellington	25	37	148
York	54	130	242

Q92. In what county or district do you practise?
 Base: Total sample (n=3165)

Region

	Total Sample	
	%	n
Central East	11	355
Central West	11	333
Central South	10	306
East	14	428
Northeast	3	110
Northwest	3	86
Southwest	11	343
Toronto	38	1204

Q92. In what county or district do you practise?
 Base: Total sample (n=3165)

Membership Category

	Total Sample (n=3165)	
	%	n
Total sole practitioner	33	1,056
Sole practitioner, practising alone in Ontario	22	705
Sole practitioner, practising in Ontario with one or more lawyers as employees	2	73
Sole practitioner, practising in Ontario with one or more lawyers in shared facilities	9	278
A partner in a law partnership in Ontario	22	700
An employee/associate in a law firm in Ontario	21	658
Employed in government in Ontario	11	361
Employed by Legal Aid Ontario or a community legal clinic	2	70
Employed in Education in Ontario	<1	8
Employed, other in Ontario	10	312

Q2. What is your category of membership in the Law Society of Upper Canada?

Base: Total sample

Extent of Legal Research and How Undertaken

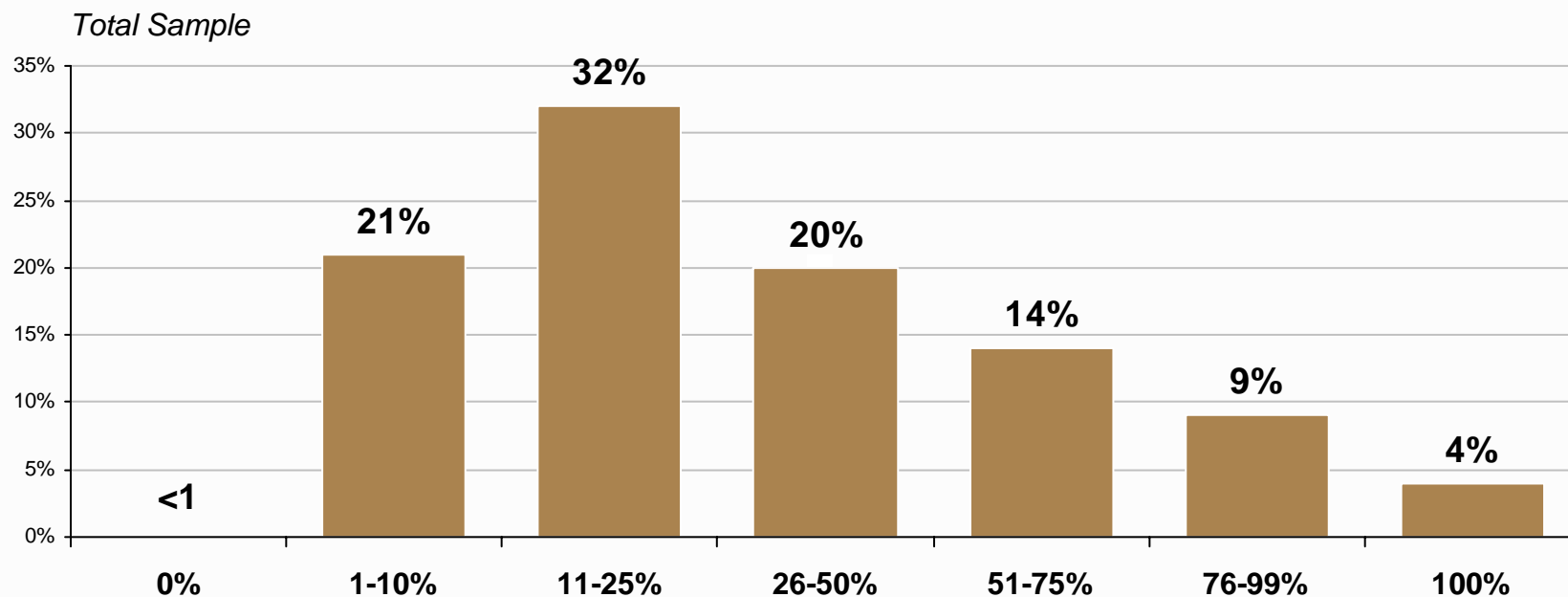
Extent of Legal Research in Practice

- ◆ The extent of legal research conducted by lawyers in Ontario was measured in two ways. The first measure explored the proportion of respondents' practice requiring legal research.
- ◆ The findings make clear that legal research continues to require a significant allocation of time among practising lawyers, as less than 1% report that no legal research is required in their practice and just one-in-five (21%) report that only 10% or less of their practice requires it.
- ◆ One-third (32%) report that 11-25% of their practice requires research, and the proportions decline thereafter from the 20% of respondents who report that 26-50% of their practice requires research to just 4% who say that 100% of it requires research.
 - There is one consistent sub-group variation on this measure. The most recently called group (5 years or less) is significantly *less likely* than the most experienced group (20 years or more) to report that legal research is required by 25% or less of their practice (31% and 61%, respectively).
 - The most recently called group is also significantly *more likely* to report that legal research is required by 26-50% of their practice (27% and 17%, respectively), 51-75% (21% and 11%, respectively) and 76-99% of their practice (10% and 7%, respectively).

Extent of Legal Research in Practice (cont'd)

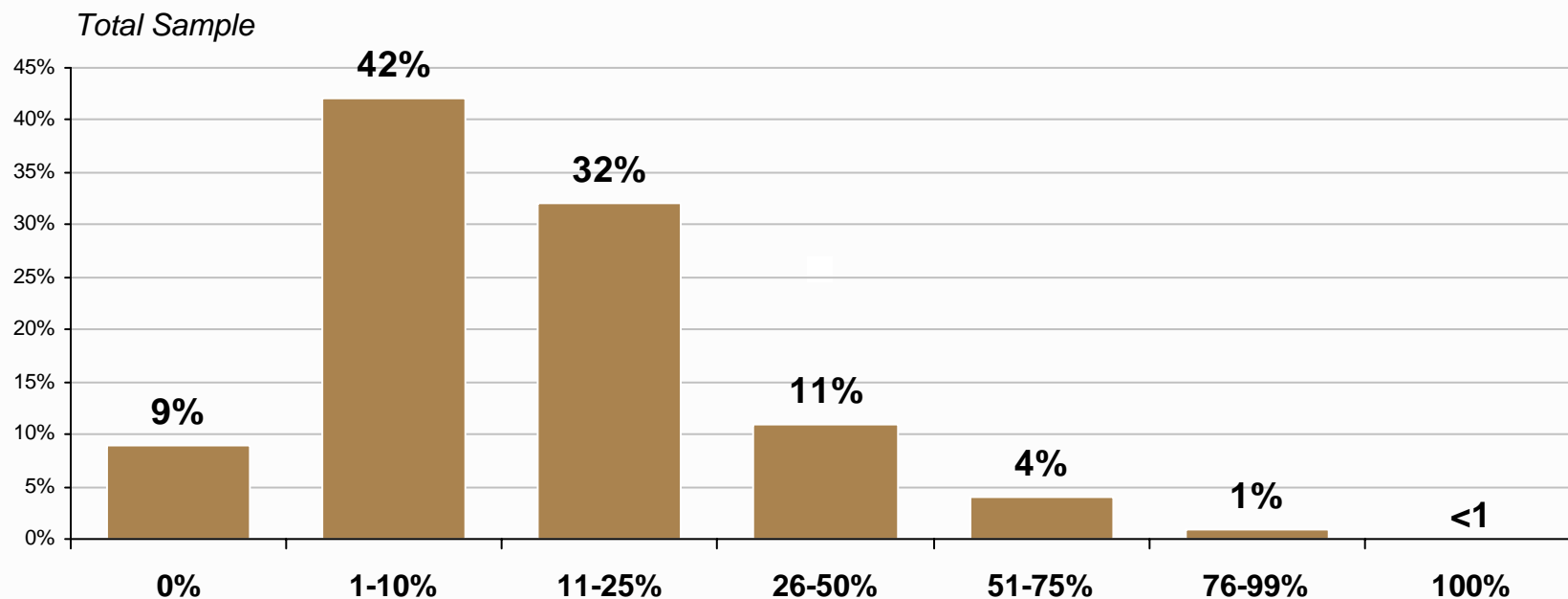
- ◆ Examining this issue by the proportion of billable practice time is taken up with legal research reveals that not all the legal research conducted makes its way into the account rendered to the client.
- ◆ For fully half (51%) of those responding to the survey, legal research takes comprises 10% or less of their billable practice time, which is more than twice as large as the proportion of those responding who report that just 10% or less of their practice requires legal research (21%).

Proportion of Practice Requiring Legal Research



Q3. What percentage of your practice requires legal research? Please check the percentage that represents the closest approximation to your experience.
Base: Total sample (n=3165)

Proportion of Billable Time Represented by Legal Research



Q4. What percentage of your billable practice time is taken up with legal research? Please check the percentage that represents the closest approximation to your experience.

Base: Total sample (n=3165)

Resources Used to Undertake Legal Research

- ◆ In order to understand how legal research is undertaken, respondents were asked to indicate the proportion that is undertaken using six resources: *“print resources in your own office (e.g., text books, journals)”*; *“electronic resources in your own office (through subscription or offered without subscription)”*; *“through county or district libraries or the Great Library”*; *“through LibraryCo’s Desktop Delivery Initiative”*; *“through private companies that provide legal research services”*; and, *“through other means.”*
- ◆ The largest portion of research is undertaken in lawyers’ offices, using either electronic or print resources. This is followed by county or district law libraries or the Great Library.
 - Findings here are reported using means. The mean proportion for a resource represents the average of all the proportions reported for the use of that resource by those who responded to the survey.
- ◆ The single largest proportion of research (mean of 45% among all respondents) is undertaken using *“electronic resources in your office (through subscription or offered without subscription)”*.
- ◆ There are some interesting findings by sub group here.
 - The proportion of research conducted using electronic resources available in the office declines as number of years at the bar increases, from a mean of 52% among those called within the past five years to a mean of 40% among those who have been called for more than 20 years.
 - There is also a clear trend in the data based on firm size. Use of electronic resources increases with firm size, from a mean of 37% among sole practitioners to a mean of 54% among those who work in larger firms. Respondents who are not in private practice also make significant use of electronic resources available in their offices (mean of 55%).
 - With one exception, there is no great variation by region on this measure. Likely driven by the presence of large firms, the mean in Toronto (53%) is markedly higher. Means in the other regions range from a low of 36% in the Northwest to a high of 45% in the East.

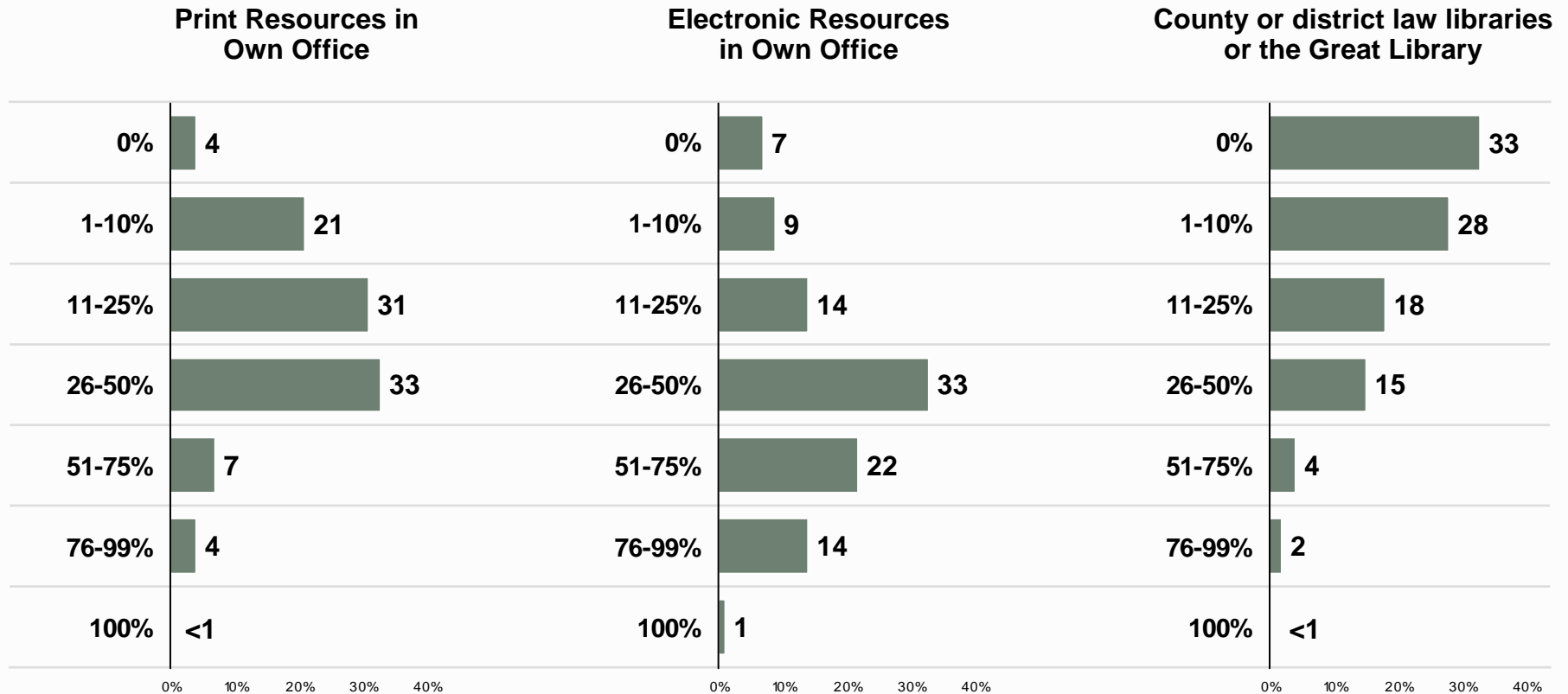
Resources Used to Undertake Legal Research (cont'd)

- ◆ “*Print resources in your own office (e.g., text books, journals)*” are the next most frequently used resource (mean of 30% among all respondents).
 - There are no dramatic differences by sub group on this measure, suggesting that the use of print resources available in the office is quite consistent across the profession.

- ◆ The mean among all respondents for legal research undertaken through “*county or district libraries or the Great Library*” is 16%. There are significant differences by practice style and region here.
 - Usage is highest among sole practitioners (mean of 24%) and small firms (23%), declines to a mean of 16% among mid-size firms and to just 6% among those who practise in larger firms. Usage among those not in private practice (mean of 7%) is consistent with usage among those who practise in larger firms.
 - By region, usage of this resource is highest in the Northwest (mean of 28%) and the Northeast (mean of 27%), and lowest in Toronto (mean of 8%).

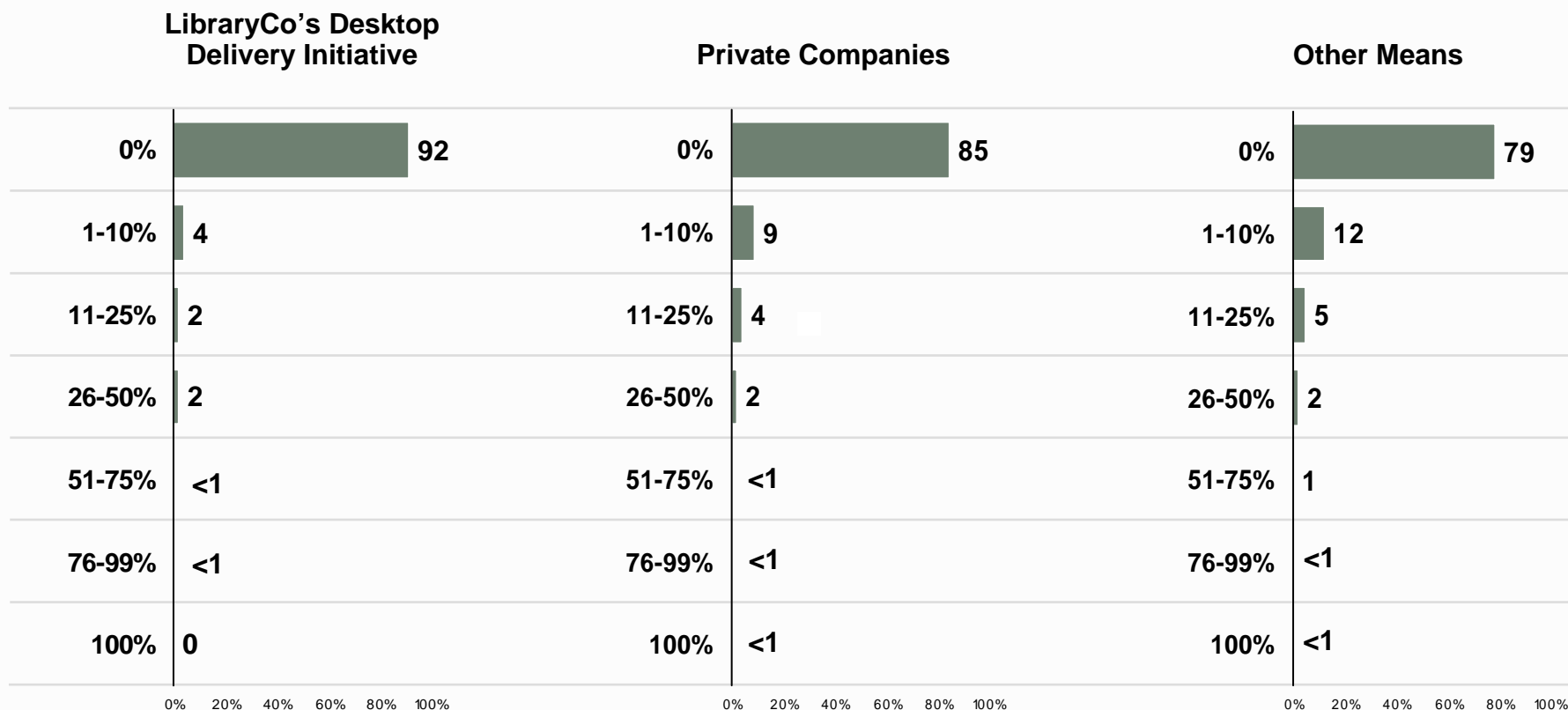
- ◆ Use of the other three resources tested appears to be quite limited, as the mean among all respondents is very low for each of them and very strong majorities in each case indicate that none of their research is undertaken using those resources:
 - LibraryCo’s Desktop Delivery Initiative (mean of 2% and 92% say that none of their research draws on this resource)
 - Private Companies (mean of 3% and 85% report that they never use them)
 - Other Means (mean of 4% and 79% report that they never use them)

Resources Used to Undertake Legal Research



Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample (n=3165)

Resources Used to Undertake Legal Research



Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample (n=3165)

Resources Used to Undertake Legal Research

	Total Sample (n=3165) %	Years at the Bar				
		5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Using print resources						
Mean score	30	25	28	27	29	33
Median score	25	25	25	25	25	25
Using electronic resources						
Mean score	45	52	49	50	47	40
Median score	50	50	50	50	50	40
Through County, District or Great Library						
Mean score	16	15	15	15	17	18
Median score	10	10	5	10	10	10

Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Resources Used to Undertake Legal Research

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Through LibraryCo's Desktop Delivery Initiative						
Mean score	2	3	2	2	2	2
Median score	0	0	0	0	0	0
Through private companies						
Mean score	3	2	3	3	2	3
Median score	0	0	0	0	0	0
Through other means						
Mean score	4	3	4	3	3	4
Median score	0	0	0	0	0	0

Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Resources Used to Undertake Legal Research

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Using print resources						
Mean score	30	30	27	28	35	30
Median score	25	25	25	25	30	25
Using electronic resources						
Mean score	45	37	41	49	54	55
Median score	50	30	40	50	50	50
Through County, District or Great Library						
Mean score	16	24	23	16	6	7
Median score	10	20	15	10	0	0

Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Resources Used to Undertake Legal Research

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Through LibraryCo's Desktop delivery Initiative						
Mean score	2	3	5	1	<1	<1
Median score	0	0	0	0	0	0
Through private companies						
Mean score	3	3	3	3	2	2
Median score	0	0	0	0	0	0
Through other means						
Mean score	4	3	3	3	3	6
Median score	0	0	0	0	0	0

Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Resources Used to Undertake Legal Research

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Using print resources									
Mean score	30	31	28	26	32	26	29	28	31
Median score	25	25	25	20	25	20	25	25	25
Using electronic resources									
Mean score	45	38	39	43	45	38	36	39	53
Median score	50	35	40	40	50	40	30	40	50
Through County, District or Great Library									
Mean score	16	24	25	22	14	27	28	22	8
Median score	10	20	20	15	5	20	20	15	1

Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Resources Used to Undertake Legal Research

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Through LibraryCo's Desktop delivery Initiative									
Mean score	2	1	3	3	3	3	1	6	<1
Median score	0	0	0	0	0	0	0	0	0
Through private companies									
Mean score	3	3	3	3	2	2	4	3	3
Median score	0	0	0	0	0	0	0	0	0
Through other means									
Mean score	4	3	3	3	4	4	3	3	5
Median score	0	0	0	0	0	0	0	0	0

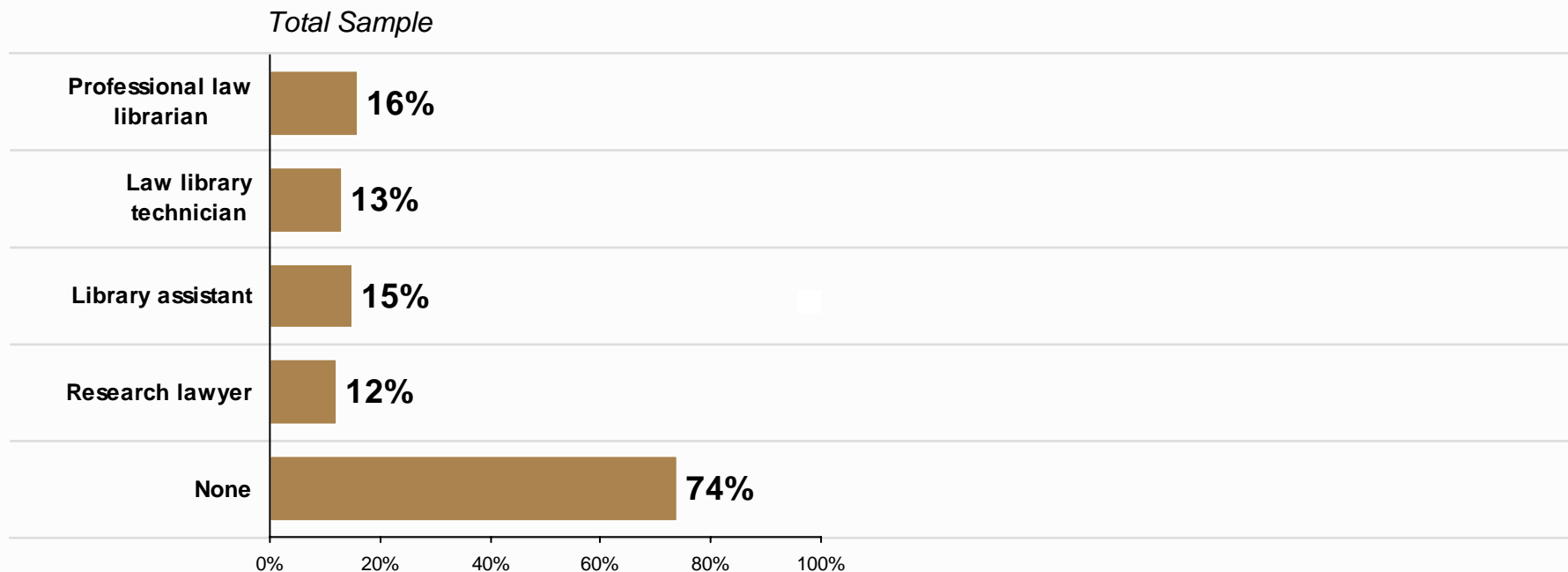
Q5. Approximately what proportions of your legal research are undertaken through the following means? Please ensure that the proportions you enter add to 100%.
 Base: Total sample

Characteristics of In-House Legal Research Resources

In-House Legal Research Resources

- ◆ The extent of in-house legal research resources available to members is likely to have direct implications for their use of outside resources such as libraries. The research therefore investigated three types of in-house resources.
- ◆ The first of these resources was in-house library staff. Three-quarters of respondents (74%) report that they do not have any such staff. Minorities of less than one-in-five report having any of the staff tested.
 - A professional law librarian (16%)
 - A library assistant (15%)
 - A law library technician (13%)
 - A research lawyer (12%)
- ◆ As might be expected, it is members who work at larger firms who are most likely to report having each of the types of staff tested.
 - A professional law librarian (reported by 69% of respondents who work in larger firms)
 - A library assistant (59%)
 - A law library technician (52%)
 - A research lawyer (46%)
- ◆ Among sole practitioners and those who work in small firms, by contrast, 97% report having none of these resources available to them internally. Mid-size firms are somewhat more likely to have such staff, but even here fully three-quarters (77%) report that they do not have any of them.

In-House Research Resources



Q6. Do you or does the firm at which you work employ any of the following?
 Base: Total sample (n=3165)

In-House Research Resources

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Professional law librarian	16	1	1	7	69	26
Library assistant	15	1	1	7	59	23
Law library technician	13	1	<1	5	52	22
Research lawyer	12	2	1	6	46	17
None	74	97	97	77	12	60

Q6. Do you or does the firm at which you work employ any of the following?

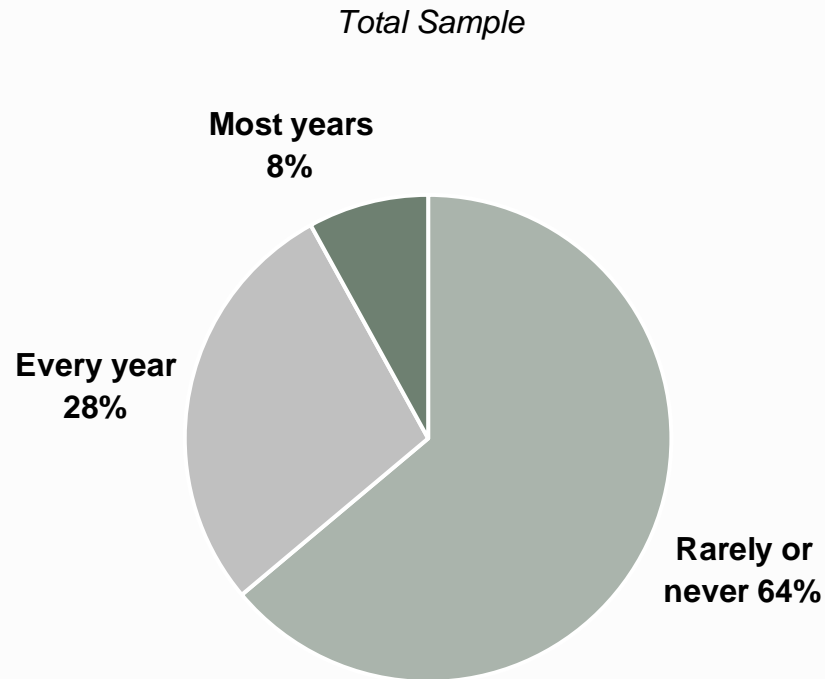
Base: Total sample

* Other represent lawyers not in private practice

Frequency of Employing Articling Students

- ◆ Overall, about two-thirds of respondents (64%) report that articling students are “rarely or never” employed at their place of work.
- ◆ Just less than one-in-ten (8%) say that articling students are employed “most years”, and just less than three-in-ten (28%) say that they are employed “every year”.
- ◆ There are significant variations by practice style in the frequency of employing articling students.
 - Nearly universally (95%), sole practitioners report that they “rarely or never” hire articling students.
 - Small firms also do not appear to hire articling students frequently as 87% of those who work in such firms say that articling students are “rarely or never” hired. About one-in-ten (9%) small firm practitioners reports that they are hired “most years”, while only 4% say that they are hired “every year”.
 - Frequency of employing articling students appears more mixed among mid-size firms. About six-in-ten (59%) report hiring articling students “most years” (21%) or “every year” (38%), but a strong minority (41%) “rarely or never” hire them.
 - Larger firms almost invariably hire articling students, with fully 97% reporting that they are hired “every year”.
 - The findings among those who are not in private practice suggest a sharp division. While slightly over half (54%) of these practitioners say that articling students are “rarely or never” hired, just less than one-half (46%) report that they are hired “every year” (36%) or “most years” (10%).
- ◆ Although there are differences by region here, there are likely driven more by practice style than by regional considerations. The incidence of “rarely or never” hiring articling students is highest in Central East (85%) and Central West (82%) and lowest in Toronto (50%).

Frequency of Employing Articling Students



Q7. How often do you or does the firm at which you work employ articling students?
 Base: Total sample (n=3165)

Frequency of Employing Articling Students

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Every year	28	2	4	38	97	36
Most years	8	3	9	21	2	10
Rarely or never	64	95	87	41	1	54

Q7. How often do you or does the firm at which you work employ articling students?

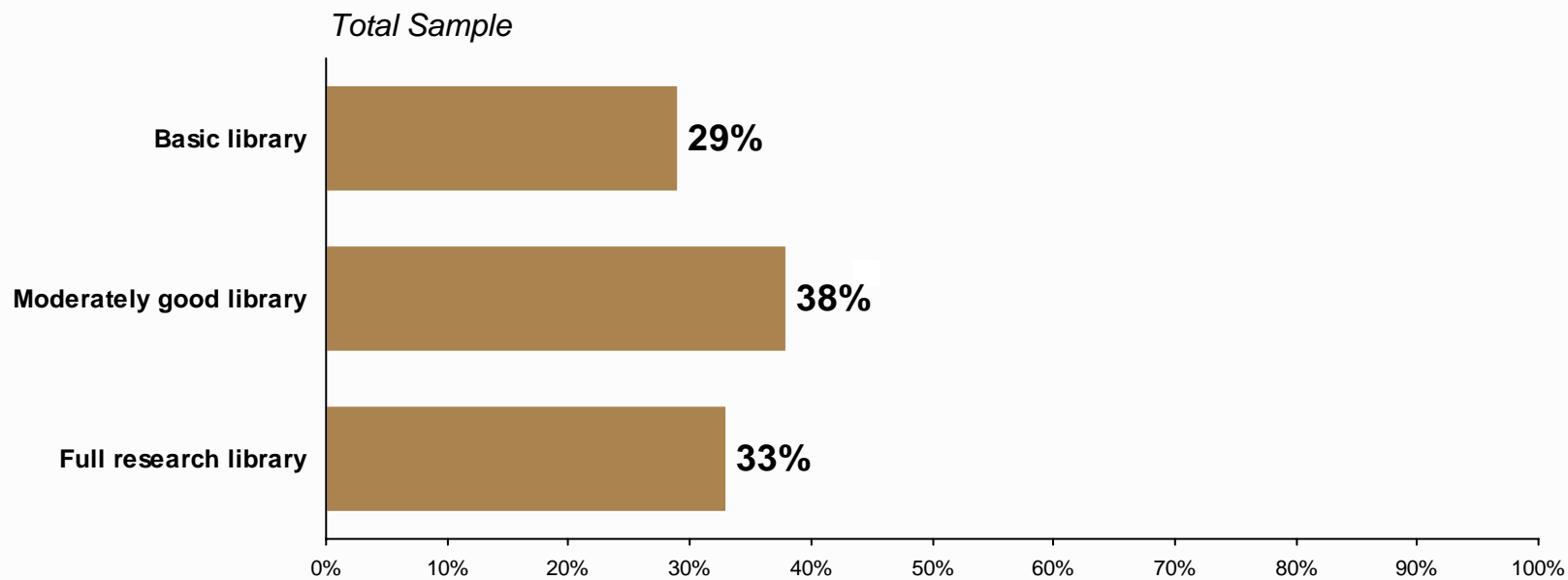
Base: Total sample

* Lawyers not in private practice

In-House Law Library

- ◆ As a further means of assessing the resources at the disposal of practising lawyers in Ontario, respondents were asked whether the best description of the law library available to them at their place of work would be “*basic*”, “*moderately good*” or a “*full research library*”.
- ◆ The practising profession appears quite evenly divided on this measure, as 29% say that “*basic*” best describes their law library, 38% believe that their law library is “*moderately good*”, and one-third (33%) report that they have a “*full research library*”.
- ◆ As might be expected, there are differences here by practice style.
 - Virtually all larger law firms have at least a “*moderately good library*” (98%), and the vast majority of them (89%) have a “*full research library*”.
 - Mid-size firms appear evenly divided between those that have a “*full research library*” (41%) and those that have a “*moderately good library*” (46%). Just over one-in-ten mid-size firms have only a “*basic*” library (13%).
 - Sole practitioners, by contrast, are split between those who have a “*moderately good library*” (45%) and those who have only a “*basic*” library (46%). Just 9% of sole practitioners report having a “*full research library*”.
- ◆ There are also some regional differences.
 - Lawyers who practise in Toronto are the most likely to have a “*full research library*” (47%), while those who practise in the Central East (15%) and Central West (14%) regions are the least likely.
 - Most likely to have only a “*basic*” library are lawyers practising in the Central West (40%), Central East (37%) and North East (36%) regions.

In-House Law Library



Q8. Which of the following best describes the law library available at your office or firm, excluding access using the Internet to materials such as LexisNexis (Quicklaw) and CanLII?

Base: Total sample (n=3165)

In-House Law Library

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Basic library	29	46	30	13	2	29
Moderately good library	38	45	54	46	9	28
Full research library	33	9	16	41	89	43

Q8. Which of the following best describes the law library available at your office or firm, excluding access using the Internet to materials such as LexisNexis (Quicklaw) and CanLII?

Base: Total sample

* Lawyers not in private practice

In-House Law Library

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Basic library	29	37	40	29	28	36	30	33	22
Moderately good library	38	48	46	39	36	44	31	41	31
Full research library	33	15	14	32	36	20	39	26	47

Q8. Which of the following best describes the law library available at your office or firm, excluding access using the Internet to materials such as LexisNexis (Quicklaw) and CanLII?

Base: Total sample

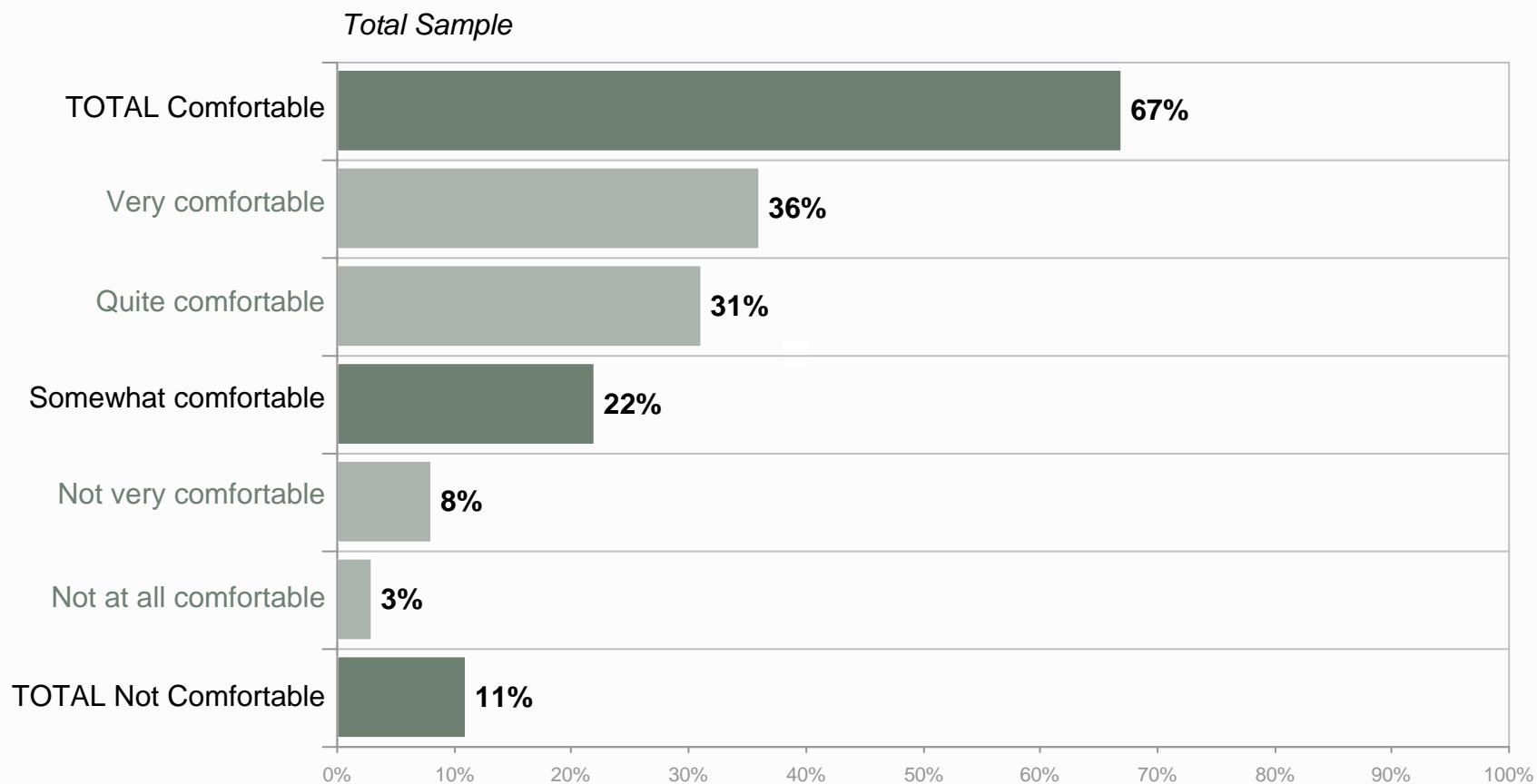
Comfort with Electronic Legal Research Tools

- ◆ Given the increasing prevalence of electronic resources, the research measured self-assessed comfort with electronic research tools.
 - Two-thirds of respondents (67%) express considerable comfort with these tools, rating themselves as either “very” (36%) or “quite” (31%) comfortable. About one-in-five (22%) assess themselves more moderately as “somewhat comfortable”.
 - Lack of comfort with these tools is limited to about one-in-ten of the lawyers responding, the large majority of whom characterize themselves as being “not very comfortable” (8%) rather than “not at all comfortable” (3%).

- ◆ Years at the bar, which in the vast majority of cases will be a proxy for age, is the largest single predictor of comfort with legal research tools. Comfort declines as number of years at the bar rises, and there is a clear divide at the 10 year mark.

- ◆ Among those who have been at the bar for 10 years or less, 87% express themselves comfortable (“very” or “quite”). By contrast, among those who have been at the bar for more than 10 years, just 57% express the same degree of comfort. The pattern is particularly clear when those expressing themselves to be “very comfortable”, the strongest indicator of comfort, are examined.
 - Among those who have been called for five years or less, 58% say that they are “very comfortable”.
 - Among those who have been called six to ten years, 48% are “very comfortable”.
 - Among those who have been called for 11-20 years, the proportion is 33%.
 - Among those who have been called for more than 20 years, the proportion “very comfortable” is even lower at just 23%.

Comfort with Electronic Legal Research Tools



Q10. How comfortable are you using legal research tools in electronic format?
 Base: Total sample (n=3165)

Comfort with Electronic Legal Research Tools

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
TOTAL Comfortable	67	89	84	87	65	52
Very comfortable	36	58	48	54	33	23
Quite comfortable	31	31	36	33	32	29
Somewhat comfortable	22	10	14	12	26	28
Not very comfortable	8	1	1	1	7	15
Not at all comfortable	3	-	1	<1	2	5
TOTAL Not Comfortable	11	1	2	1	9	20

Q10. How comfortable are you using legal research tools in electronic format?
 Base: Total sample

Comfort with Electronic Legal Research Tools

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
TOTAL Comfortable	67	61	66	67	73	73
Very comfortable	36	32	35	35	43	39
Quite comfortable	31	29	31	32	30	34
Somewhat comfortable	22	25	22	22	18	21
Not very comfortable	8	11	9	8	7	5
Not at all comfortable	3	3	2	3	2	1
TOTAL Not Comfortable	11	14	11	11	9	6

Q10. How comfortable are you using legal research tools in electronic format?

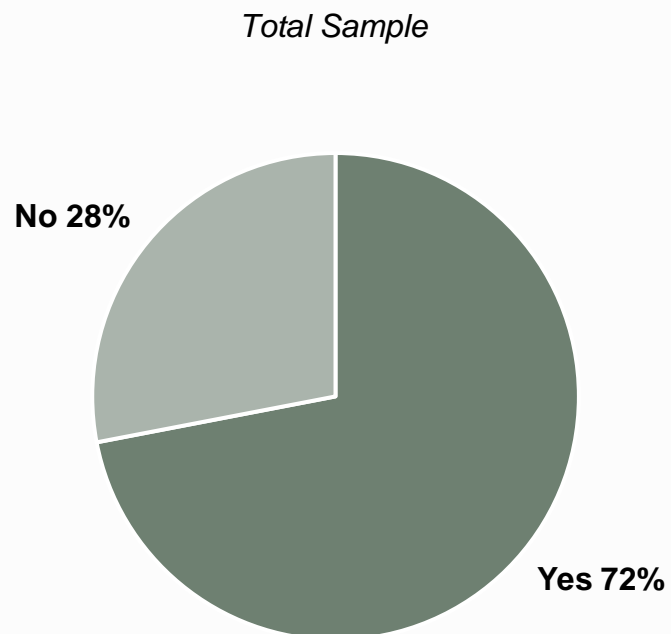
Base: Total sample

* Other represent lawyers not in private practice

Subscription to Online Services

- ◆ Online subscription services are becoming an increasingly important legal research tool, and as such the incidence of subscribing to such services is important to a good understanding of the issues at the heart of this research.
- ◆ While the majority (72%) of those who responded to this survey report that they or the firm at which they work subscribe to at least one such service, a significant minority (28%) do not. Practice style is the most significant point of difference here.
 - The incidence of subscribing is universal among larger firms (100%), and all but universal among mid-size firms (97%). Although not quite as high as it is among mid-size and larger firms, the incidence among those not working in private practice is also quite robust at 83%.
 - Thereafter, the incidence drops off to two-thirds (65%) among small firms and then drops again to less than half (45%) among sole practitioners.
- ◆ As seen in relation to comfort using electronic research tools, the incidence of subscribing to online services declines as years at the bar increase. Once again, there appears to be a break at the 10 year mark, although it is not as dramatic a break as was found for comfort with electronic research tools.
 - Among those who have been at the bar for 10 years or less the incidence of subscribing is 79%, while among those who have been at the bar for more than 10 years it is 68%.
- ◆ There is also some variation by region.
 - The incidence is highest in the Toronto (81%) and North West (78%) regions, and lowest in the Central East region (57%).

Subscription to Online Services



Q11. Do you or does your firm subscribe to any online subscription services such as LexisNexis (Quicklaw), WestlaweCARSWELL, others?
Base: Total sample (n=3165)

Subscription to Online Services

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Yes	72	45	65	97	100	83
No	28	55	35	3	-	17

Q11. Do you or does your firm subscribe to any online subscription services such as LexisNexis (Quicklaw), WestlaweCARSWELL, others?
 Base: Total sample
 * Other represent lawyers not in private practice

Subscription to Online Services

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Yes	72	80	77	79	72	65
No	28	20	23	21	28	35

Q11. Do you or does your firm subscribe to any online subscription services such as LexisNexis (Quicklaw), WestlaweCARSWELL, others?
 Base: Total sample

Subscription to Online Services

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Yes	72	57	64	65	74	68	78	64	81
No	28	43	36	35	26	32	22	36	19

Q11. Do you or does your firm subscribe to any online subscription services such as LexisNexis (Quicklaw), WestlaweCARSWELL, others?
 Base: Total sample (n=3165)

Reasons for Not Subscribing to Online Services

- ◆ Among those who do not subscribe to any online subscription services, finding these services too expensive is the primary reason given (64%).
 - Sole practitioners (68%) and those who practise in small firms (68%) are significantly more likely than are those who practise in mid-size firms (40%) and those not in private practice (44%) to cite expense.

- ◆ About one-quarter (27%) do not feel that they need these services.
 - The incidence of citing lack of need as the reason for not subscribing increases with years at the bar, from 18% among those who have been called for five years or less to 30% among those who have been called for more than 20 years.
 - The incidence of citing perceived lack of need is also significantly higher among those not in private practice (46%) than among respondents overall (27%).

- ◆ Other reasons for not subscribing are provided by one-in-five (21%) respondents.
 - The availability of these services through the local libraries and the Great Library, or through LibraryCo, is mentioned as a reason for not subscribing by 10% of those who provide a reason other than cost or lack of need.
 - The remaining reasons offered are highly diffused and none is offered by any significant number of respondents.

Reasons for Not Subscribing to Online Services

	Total Sample (n=896) %
Find the services too expensive	64
Do not feel you need the services	27
Other	21

Q12. Is this because you ... ?
 Base: Those who do not subscribe to online subscription services

Reasons for Not Subscribing to Online Services

	Years at the Bar					
	Total Sample (n=896) %	5 Years or Less (n=120) %	6 to 10 Years (n=98) %	10 Years or Less (n=218) %	11 to 20 Years (n=240) %	More Than 20 Years (n=438) %
Find the services too expensive	64	72	61	67	67	61
Do not feel you need the service	27	18	29	23	28	30
Other	21	23	24	23	22	20

Q12. Is this because you ... ?
 Base: Those who do not subscribe to online subscription services

Reasons for Not Subscribing to Online Services

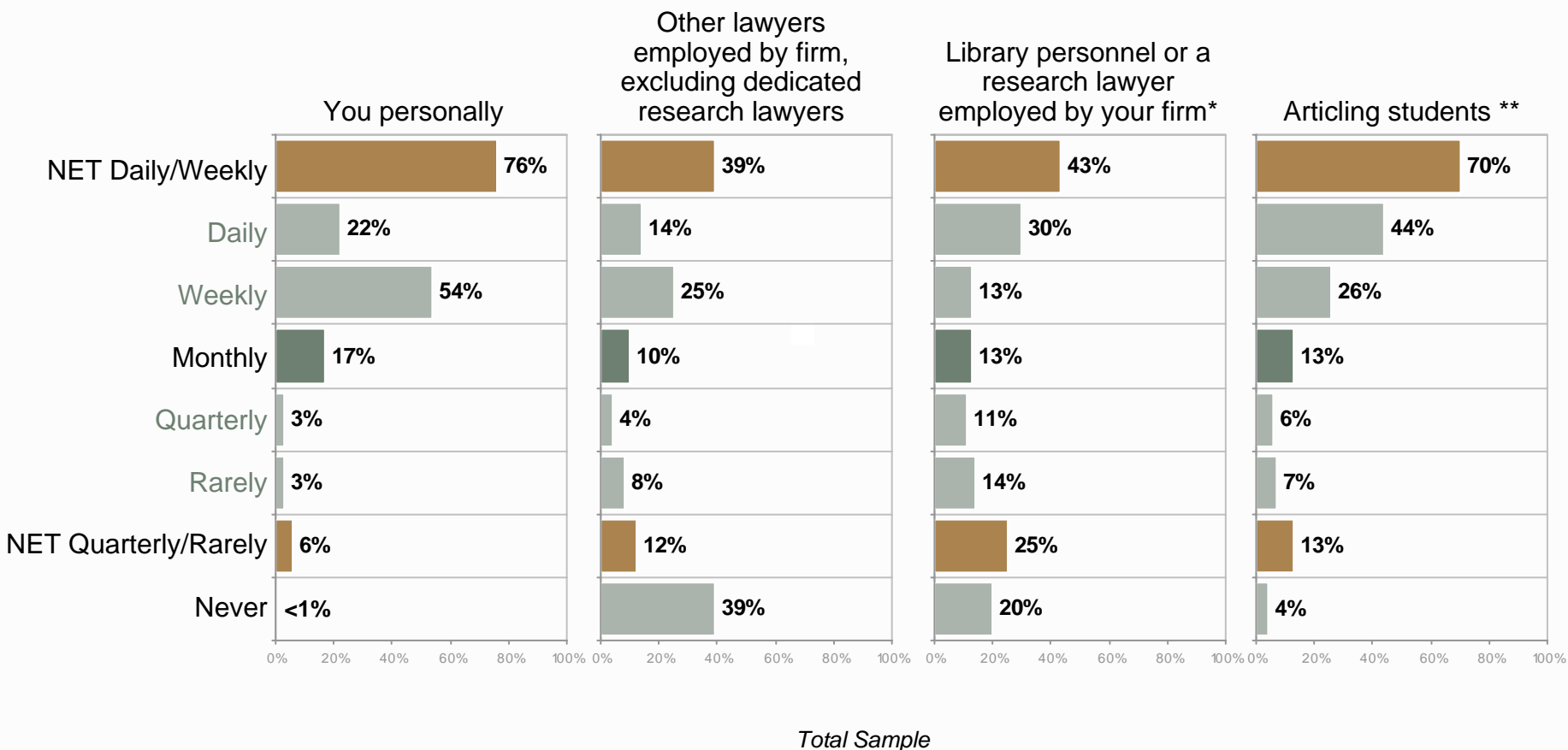
	Firm Size				
	Total Sample (n=896) %	Sole Practitioner (n=586) %	Small Firm (n=170) %	Mid-Size Firm (n=15) ^c %	Other * (n=125) %
Find the services too expensive	64	68	68	40	44
Do not feel you need the service	27	27	17	20	46
Other	21	19	26	47	23

Q12. Is this because you ... ?
 Base: Those who do not subscribe to online subscription services
 • Other represent lawyers not in private practice
 C Caution, small base size

Allocation of Legal Research

- ◆ This research explored the issue of who undertakes the legal research that is required by respondents' practices. Although the findings suggest that individual lawyers do much of their own research, they also suggest that others regularly do research on their behalf.
- ◆ Three-quarters (76%) of respondents report that they themselves undertake research at least weekly, and about one-in-five (22%) do so daily.
- ◆ Among those who work with other lawyers (i.e., excluding sole practitioners who practise alone), half (50%) say that other lawyers in their office undertake research on their behalf at least weekly, and just less than one-in-five (18%) say that these lawyers do so daily.
- ◆ Likewise, among those whose office employs dedicated library personnel, slightly more than four-in-ten (43%) say that library personnel undertake research on their behalf at least weekly and three-in-ten (30%) say that they do so daily.
- ◆ Finally, those that employ articling students "most years" or "every year" appear to assign students a considerable amount of research.
 - Seven-in-ten (70%) assign students research at least weekly, and over four-in-ten (44%) do so on a daily basis.

Allocation of Legal Research



Q13-16. Please indicate the extent to which each of the following undertakes legal research on behalf of your practice?

Base: Total sample (n=3165)

*Base: Asked only of those who employ library personnel or research lawyers (n=809)

** Base: Asked only of those who employ Articling students "most years" or "every year" at Q. 7

Use of County or
District/Great Libraries

Use of County or District/Great Law Libraries

- ◆ In order to get some sense of the extent to which practising lawyers rely on county or district libraries and the Great Library, they were asked to indicate their level of agreement with the following statement:
 - *“I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print at my office.”*

- ◆ Opinions are quite evenly divided, as 44% agree with the statement and 47% disagree with it. About one-in-ten (9%) are neutral, saying that they neither agree nor disagree.
 - The findings suggest, however, that those who disagree hold their view more intensely, as the proportion of those who “strongly disagree” (32%) is significantly higher than the proportion of those who “strongly agree” (22%).

- ◆ There are important differences on this question by practice arrangement.
 - The likelihood of agreeing with the statement increases with firm size. Whereas 70% of those who practise in larger firms agree, agreement falls progressively from 37% among members of mid-size firms, to 30% among members of small firms and 29% among sole practitioners.
 - Further, levels of intense disagreement (“strongly disagree”) reach nearly one-in-two among sole practitioners (47%) and members of small firms (45%).
 - The dramatic difference in agreement by firm size is likely a reflection of the vastly greater resources available internally to those who practise in the larger law firms.
 - Like larger firms, practising lawyers who are not in private practice (64%) are significantly more likely than practising lawyers overall (44%) to agree with the statement.

Use of County or District/Great Law Libraries

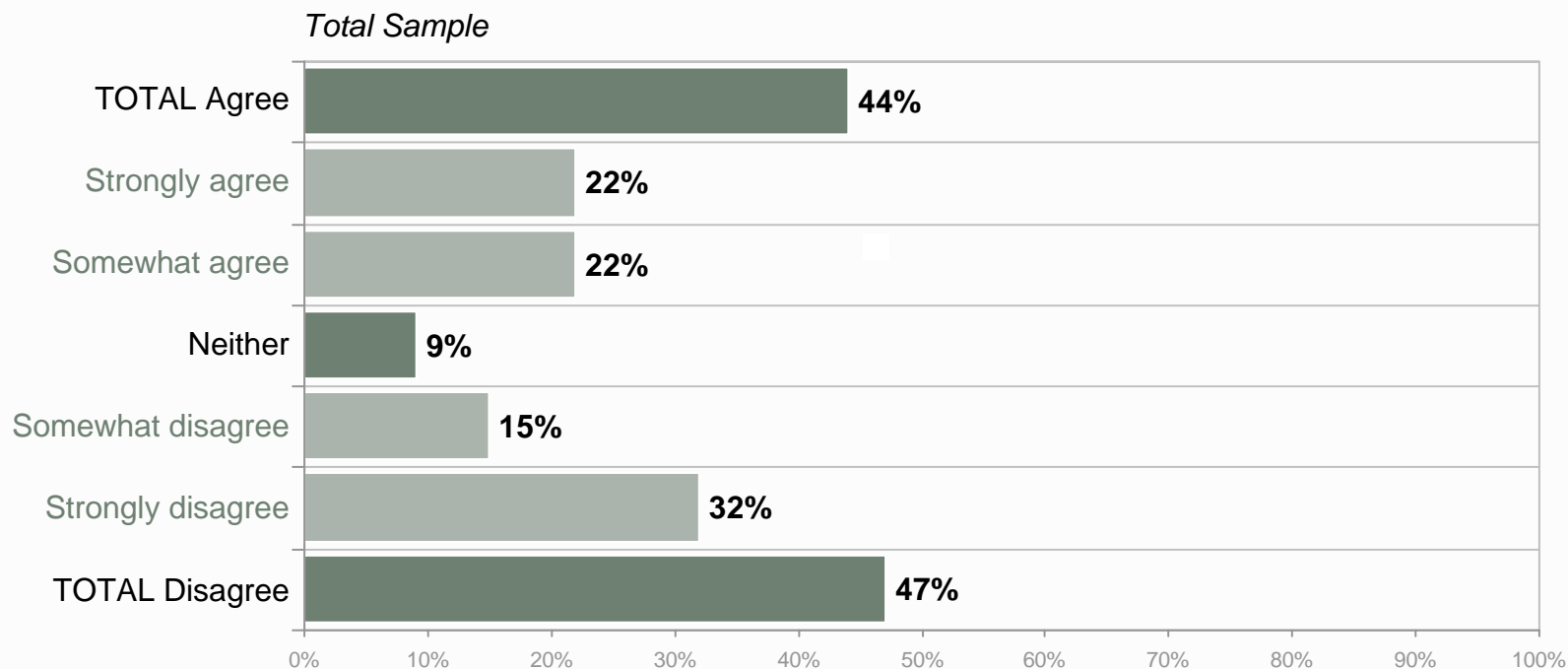
- ◆ There are also some striking differences by region.
 - Lawyers who practise in the North West (74% disagree, and fully 55% do so “strongly”), the North East (67% disagree, 52% “strongly”) and the Central West (67% disagree, 51% “strongly”) regions are particularly likely to express disagreement.
 - “Strong” disagreement is also evident in the Central East region (49%)
 - By contrast, lawyers practising in Toronto (60%) are significantly *more likely to agree* that they rarely need to use a LibraryCo library than are practising lawyers overall (44%). This is likely driven in large measure by the number of lawyers in Toronto who practise in larger firms, which are more likely both to have full research libraries and dedicated library staff.
 - Although less dramatically than their colleagues in Toronto, practising lawyers in the East region (50%) are also significantly more likely than practising lawyers overall to agree.

- ◆ Lending some support to the hypotheses that findings in Toronto are largely driven by lawyers who practise in larger firms, and that the levels of disagreement among sole practitioners and members of small firms reflect their more modest office libraries, those who have full research libraries in-house (62%) are twice as likely as those who have only a basic library (29%) to agree that they rarely need to use a LibraryCo library.

- ◆ Finally, comfort with, and having an in-office subscription to, electronic research tools also appear to play a role here.
 - Those who are comfortable using electronic research tools (49%) are significantly more likely than those who are not (29%) to agree that they rarely need to use a LibraryCo library.
 - Similarly, those who subscribe to electronic subscription services (52%) are significantly more likely than those who do not (24%) to agree with the statement.

Use of County or District/Great Law Libraries

“I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.



Q17. Please indicate the extent to which you agree or disagree with the following statement ... “I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.

Base: Total sample (n=3165)

Use of County or District/Great Law Libraries

“I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
TOTAL Agree	44	29	30	37	70	64
Strongly agree	22	13	12	16	36	36
Somewhat agree	22	16	18	21	34	28
Neither	9	8	8	9	8	12
Somewhat disagree	15	16	17	22	12	10
Strongly disagree	32	47	45	32	10	14
TOTAL Disagree	47	63	62	54	22	24

Q17. Please indicate the extent to which you agree or disagree with the following statement ... “I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.

Base: Total sample

* Other represent lawyers not in private practice

Use of County or District/Great Law Libraries

“I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
TOTAL Agree	44	29	25	34	50	26	18	33	60
Strongly agree	22	15	13	15	27	10	5	12	30
Somewhat agree	22	14	12	19	23	16	13	21	30
Neither	9	8	8	6	11	7	8	9	10
Somewhat disagree	15	14	16	18	14	15	19	17	14
Strongly disagree	32	49	51	42	25	52	55	41	16
TOTAL Disagree	47	63	67	60	40	67	74	58	30

Q17. Please indicate the extent to which you agree or disagree with the following statement ... “I rarely need to use either a county or district law library or the Great Library because almost everything I need is available either electronically or in print in my office”.

Base: Total sample

* Other represent lawyers not in private practice

Importance of Resources

Importance of Resources

- ◆ Having explored their use of and attitudes toward a number of resources, practising lawyers were then asked to rate the importance to them in their daily practice of five resources.
 - They were asked to do this using a scale from “1” to “7”, on which “1” means that the resource is “not important at all” and “7” means that it is “extremely important”.

- ◆ Of the resources tested, the Internet (88% rating it a “7”, “6” or “5”) is perceived by a wide margin to be the most important.
 - Two-thirds (65%) believe that it is “extremely important” (“7” on the seven point scale), and a further 23% believe that it is “important” (“6” or “5” on the scale)

- ◆ There are few important sub group differences in assessments of the Internet. Once again though, there is evidence of a relationship with age and practice arrangement.
 - Although at least 80% across all periods of tenure at the bar rate the Internet as important, the strength of that rating falls progressively from 96% among those called within the past five years to 82% among those who have been called for more than 20 years.
 - There is also a gradual falling off in importance ratings as firm size decreases, from 92% among those who practise in larger firms to 83% among sole practitioners.

- ◆ The next highest rated resource is Continuing Legal Education (“CLE”), rated as important by nearly three-in-five (58%). As with the Internet, there are few important differences by sub group.
 - By years at the bar, CLE is most highly rated by those called in the past five years (64% rate it as “important”) and is most weakly rated by those called more than 20 years ago (53%).
 - Regionally, ratings are highest in the North West (67%) and lowest in the South West (53%).

Importance of Resources

- ◆ “*The library of your firm or office*” closely follows CLE, rated as “important” by just over half (52%) of the practising lawyers who responded to the survey.

- ◆ Reflecting the findings concerning in-house library resources that appeared earlier in this report, perceived importance rises as firm size increases.
 - Just fewer than half of sole practitioners (47%) and those who practise in small firms rate their office library as important, as compared to fully two-thirds (66%) of those who practise in larger firms.

- ◆ The county or district law library is rated “important” by 37% of practising lawyers. There are no real differences in ratings by tenure at the bar, but there are by both practice arrangement and region.
 - Sole practitioners (51%) and those who practise in small firms (52%) are significantly more likely than practising lawyers overall (37%), and more than three times as likely as either those who practise in larger firms (16%) and those who are not in private practice (15%) to rate the county and district library as “important”.
 - The differences in the proportions rating it as “extremely important” are even more stark – 26% among sole practitioners and 25% among those who practise in small firms as to compared to 5% among those who practise in larger firms and 6% among those who are not in private practice.
 - Regionally, importance ratings are highest in the North West (65%) and North East (64%), and lowest in the East (37%) and Toronto (15%). In addition to the number of larger firms located in Toronto, the presence of the Great Library and the Supreme Court of Canada library may be contributing to the lower ratings in the latter two regions.

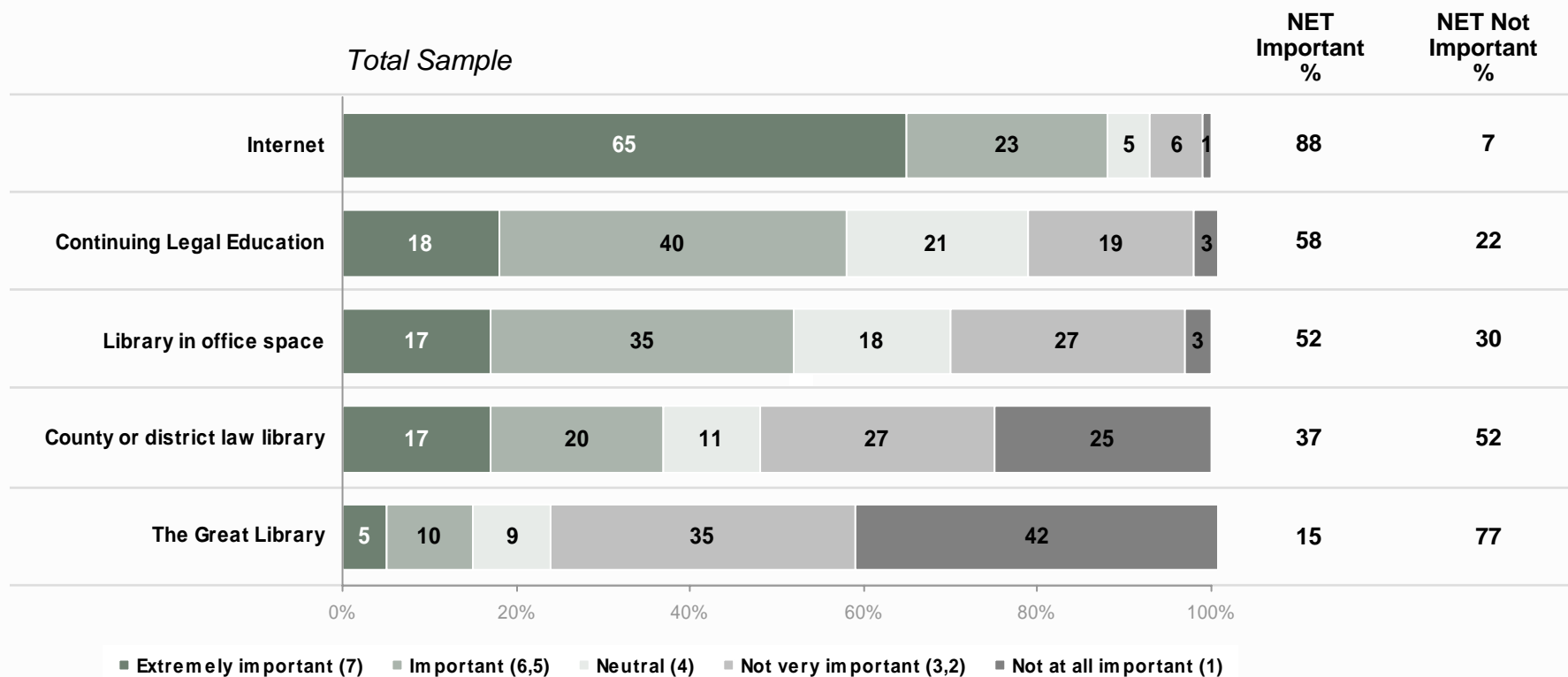
Importance of Resources

- ◆ There are also differences in ratings of the county and district libraries by comfort with and subscription to electronic resources.
 - Those who are comfortable using electronic research tools (32%) are significantly less likely than those who are not (54%) to rate the county and district library as “important”. A similar difference is evident between those who have in-house access to electronic subscriptions (30% rate the library “important”) and those who do not (56% of whom give a similar rating).

- ◆ The Great Library receives the lowest rating of the five resources tested, with just 15% rating it as “important” and only 5% rating it as “extremely important”.
 - Regional ratings are the most illuminating here. Consistent with its location, it is most highly rated by lawyers in Toronto (24% rate it as “important”).

Importance of Resources

Total Sample



Q18-22. Using a scale on which “1” is not important at all and “7” is extremely important, please indicate the importance to you in your daily practice of each of the following resources.

Base: Total sample (n=3165)

Importance of Resources

“Important” in daily practice (7, 6 & 5 on a 7-point scale)

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Internet	88	96	92	94	87	82
Continuing legal education	58	64	60	62	60	53
Library in office space	52	57	52	55	52	48
County or district law library	37	40	33	37	36	38
The Great Library	15	24	15	20	13	11

Q18-22. Using a scale on which “1” is not important at all and “7” is extremely important, please indicate the importance to you in your daily practice of each of the following resources.

Base: Total sample

Importance of Resources

“Important” in daily practice (7, 6 & 5 on a 7-point scale)

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Internet	88	83	84	89	92	93
Continuing legal education	58	58	56	65	57	56
Library in office space	52	47	47	55	66	51
County or district law library	37	51	52	44	16	15
The Great Library	15	16	16	17	12	12

Q18-22. Using a scale on which “1” is not important at all and “7” is extremely important, please indicate the importance to you in your daily practice of each of the following resources.

Base: Total sample

* Other represent lawyers not in private practice

Importance of Resources

“Important” in daily practice (7, 6 & 5 on a 7-point scale)

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Internet	88	81	79	87	89	75	83	88	93
Continuing legal education	58	61	62	61	59	56	67	53	56
Library in office space	52	46	52	47	52	47	52	48	55
County or district law library	37	52	57	52	37	64	65	55	15
The Great Library	15	12	14	6	6	6	9	7	24

Q18-22. Using a scale on which “1” is not important at all and “7” is extremely important, please indicate the importance to you in your daily practice of each of the following resources.

Base: Total sample

Current and Anticipated Use of Information Sources

Current Use of Information Sources

- ◆ In order to better understand how practising lawyers see their use of resources changing over time, the research first explored current use of nine information sources and then the anticipated use of those same resources over the next two to three years.

- ◆ Three of the sources lead current usage, with usage of all other sources comparatively much lower:
 - Firm or office library (66% use it weekly or more often);
 - Electronic resources at the office available without subscription (47% use them weekly or more often); and,
 - Commercially subscribed to electronic resources (44% use them weekly or more often).

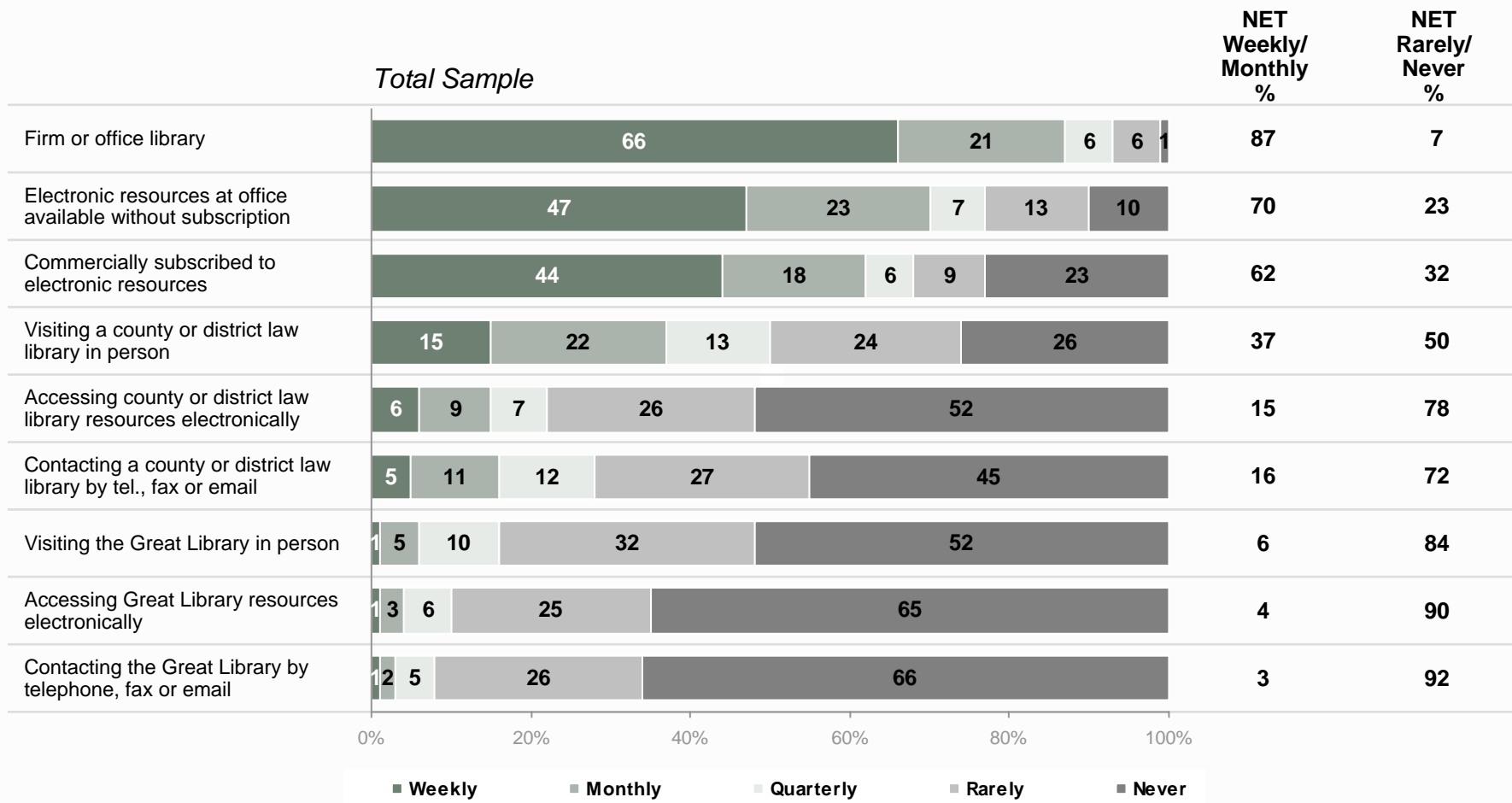
- ◆ These are followed by visiting a county or district law library in person. Usage here is considerably lower, as just 15% say that they visit weekly or more often and a further 22% say that they visit monthly, and it is sole practitioners and those who practise in small firms who visit most frequently.
 - Sole practitioners (23%) and those who practise in small firms (22%) are far more likely than those who practise in larger firms (2%) and those who are not in private practice (5%) to visit weekly or more often. Further, over half of both sole practitioners (51%) and of those who practise in small firms (54%) report visiting a county or district library at least monthly.
 - At the other end of the usage spectrum, 44% of those who practise in larger firms and 47% of those who are not in private practice say that they “never” visit a county or district library in person, and a further 32% and 30%, respectively, say that they “rarely” do so.
 - Those in mid-size firms fall between, with 15% reporting that they visit weekly or more often.
 - Regionally, the incidence of visiting a county or district library is highest among practitioners in the North East and the North West (35% and 33%, respectively, say that they visit weekly or more often), and lowest among those who practise in Toronto (just 2% say that they visit weekly or more often).

Current Use of Information Sources

- ◆ Practising lawyers report similar levels of frequency for accessing county or district library resources electronically and for contacting one by telephone, fax or email. Both are quite low.
 - The incidence of electronic access weekly or more frequently is 6%, with a further 9% reporting electronic access monthly. Over half (52%) of practising lawyers say they never do so and a further 26% say that they do so only rarely.
 - Weekly or more frequent contact by telephone, fax, and email is limited to 5% of practising lawyers, with a further 11% reporting such contact monthly. Nearly three-in-four (72%) say that they rarely (27%) or never (45%) contact a library using those means.

- ◆ The final three sources of information for which current usage was tested are all related to the Great Library and usage of these sources appears to be very limited indeed. The three Great Library sources tested, and their respective current usage levels, are as follows.
 - Just 1% of practising lawyers report visiting the Great Library in person weekly or more often, with a further 5% visiting monthly. Over half (52%) say that they never visit, and a further third (32%) say that they do so only rarely.
 - The incidence of accessing Great Library resources electronically is similar, as 1% report doing so weekly and a further 3% monthly. Two-in-three (65%) say they never access Great Library resources electronically, with a further one-quarter (25%) saying that they do so only rarely.
 - The current frequency of contacting the Great Library by telephone, fax or email is almost identical to the frequency of electronic access. Weekly contact is reported by 1% and monthly contact by a further 2%. Two-thirds (66%) never contact the Great Library using any of these means and a further one-quarter (26%) do so only rarely.

Current Use of Information Sources



Q23-31. Please indicate how frequently you use each of the following sources of information.
 Base: Total sample (n=3165)

Current Use of Information Sources

“Monthly” or “Weekly or more often” use of...

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Firm or office library	87	84	86	85	86	89
Electronic resources at office available without subscription	70	75	73	74	69	69
Commercially subscribed to electronic resources	62	77	68	73	64	52
Visiting a county or district law library in person	37	40	31	36	34	39

Q23-31. Please indicate how frequently you use each of the following sources of information.

Base: Total sample

Current Use of Information Sources

“Monthly” or “Weekly or more often” use of...

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Firm or office library	87	89	90	88	85	82
Electronic resources at office available without subscription	70	70	69	65	76	74
Commercially subscribed to electronic resources	62	42	60	83	79	70
Visiting a county or district law library in person	37	51	54	42	13	13

Q23-31. Please indicate how frequently you use each of the following sources of information.

Base: Total sample

* Other represent lawyers not in private practice

Current Use of Information Sources

“Monthly” or “Weekly or more often” use of...

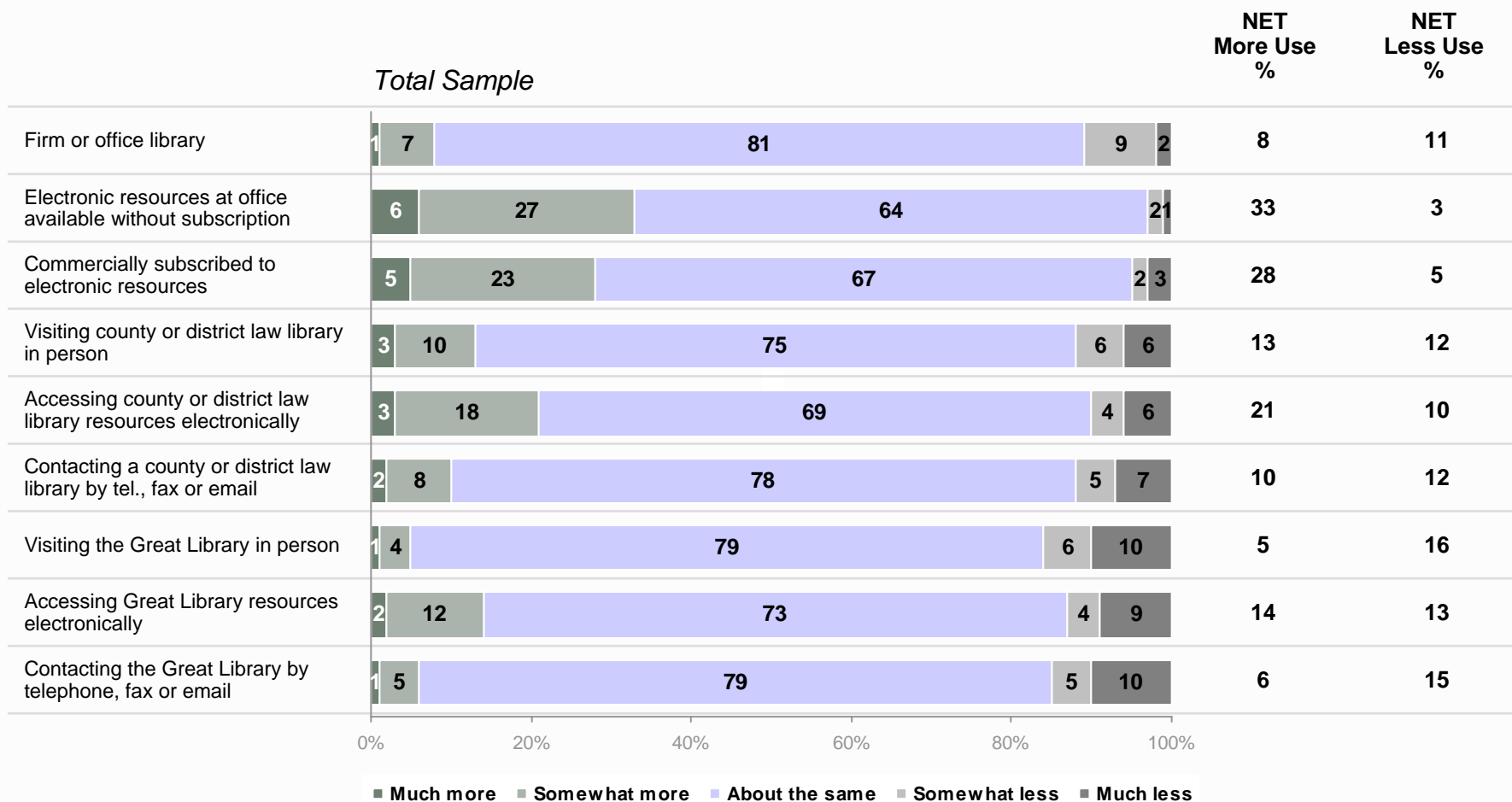
	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Firm or office library	87	88	92	91	85	88	90	89	84
Electronic resources at office available without subscription	70	69	66	72	70	57	69	69	74
Commercially subscribed to electronic resources	62	51	57	64	63	61	66	54	68
Visiting a county or district law library in person	37	54	56	55	33	66	61	54	13

Q23-31. Please indicate how frequently you use each of the following sources of information.
Base: Total sample

Anticipated Use of Information Sources (Next 2-3 Years)

- ◆ The findings with respect to anticipated usage of these same sources over the next two to three years suggest strongly that no dramatic changes in usage should be expected over that period of time.
- ◆ For each of these sources, majorities, ranging from 64% for use of electronic resources available without subscription to 81% for use of a firm or office library, say that usage over the next two to three years will be about the same as it is now.
- ◆ Interestingly, however, the sources practitioners anticipate that they will most likely be using with greater frequency are all electronic.
 - One-third (33%) anticipate that they will be using electronic resources available without subscription at the office either “much more” (6%) or “somewhat more” (27%), compared to just 3% who anticipate that they will be using such resources less frequently.
 - Similarly, 28% believe that they will be using electronic resources available through subscription “much” (5%) or “somewhat” (23%) more frequently, compared to the 5% who believe that they will be using them less frequently.
 - One-in-five (21%) anticipate accessing county or district library resources electronically “much” (3%) or “somewhat” (18%) more frequently, while 10% see themselves using such resources less frequently.
- ◆ Anticipated use of Great Library resources is either stable or projected to decline.
 - Just 5% anticipate visiting the Great Library in person more frequently, while 16% believe that they will do so less frequently. Findings for contacting the Great Library by telephone, fax or email are similar. More frequent contact is anticipated by only 6%, while less frequent contact is anticipated by 15%.
 - Unlike all of the other electronic resources tested, the findings suggest that the frequency of accessing Great Library resources electronically is likely to remain stable – 14% believe that it will increase and 13% that it will decrease.

Anticipated Use of Information Sources (Next 2-3 Years)



Q32-40. Please indicate whether you anticipate that over the next 2-3 years the frequency with which you use the following sources of information will likely increase, stay about the same, or decrease.

Base: Total sample (n=3165)

Anticipated Use of Information Sources (Next 2-3 Years)

Usage of Information Sources will Increase “Much More” or “Somewhat More”

	Total Sample (n=3165) %	Years at the Bar				
		5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
Electronic resources at office available without subscription	33	28	29	29	33	37
Commercially subscribed to electronic resources	28	26	26	26	29	29
Accessing county or district law library resources electronically	21	22	16	20	23	22
Visiting county or district law library in person	13	17	13	15	11	12
Firm or office library	8	15	9	13	5	6

Q32-40. Please indicate whether you anticipate that over the next 2-3 years the frequency with which you use the following sources of information will likely increase, stay about the same, or decrease.

Base: Total sample

Anticipated Use of Information Sources (Next 2-3 Years)

Usage of Information Sources will Increase “Much More” or “Somewhat More”

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
Electronic resources at office available without subscription	33	39	36	29	26	29
Commercially subscribed to electronic resources	28	26	25	33	29	29
Accessing county or district law library resources electronically	21	29	29	22	9	12
Visiting county or district law library in person	13	18	17	12	5	7
Firm or office library	8	10	6	5	7	8

Q32-40. Please indicate whether you anticipate that over the next 2-3 years the frequency with which you use the following sources of information will likely increase, stay about the same, or decrease.

Base: Total sample

Anticipated Use of Information Sources (Next 2-3 Years)

Usage of Information Sources will Increase “Much More” or “Somewhat More”

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Electronic resources at office available without subscription	33	35	33	35	33	27	36	33	33
Commercially subscribed to electronic resources	28	24	26	31	25	26	30	31	29
Accessing county or district law library resources electronically	21	26	29	28	22	16	24	32	13
Visiting county or district law library in person	13	19	20	16	11	17	26	16	6
Firm or office library	8	7	9	6	6	4	5	9	9

Q32-40. Please indicate whether you anticipate that over the next 2-3 years the frequency with which you use the following sources of information will likely increase, stay about the same, or decrease.

Base: Total sample

Preferences for Allocation of Resources for Legal Research Materials

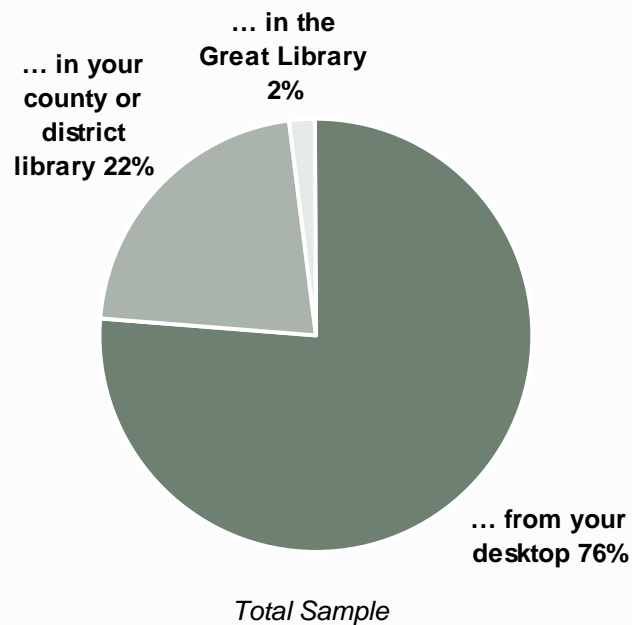
- ◆ As a further means of assessing the way in which the legal information needs of practising lawyers may be evolving, the survey posed the following question concerning preferences for allocating legal research resources.
 - *“Given a choice between putting more resources into providing research materials electronically, versus providing research materials in your county or district library or the Great Library, which of the following would be your preference: More of the legal research materials you seek could be accessed from your desktop; More of the research materials you seek could be accessed in your county or district library; More of the legal research materials you seek could be accessed in the Great Library?”*

- ◆ Consistent with the findings concerning the anticipated use of sources over the next two to three years, three-quarters (76%) of practising lawyers express a preference for more of the legal research materials they seek to be accessible from the desktop.
 - Slightly more than one-in-five (22%) would prefer that more materials could be accessed in their county or district library.
 - Just 2% would like to see more materials accessible in the Great Library.

- ◆ The strongest differences here are by practice style and region.
 - Sole practitioners (70%), as well as those who practise in small (70%) and mid-size firms (67%) are less likely than practising lawyers overall (76%), and particularly less likely than both those who practise in larger firms (89%) and those who are not in private practice (87%) to prefer that more research materials be accessible from the desktop.
 - Those who practise in large firms (9%) and those not in private practice (10%) are significantly less likely than practising lawyers overall (22%) to prefer that more research materials be accessible in county or district libraries.
 - Once again, those who practise in the North East (49%) and North West (58%) regions are most supportive of putting more resources into their county or district library.

Preferences for Allocation of Resources for Legal Research Materials

More of the legal research materials you seek could be accessed ...



Q41. Given a choice between putting more resources into providing research materials electronically versus providing research materials in your county or district library or the Great Library, which of the following would be your preference?

Base: Total sample (n=3165)

Preferences for Allocation of Resources for Legal Research Materials

More of the legal research materials you seek could be accessed ...

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
From your desktop	76	81	79	80	76	73
In your county or district library	22	17	18	17	22	25
In the Great Library	2	2	3	3	2	2

Q41. Given a choice between putting more resources into providing research materials electronically versus providing research materials in your county or district library or the Great Library, which of the following would be your preference?

Base: Total sample

Preferences for Allocation of Resources for Legal Research Materials

More of the legal research materials you seek could be accessed ...

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
From your desktop	76	70	70	67	89	87
In your county or district library	22	28	29	30	9	10
In the Great Library	2	2	1	3	2	3

Q41. Given a choice between putting more resources into providing research materials electronically versus providing research materials in your county or district library or the Great Library, which of the following would be your preference?

Base: Total sample

* Other represent lawyers not in private practice

Preferences for Allocation of Resources for Legal Research Materials

More of the legal research materials you seek could be accessed ...

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
From your desktop	76	67	58	71	82	50	42	69	90
In your county or district library	22	33	42	29	18	49	58	31	5
In the Great Library	2	-	<1	<1	-	1	-	-	5

Q41. Given a choice between putting more resources into providing research materials electronically versus providing research materials in your county or district library or the Great Library, which of the following would be your preference?

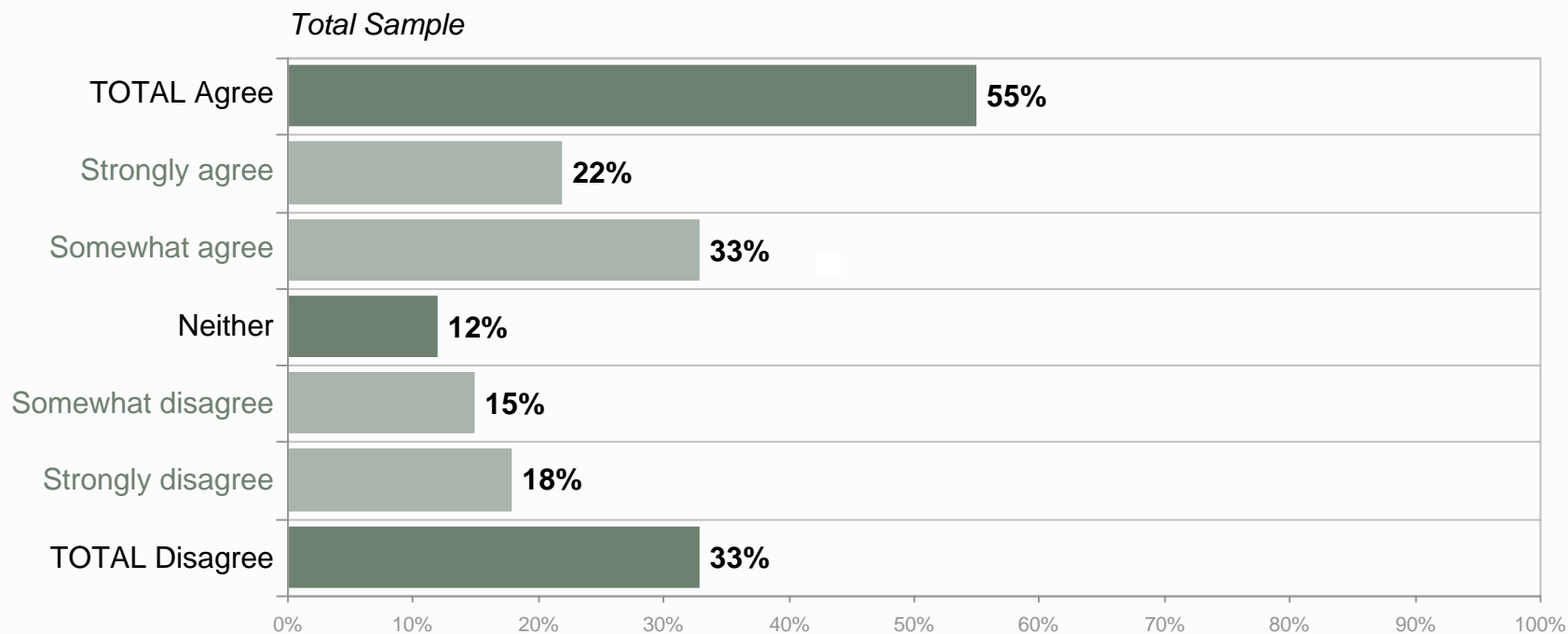
Base: Total sample

The Law Library 5 - 10 Years from Today

- ◆ As a final measure of what practising lawyers envisage as the future of legal information provision, they were asked to indicate the extent of their agreement with the following statement:
 - *“Over the next 5-10 years a virtual law library will largely replace physical libraries.”*
- ◆ Although a modest majority (55%) of practising lawyers agrees that a virtual law library will largely replace physical libraries within 10 years, a solid minority (33%) disagree. Some uncertainty on this question is found among the 12% who neither agree nor disagree.
- ◆ While there are some differences on this issue by tenure at the bar and by firm size, the most striking differences are once again evident regionally.
 - Those practising in the North East (38%) and the North West (31%) regions are significantly less likely than practising lawyers overall (55%) to agree that physical libraries will be replaced.
 - Weaker levels of agreement are also found in Central East (48%) and Central West (42%).
 - Lawyers who practise in Toronto (64%), by contrast, are significantly more likely to agree.

The Law Library 5 - 10 Years from Today

“Over the next 5-10 years a virtual law library will largely replace physical libraries”.



Q42. Please indicate the extent to which you agree or disagree with the following statement. “Over the next 5-10 years a virtual law library will largely replace physical libraries.”

Base: Total sample (n=3165)

The Law Library 5 - 10 Years from Today

“Over the next 5-10 years a virtual law library will largely replace physical libraries”.

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
TOTAL Agree	55	55	51	54	54	57
Strongly agree	22	18	18	18	22	25
Somewhat agree	33	37	33	36	32	32
Neither	12	14	12	13	11	11
Somewhat disagree	15	16	18	17	14	13
Strongly disagree	18	15	19	16	21	19
TOTAL Disagree	33	31	37	33	35	32

Q42. Please indicate the extent to which you agree or disagree with the following statement. “Over the next 5-10 years a virtual law library will largely replace physical libraries.”

Base: Total sample

The Law Library 5 - 10 Years from Today

“Over the next 5-10 years a virtual law library will largely replace physical libraries”.

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
TOTAL Agree	55	51	50	49	63	63
Strongly agree	22	23	19	14	23	25
Somewhat agree	33	28	31	35	40	38
Neither	12	13	12	11	10	11
Somewhat disagree	15	14	16	16	18	13
Strongly disagree	18	22	22	24	9	13
TOTAL Disagree	33	36	38	40	27	26

Q42. Please indicate the extent to which you agree or disagree with the following statement. “Over the next 5-10 years a virtual law library will largely replace physical libraries.”

Base: Total sample

* Other represent lawyers not in private practice

The Law Library 5 - 10 Years from Today

“Over the next 5-10 years a virtual law library will largely replace physical libraries”.

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
TOTAL Agree	55	48	42	50	58	38	31	53	64
Strongly agree	22	18	15	20	26	16	8	19	25
Somewhat agree	33	30	27	30	32	22	23	34	39
Neither	12	11	14	12	13	17	9	14	10
Somewhat disagree	15	16	14	18	16	16	11	13	14
Strongly disagree	18	25	30	20	13	29	49	20	12
TOTAL Disagree	33	41	44	38	29	45	60	33	26

Q42. Please indicate the extent to which you agree or disagree with the following statement. “Over the next 5-10 years a virtual law library will largely replace physical libraries.”

Base: Total sample

Resources Used at County
or District Law Libraries/
Great Library

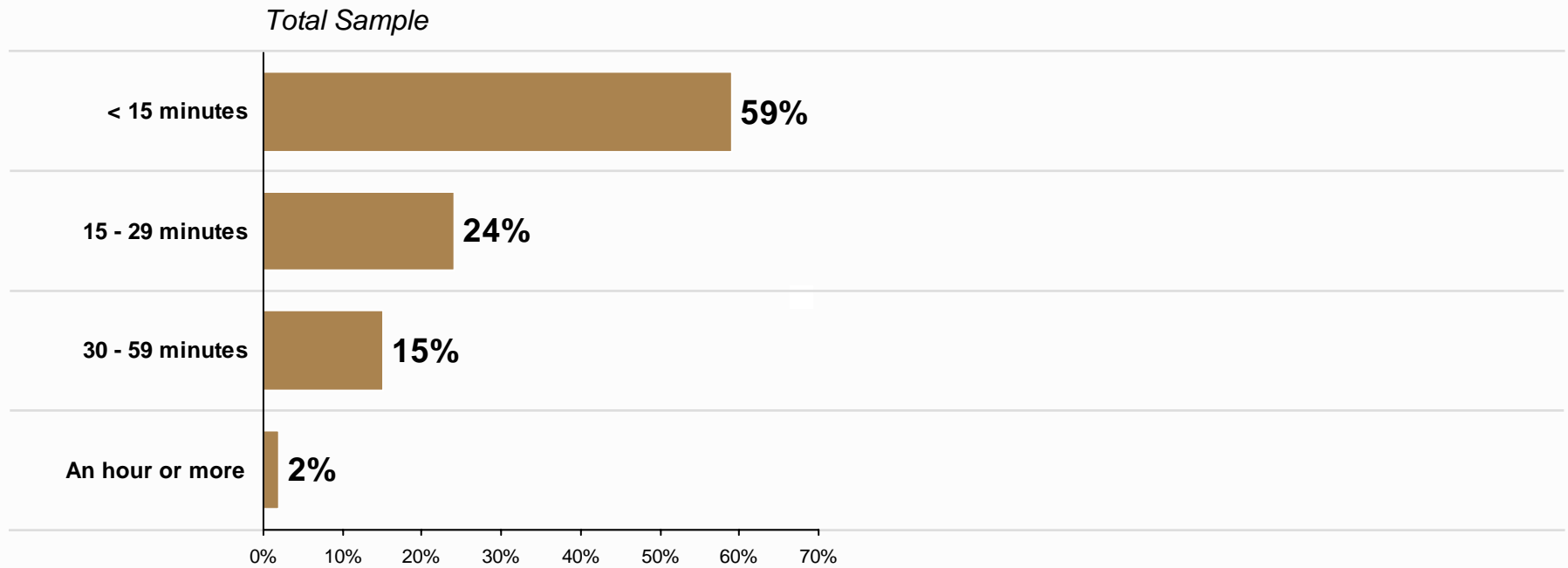
Travel Time to County or District Law Library

- ◆ To provide some context for the detailed investigation of current usage of county and district libraries, those who responded to the survey were asked to indicate how long it takes them to travel from their office to their county or district library.

- ◆ About three-quarters (73%) of practising lawyers can get to their county or district library in under 30 minutes.
 - Three-in-five (59%) can get there in less than 15 minutes, while about one-in-four (24%) can do so in 15-29 minutes.
 - Of the remainder, 15% need between 30 and 59 minutes, while 2% are an hour or more away.

- ◆ Interestingly, the county or district libraries in the North East, South West and Central South regions appear to be most proximate, as lawyers practising in those regions are far more likely than practising lawyers overall to report being able to get to them in less than 15 minutes (91%, 76% and 75% respectively.)

Travel Time to County or District Law Library



Q43. How long does it take you to travel from your office to your county or district law library?
Base: Total sample (n=3165)

Travel Time to County or District Law Library

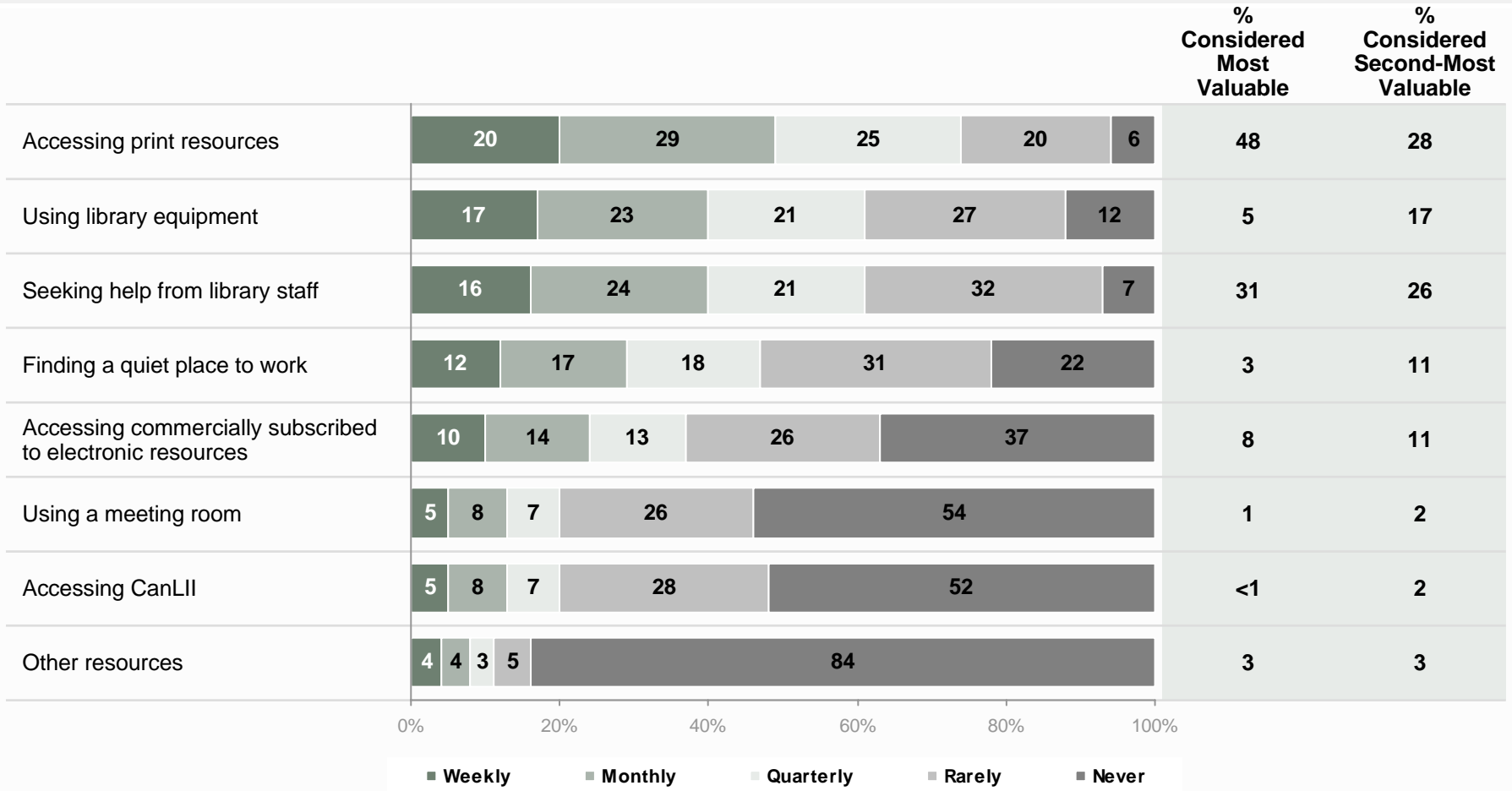
	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
Less than 15 minutes	59	52	43	75	60	91	71	76	51
15 to 29 minutes	24	18	37	18	27	5	22	17	28
30 to 59 minutes	15	28	19	7	10	-	1	7	18
An hour or more	2	2	1	-	3	4	6	<1	3

Q43. How long does it take you to travel from your office to your county or district law library?
 Base: Total sample

In-Person Visits to County or District Law Libraries – Resources Used

- ◆ Those who earlier in the survey reported that they visit a county or district library in person at least rarely (i.e., excluding those who say that they never do so), were asked the frequency with which they use eight of the resources available at those libraries. They were also asked which of the services that they have used they find to be most and second most valuable.
- ◆ Usage is highest for *“accessing print resources”*, *“using library equipment”* and *“seeking help from library staff”*.
 - For each of these resources, frequency of usage is typically lower among those who practise in larger firms and those who are not in private practice. It is worth noting, however, that 28% of those who practise in larger firms and 31% of those who are not in private practice access print resources at least monthly, and that 12% and 13%, respectively, report doing so weekly or more often.
- ◆ Moderate usage levels are found for *“finding a quiet place to work”* and *“accessing commercially subscribed to electronic resources”*.
- ◆ The remaining three resources tested, *“using a meeting room”*, *“accessing CanLII”* and *“other resources”* are used on only a limited basis.
- ◆ The most valuable resources are perceived to be *“accessing print resources”*, chosen as most valuable by 48% and as second most valuable by 28%, and *“seeking help from library staff”*, chosen most valuable by 31% and second most valuable by 26%.

In-Person Visits to County or District Law Libraries – Resources Used



Q44-51. How frequently do you use the following resources when you visit a county or district law library in person?

Base: Respondents who ever visit a county or district law library (n=2351)

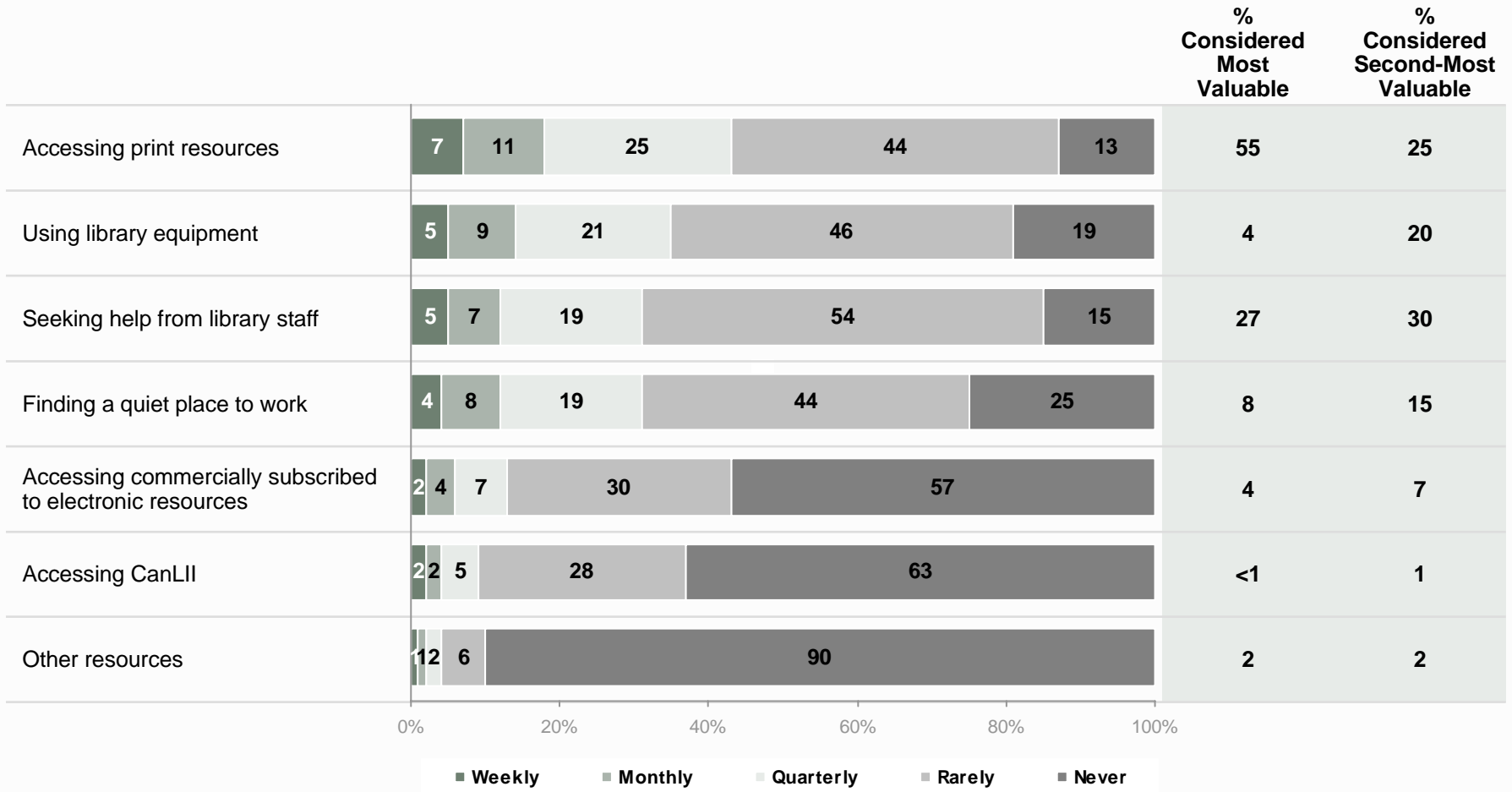
Q59-60. Of the resources you noted that you have used at county or district law libraries, which do you consider most valuable and second most valuable?

Base: Respondents who ever visit a county or district law library at least "rarely" (n=2286)

In-Person Visits to Great Library – Resources Used

- ◆ As with county and district libraries, those who earlier in the survey reported that they visit the Great Library in person at least rarely (i.e., excluding those who say that they “never” do so), were asked the frequency with which they use seven of the resources available there. They were also asked which of the services that they have used they find to be most and second most valuable.
- ◆ Consistent with overall lower usage levels of the Great Library, frequency of using all of the Great Library resources tested is lower than frequency of using the county and district library resources tested.
 - In fact, for each of the Great Library resources tested, a majority, ranging from 57% for “*accessing print resources*” to 96% for “*other resources*” report that they rarely or never use them.
- ◆ Perceptions of the most and second most valuable of the Great Library’s resources are precisely the same as those found for county and district library resources.
- ◆ “*Accessing print resources*” ranks first, chosen as most valuable by 55% and as second most valuable by 25%. This is followed by “*seeking help from library staff*”, chosen as most valuable by 27% and as second most valuable by 30%.

In-Person Visits to Great Library – Resources Used



Q52-58. How frequently do you use the following resources when you visit the Great Library in person?

Base: Respondents who ever visit the Great Library (n=1525)

Q61-62. Of the resources you noted that you have used at the Great Library, which do you consider most valuable and second most valuable?

Base: Respondents who ever visit the Great Library at least "rarely" (n=1416)

Services Requested of Library Staff

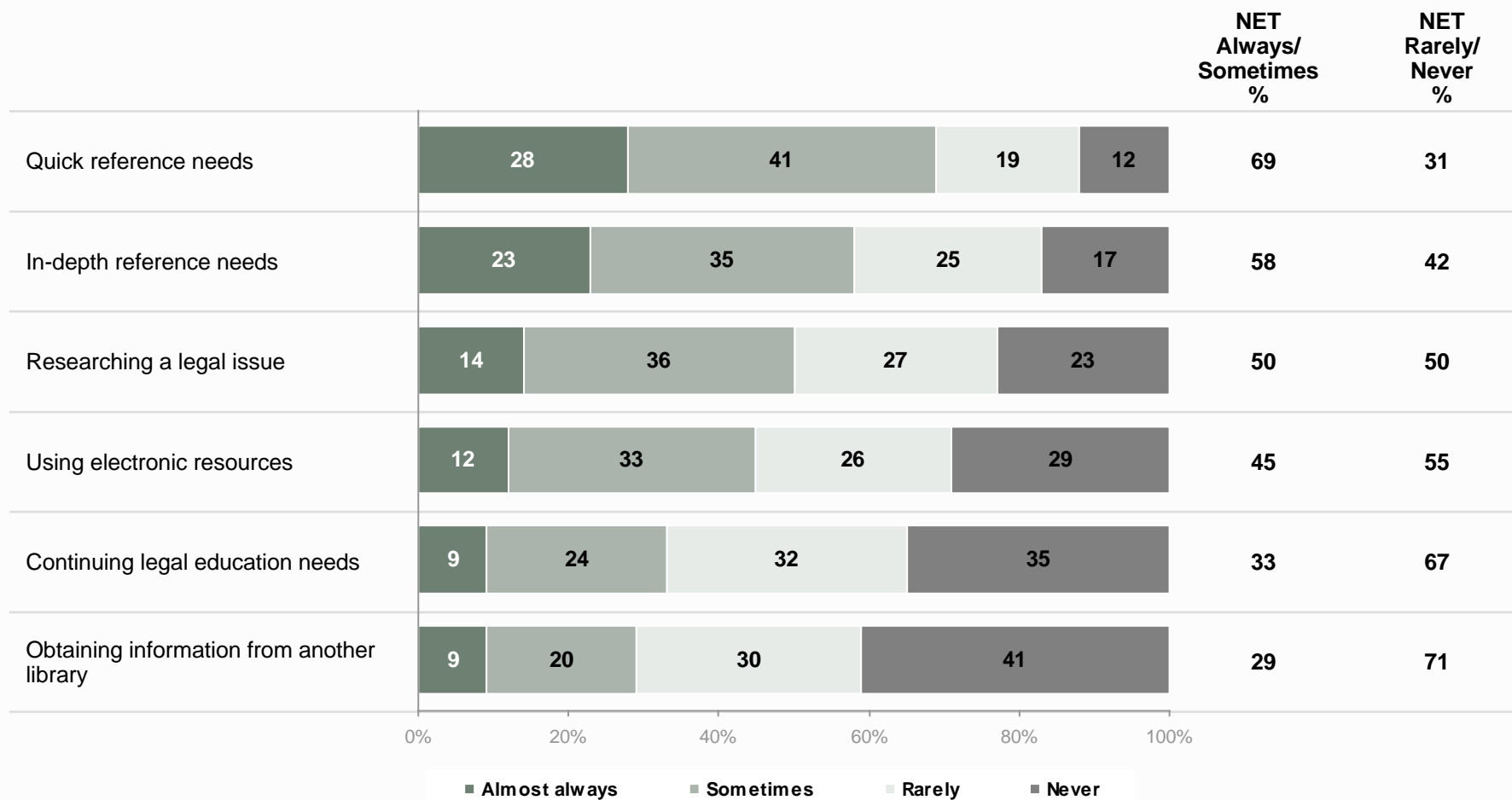
Frequency of Asking County or District Library Staff for Assistance

- ◆ The research explored the assistance practising lawyers seek from library staff when visiting a county or district library in person.

- ◆ Reviewing findings for the six tasks tested, addressing reference needs appears to be the most frequently requested form of assistance.
 - About seven-in-ten (69%) “almost always” (28%) or “sometimes” (41%) seek assistance from library staff for *“quick reference needs”* when visiting a county or district law library in person.
 - About six-in-ten (58%) “almost always” (23%) or “sometimes” (35%) seek assistance for *“in-depth reference needs”*.
 - One-in-two (50%) “almost always” (14%) or “sometimes” seek assistance in *“researching a legal problem”*.

- ◆ While there is some use of the other forms of assistance tested, in each case a majority of those who attend county or district libraries in person say that they “rarely” or “never” request such assistance.
 - Just over half (55%) say that they “rarely” (26%) or “never” (29%) request assistance *“using electronic resources”*.
 - Two-thirds (67%) say they “rarely” (32%) or “never” (35%) request assistance with *“continuing legal education needs”*.
 - Seven-in-ten (71%) say they “rarely” (30%) or “never” (41%) seek assistance *“obtaining information from another library”*.

Frequency of Asking County or District Library Staff for Assistance



Q63-68. When visiting a county or district law library in person, how frequently do you ask library staff for assistance in undertaking each of the following tasks?
 Base: Respondents who ever visit a county or district library in person (n=2351)

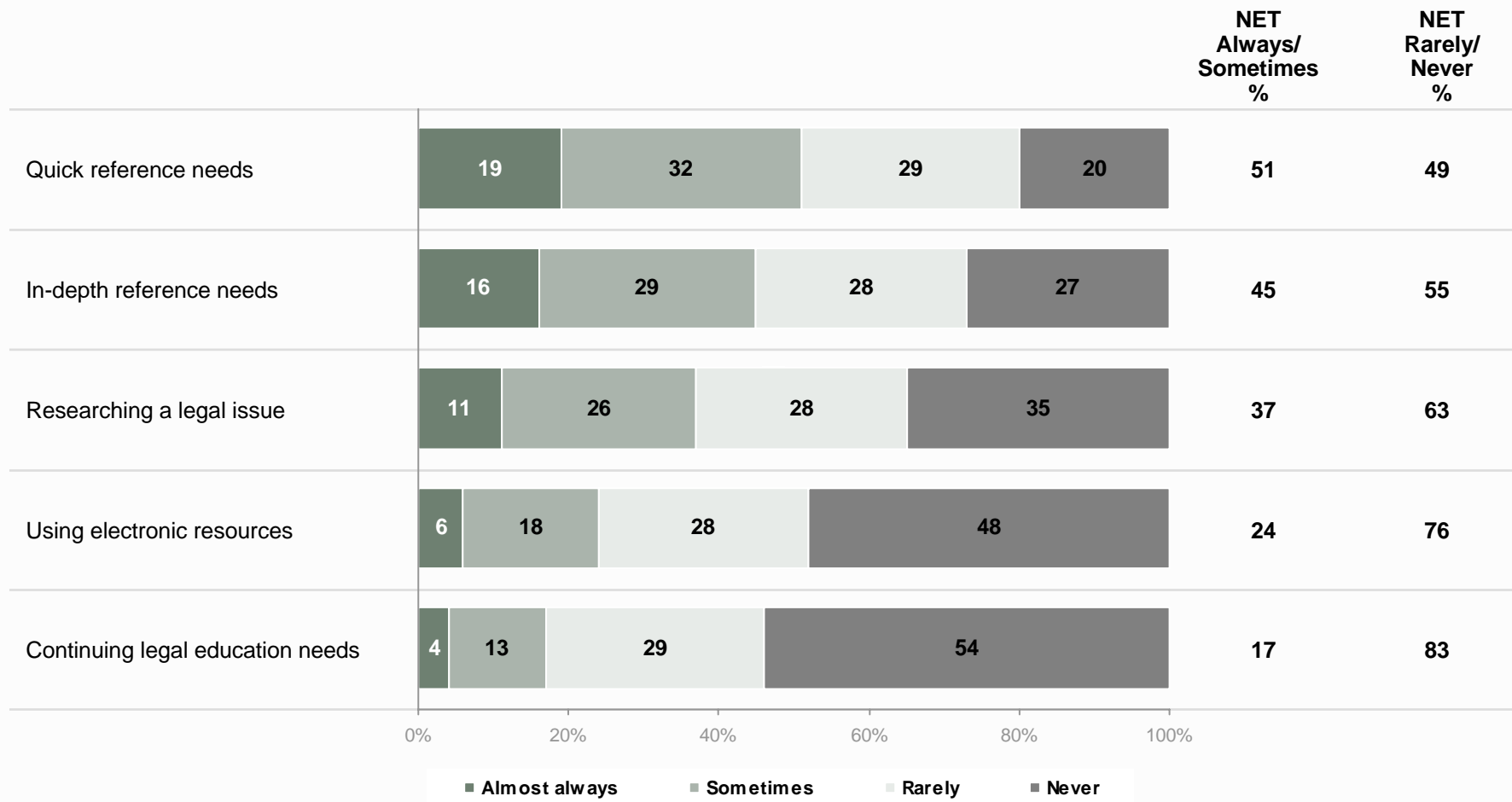
Frequency of Asking Great Library Staff for Assistance

- ◆ Findings concerning the frequency of asking Great Library staff for assistance in undertaking each of the five tasks tested are similar to findings concerning seeking the assistance of county and district library staff.

- ◆ Reference needs again stand out, but the frequency with which assistance is requested is lower for every task.
 - Half (51%) of those who visit the Great Library “almost always” (19%) or “sometimes” (32%) seek assistance for “quick reference needs”. About the same proportion, however, (49%) “rarely” (29%) or “never” (20%) do so.
 - Assistance with “in-depth reference needs” is sought by 45%, with 16% saying that they do so “almost always” and 29% doing so “sometimes”.
 - Assistance in “researching a legal issue” is requested somewhat less frequently, with 11% reporting that they do so “almost always” and 26% reporting that they do so “sometimes”.

- ◆ Three-quarters or more of lawyers who visit the Great Library say that they “rarely” or “never” seek the assistance of staff for the other two tasks tested.
 - “Using electronic resources” (28% “rarely” ask for assistance and 48% say that they “never” do so).
 - “Continuing legal education needs” (29% “rarely” ask and 54% “never” do so).

Frequency of Asking Great Library Staff for Assistance



Q69-73. When visiting the Great Library in person, how frequently do you ask library staff for assistance in undertaking each of the following tasks?
 Base: Respondents who ever visit the Great Library in person (n=1525)

Awareness of Services Offered

Awareness, Use and Perceived Value of County or District Law Library Services

- ◆ In order to better understand the extent to which practising lawyers know about various services offered by county and district libraries, six such services were tested.
 - For each service, practising lawyers were asked whether they were aware of the service, whether they had used it and, if they had, how valuable they found it to be.

- ◆ Awareness of the services ranges widely and appears somewhat weak. For all but two of the services tested, awareness levels are lower than 50%, while the proportion of practising members who have used the services range from a high of 29% to a low of 4%.

- ◆ The services tested, together with both the proportion of practising lawyers who claim awareness and the proportion that report having used them, are listed below.
 - *“Research services”* (61% are aware of them, 29% have used them)
 - *“Training at no cost on the electronic resources available”* (51% aware, 24% have used it)
 - *“A document delivery service through which lawyers can obtain, at no cost, information from any of the county or district law libraries”* (40% aware, 16% have used it)
 - *“e-Reference”* (38% aware, 12% have used it)
 - *“Current awareness service”* (29% aware, 11% have used it)
 - *“Toll free 1-800 numbers to contact any of the county or district law libraries”* (23% aware, 4% have used it)

- ◆ The research suggests that these services are valuable to those who use them, as the lowest value rating is 83% “very” or “somewhat” valuable, and the rest are all at least 90%.

Awareness, Use and Perceived Value of County or District Law Library Services

	Awareness				Perceived Value					
	Not Aware %	Aware, but have not used %	% of Total Sample Have Used	% of Those Aware Have Used	NET Valuable %	Very valuable %	Some-what valuable %	Not very valuable %	Not at all valuable %	NET Not valuable %
A document delivery service through which lawyers can obtain, at no cost, information from any of the county or district law libraries	60	24	16	39	97	61	36	2	1	3
Toll free 1-800 numbers to contact any of the county or district law libraries	77	19	4	16	83	39	44	10	7	17
Training at no cost on the electronic resources available	49	27	24	47	95	59	36	3	2	5
Research services	39	32	29	47	97	70	27	2	1	3
e-Reference	62	26	12	32	94	56	38	3	3	6
Current awareness services	71	18	11	37	90	47	43	6	4	10

Q74-79. For each of the following services offered by the county or district law libraries, please indicate whether you are aware of the service and whether you have used it. If you have used the service, please indicate how valuable it is for you.

Base: Total sample (n=3165)

Note: Only respondents who have used a service were asked to rate the value of that service. Base sizes vary.

Awareness, Use and Perceived Value of Great Library Services

- ◆ A similar examination was conducted for six services offered at the Great Library. As with other findings concerning the Great Library, awareness and usage of the services tested are both lower than was found for the county and district library services tested.

- ◆ The services tested, together with both the proportion of practising lawyers who claim awareness and the proportion that report having used them, are listed below.
 - *“Research services”* (53% are aware of them, 13% have used them)
 - *“A document delivery service through which lawyers can obtain, for a fee, information from the Great Library”* (45% aware, 14% have used it)
 - *“Training at no cost on the electronic resources available”* (35% aware, 5% have used it)
 - *“A toll free 1-800 number to contact the library”* (33% aware, 6% have used it)
 - *“e-Reference”* (33% aware, 6% have used it)
 - *“Current awareness service”* (26% aware, 6% have used it)

- ◆ As with county and district library services, those who have used the services offered at the Great Library find them to be valuable. The proportions rating the services as either “very” or “somewhat” valuable range from 86% to 95%.

Awareness, Use and Perceived Value of Great Library Services

Total Sample

	Awareness				Perceived Value					
	Not Aware %	Aware, but have not used %	% of Total Sample Have Used	% of Those Aware Have Used	NET Valuable %	Very valuable %	Some-what valuable %	Not very valuable %	Not at all valuable %	NET Not valuable %
A document delivery service through which lawyers can obtain, for a fee, information from the Great Library	55	31	14	31	93	46	47	5	2	7
A toll free 1-800 number to contact the library	67	27	6	17	86	42	44	8	6	14
Training at no cost on the electronic resources available	65	30	5	15	95	54	41	4	1	5
Research services	47	40	13	24	95	55	40	3	2	5
e-Reference	67	27	6	17	95	47	48	3	2	5
Current awareness services	74	20	6	22	92	46	46	6	2	8

Q80-85. For each of the following services offered by the Great Library, please indicate whether you are aware of the service and whether you have used it. If you have used the service, please indicate how valuable it is for you.

Base: Total sample (n=3165)

Note: Only respondents who have used a service were asked to rate that service. Base sizes vary.

Resources/Services Requested for County/District Libraries

- ◆ As a final means of assessing impressions, those responding to the survey were invited, through an open-ended question, to mention any resources or services not currently available at county and district libraries that they would like to have available to them. Comments were made by 494 respondents (16% of the sample).
- ◆ Among those who responded, the greatest proportion of responses (35%) concern print materials.
 - Requests for more, or more current, text books (19%)
 - Requests to maintain or enhance existing print resources (18%)
 - Requests to maintain or enhance loose-leaf subscriptions (8%)
- ◆ The next most frequently raised are various requests for enhanced electronic resources (17%), closely followed by requests for enhanced CLE content and access (14%).
- ◆ About one-in-ten comments (9%) seek enhanced electronic access, and 5% relate to the research assistance offered at county and district libraries.

Resources/Services Requested for County/District Libraries

	Total Sample (n=3165) %	Those who answered (n=494) %
NET Print Materials	5	35
More/more current/up-to-date text books in print	3	19
Enhance/maintain print resources (e.g., report series, CED)	3	18
More loose-leaf subscriptions/materials/maintain/enhance those	1	8
NET Electronic Resources	3	17
Electronic access/enhanced electronic access to resources/materials	1	9
Request for specified electronic resources (e.g., DivorceMate)	<1	3
More computers/computer work stations	<1	2
Free access to QuickLaw	<1	2
Digital scanners/more digitized scanned materials	<1	2
NET CLE	2	14
More/more current CLE materials	1	8
Video access to CLE materials	1	4
More space for working/researching/meeting	1	4

Q86. Are there resources or services that you would like to have available at county or district law libraries that are currently not available there?
 Base: Total sample

Resources/Services Requested for County/District Libraries (cont'd)

	Total Sample (n=3165) %	Those who answered (n=494) %
NET Electronic Access	1	9
Remote access to library from desktop	1	7
Wireless Internet access	<1	2
NET Research Assistance	1	5
Research assistance/enhanced research assistance	<1	3
More computer research/e-research training	<1	2
A librarian/full-time librarian/more staff	1	6
Unfamiliar with/need more information about/resources available	1	4
What we have now is good/maintain what we have now	1	4
Enhance/maintain precedents (e.g., commercial documents)	<1	3
Longer library hours/24 hours access to libraries	<1	1
Catalogue of available resources by library/system	<1	1
Complaints about lawyer's association membership requirement	<1	1
Binding/printing/tabbing services	<1	1
Other	2	15
No/nothing	83	n/a
DK/NA/Ref	1	n/a

Q86. Are there resources or services that you would like to have available at county or district law libraries that are currently not available there?

Base: Total sample

Resources/Services Requested for Great Library

- ◆ Those responding to the survey were also invited to provide open-ended comments concerning the resources and services at the Great Library. Comments were received from 270 respondents, which represents 9% of the total sample.

- ◆ The most frequent comment, provided by 16% of those who responded to this question, is that the Great Library is too far away or that it is only useful for lawyers in Toronto. In conjunction with a number of other findings from this research, this suggests that the Great Library may be of only limited salience to lawyers who do not practise in Toronto.

- ◆ The next most frequently raised area of comment concerns requests for enhanced electronic access to the Great Library (14%).

- ◆ Consistent with the low awareness levels found for many of the services offered through the Great Library, 8% of those providing a comment suggest that they would like to know more about the resources available there.

- ◆ All other areas of comment are raised by 6% or less among those who responded. They include:
 - Making more things free, or at least cheaper (6%)
 - Providing free electronic access to subscription services (5%)
 - Providing more digitized or electronic materials (4%)
 - Providing wireless Internet access in the Great Library (3%)

Resources/Services Requested for Great Library

	Total Sample (n=3165) %	Those who answered (n=270) %
Great Library too far away/only useful to Toronto lawyers	1	16
NET Electronic Access	1	14
Free/enhanced electronic access to Great Library materials	1	12
Accessing the G.L. from outside Toronto is too expensive	<1	2
More/greater breadth of materials (e.g., aboriginal law)	1	13
Never been there/never go	1	12
NET Resource awareness	1	8
More information about what is available/offered at G.L.	<1	5
Unaware of what is available there	<1	4
Make more things cheaper/free (e.g., photocopying, faxing)	1	6
Free electronic access to subscription series	<1	5
More digitized/electronic materials	<1	4
Provide wireless Internet	<1	3
Better/friendlier/more helpful librarians/staff	<1	3

Q87. Are there resources or services that you would like to have available at the Great Library that are currently not available there?

Base: Total sample

Note: Multiple responses accepted. Sum of proportions may exceed 100%.

Resources/Services Requested for Great Library

	Total Sample (n=3165) %	Those who answered (n=270) %
More CLE materials	<1	3
Instructions/more instruction about research/e-research	<1	2
Precedents of legal documents (e.g., C.A. factums)	<1	1
Maintain current comprehensive collection	<1	1
Other	1	16
No/nothing/none	90	n/a
DK/NA/Ref	1	n/a

Q87. Are there resources or services that you would like to have available at the Great Library that are currently not available there?

Base: Total sample

Note: Multiple responses accepted. Sum of proportions may exceed 100%.

Value of Fee Proportions Allocated to Legal Information Services

- ◆ One of the final questions put to those who responded asked them to rate the value of the portions of their annual membership fees that are allocated to the county and district law libraries, the Great Library and CanLII.

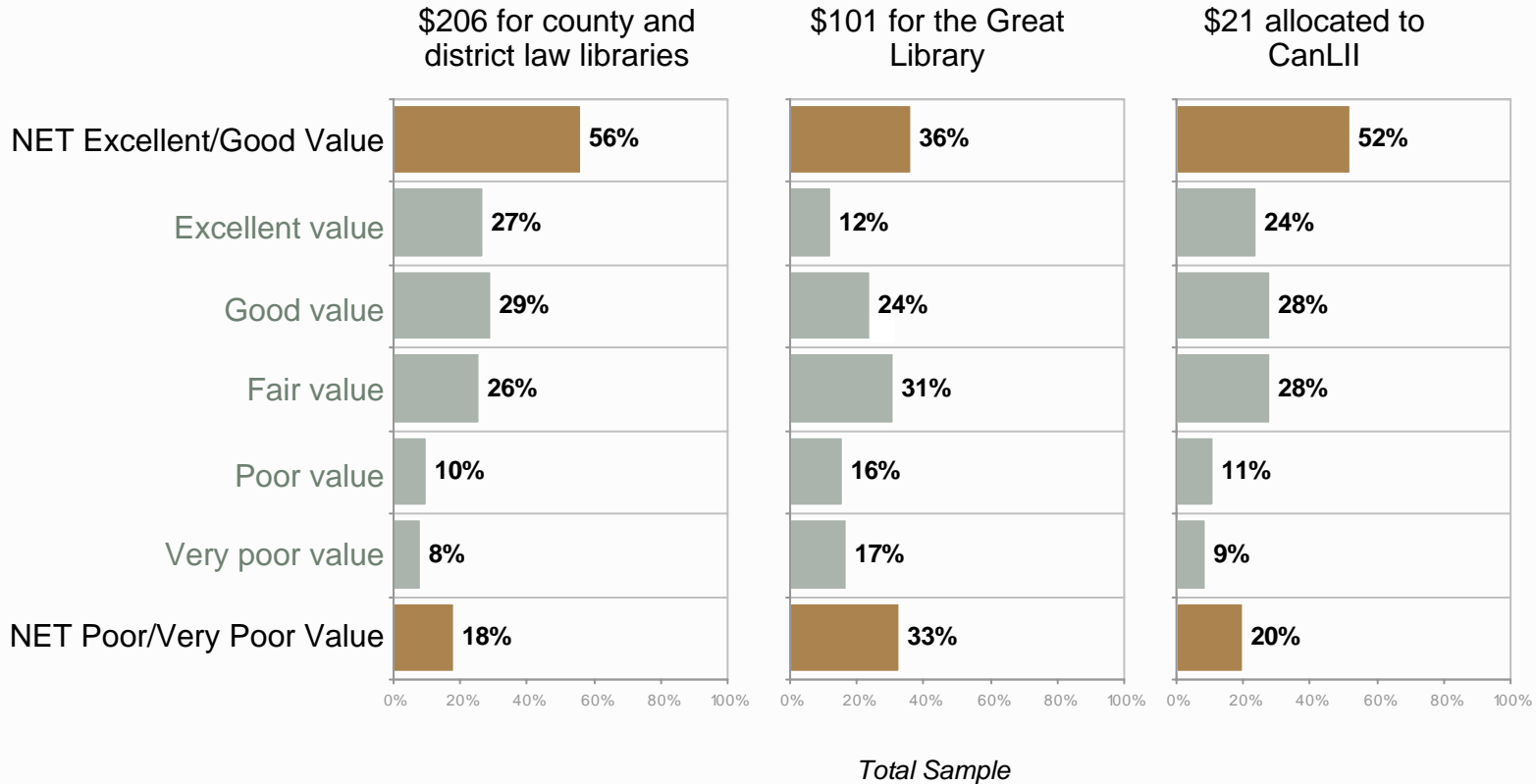
- ◆ Ratings are highest for the value of the \$206 allocated to county and district law libraries.
 - The combined “excellent”/“good” rating is 56%, with just over one-quarter (27%) rating the value as “excellent”.
 - Consistent with earlier findings, sole practitioners (62%), those who practise in small firms (68%) and those who practise in mid-size firms (65%) are all significantly more likely than are those who practise in larger firms (43%) and those who are not in private practice (39%) to rate the value of the fee allocation to county and district libraries as either “excellent” or “good”.

- ◆ The next highest ratings are found for the \$21 allocated to CanLII.
 - The combined “excellent”/“good” rating is 52%, with 24% rating the value as “excellent”.
 - Differences by sub group are not pronounced, suggesting that opinions concerning the value of CanLII are fairly consistent across the practising profession.

- ◆ The last allocation tested, the \$101 allocated to the Great Library, is perceived to deliver the least value.
 - The allocation to the Great Library receive a combined “excellent”/“good” rating of 36%, with just 12% rating the value as “excellent”.
 - The highest ratings by sub group are provided by those who practise in Toronto (53% “excellent” or “good”) and, in what is likely a related finding, by those who practise in larger firms (44% “excellent” or “good”).

Value of Fee Proportions Allocated to Legal Information Services

Value of membership fees ...



Q88. How would you rate the value of the \$206 of your membership fee that is allocated to LibraryCo for the county and district law libraries?

Q89. How would you rate the value of the \$101 of your membership fee that is allocated to the Great Library?

Q90. How would you rate the value of the \$21 of your membership fee that is allocated to CanLII?

Base: Total sample (n=3165)

Value of Fee Proportions Allocated to Legal Information Services

Legal Information Services are “Excellent” or “Good” Value

	Years at the Bar					
	Total Sample (n=3165) %	5 Years or Less (n=616) %	6 to 10 Years (n=436) %	10 Years or Less (n=1052) %	11 to 20 Years (n=861) %	More Than 20 Years (n=1252) %
\$206 for county and district law libraries	56	53	49	52	55	59
\$101 for The Great Library	36	39	34	37	36	35
\$21 allocated to CanLII	52	54	49	52	51	52

Q88. How would you rate the value of the \$206 of your membership fee that is allocated to LibraryCo for the county and district law libraries?

Q89. How would you rate the value of the \$101 of your membership fee that is allocated to the Great Library?

Q90. How would you rate the value of the \$21 of your membership fee that is allocated to CanLII?

Base: Total sample (n=3165)

Value of Fee Proportions Allocated to Legal Information Services

Legal Information Services are “Excellent” or “Good” Value

	Firm Size					
	Total Sample (n=3165) %	Sole Practitioner (n=1056) %	Small Firm (n=490) %	Mid-Size Firm (n=465) %	Large Firm (n=403) %	Other * (n=751) %
\$206 for county and district law libraries	56	62	68	65	43	39
\$101 for The Great Library	36	34	32	36	44	37
\$21 allocated to CanLII	52	52	51	51	56	51

Q88. How would you rate the value of the \$206 of your membership fee that is allocated to LibraryCo for the county and district law libraries?

Q89. How would you rate the value of the \$101 of your membership fee that is allocated to the Great Library?

Q90. How would you rate the value of the \$21 of your membership fee that is allocated to CanLII?

Base: Total sample (n=3165)

Value of Fee Proportions Allocated to Legal Information Services

Legal Information Services are “Excellent” or “Good” Value

	Region								
	Total Sample (n=3165) %	Central East (n=355) %	Central West (n=333) %	Central South (n=306) %	East (n=428) %	North East (n=110) %	North West (n=86) %	South West (n=343) %	Toronto (n=1204) %
\$206 for county and district law libraries	56	63	62	78	60	63	85	74	36
\$101 for The Great Library	36	32	31	20	21	23	35	21	53
\$21 allocated to CanLII	52	52	44	52	52	41	52	48	56

Q88. How would you rate the value of the \$206 of your membership fee that is allocated to LibraryCo for the county and district law libraries?

Q89. How would you rate the value of the \$101 of your membership fee that is allocated to the Great Library?

Q90. How would you rate the value of the \$21 of your membership fee that is allocated to CanLII?

Base: Total sample (n=3165)

Final Comments

Final Comments

- ◆ The last question on the survey invited those who responded to make any final comments they wished “*concerning any of the issues raised in this questionnaire*”. In total, 837 of those responding left a final comment. This represents 26% of all those who completed the survey.

- ◆ A number of those who responded to this question took the time to write considered, and in some cases quite detailed, comments. The number of comments made, and their tone, suggests that the issues raised in this research are important to a significant number of practising lawyers.
 - A selection of representative comments on the issues that were raised most frequently can be found in the Appendix to this report.

- ◆ One issue, which accounts for fully 30% of the comments provided among those who contributed one, stands out - the importance of local libraries. Comments concerning the importance of local libraries fall into four broad areas.
 - General comments to the effect that local libraries are very important to the respondent’s practice
 - Comments that local libraries are particularly important to sole practitioners, those who practise in small firms, and those who practise outside of Toronto
 - Comments suggesting that local libraries play a vital role for lawyers at trial, and particularly when they are at trial away from home
 - Comments reflecting that local libraries play an important collegial/social role beyond simply providing information

Final Comments

- ◆ There are regional differences in the incidence of making a comment on the importance of local libraries.
 - Most likely to offer such a comment are those who practice in the Central West (43%), Northeast (43%) and Central East (41%) regions. Least likely are those in Toronto (17%) and the East (27%).

- ◆ Interestingly, comments on this issue appear fairly consistently irrespective of size of firm.
 - The incidence of these comments among sole practitioners (35%) is no higher than it is among those who practise in larger firms (36%), and those who practise in small and medium-size firms (31%) offer such comments just slightly less often. Comments made at the end of the questionnaire shed some light on this. Among those who made a comment, 5% said that while they themselves do not use local libraries they are happy to support them for those that do.
 - It is only those not in private practice who are less likely to offer this type of comment (18%).

- ◆ The continuing importance of print resources is the subject of comment among 16% of those who provided an answer to this question. There are two principal areas of concern here.
 - The first, mentioned by 11% of those who provided an answer to this question, is that electronic resources and print resources are not yet equivalent and therefore that print resources should continue to be supported.
 - The second, mentioned by 8%, is that electronic resources are not as efficient or good a research tool as print-based resources.

- ◆ There are no dramatic differences by tenure at the bar on the issue of print resources, which is interesting given that more recently called lawyers appear to be more comfortable with electronic resources than lawyers of longer tenure. This suggests that lack of comfort in using electronic alternatives is not a primary driver of the preference for continued access to print resources.

Final Comments

- ◆ There are differences by both practice style and region, however.
 - Sole practitioners (19%) and those who practise in small (21%) or mid-size (18%) firms are about twice as likely as those who practise in larger firms (10%) or who are not in private practice (10%) to comment on the importance of print resources.
 - Regionally, those who practise in the North East (32%) and Central East (25%) are most likely to make such a comment, while those in the East (6%) and Toronto (11%) are least likely to do so.

- ◆ The importance of having librarians on site at libraries is mentioned by 14% of those who provided a comment.
 - The two most frequently mentioned benefits of on-site librarians are assistance with legal research generally and assistance with electronic research (either through actually conducting the research or through assisting practising lawyers in using electronic research resources).

- ◆ The view that the future is electronic, or that electronic access to legal information resources is preferred, is the subject of 13% of final comments.

Final Comments

	Total Sample (n=3165) %	Those who provided a comment (n=837) %
NET Local Libraries	8	30
Local libraries very important/vital/crucial to my practice	3	12
Local libraries crucial to sole /small practitioners/those outside of Toronto	3	12
Local libraries crucial when at trial/out-of-town lawyers	2	6
A physical library has an important social/collegial role beyond books	2	6
NET Print Resources	4	16
Both print & electronic resources should be supported /not yet interchangeable	3	11
Electronic resources not as good /efficient as/cannot replace paper-based research	2	8
Trained librarians on-site are invaluable/crucial to competent/effective practice	4	14
The future is electronic/electronics are better/electronics mitigate distance	3	13
NET Survey Issues	3	12
Internet only survey skews results/unfair to those without email address	1	2
Survey too focused on lawyers in private practice	1	2
Survey was good/raised good questions/a good exercise	1	2
Misc. questionnaire complaints (e.g.. dislike question sequence, wording, technical problems)	1	5
Survey too long	<1	1

Q96. If you have any final comments that you would like to make concerning any of the issues raised in this questionnaire, please enter them here.

Base: Total sample

Note: Multiple responses accepted. Sum of proportions may exceed 100%.

Final Comments

	Total Sample (n=3165) %	Those who provided a comment (n=837) %
We need to keep/don't take away/cut back on our local library	3	11
NET Great Library Issues	3	11
Great Library too far away/only useful to Toronto lawyers/downtown lawyers	1	5
Great Library is an important/valuable resource	1	4
Too many resources devoted to Great Library	1	3
Unaware of what is available/need more information/survey made me aware	2	6
I don't use [Library Co] libraries/I don't do research	1	5
Even though I don't use the library, I'm happy to support those who do	1	5
On-line services/other library resources too expensive for sole practitioner/small firms	1	4
More on-line services should be free/covered by my fees/fee for use	1	3
NET CANLII	1	3
CANLII is an excellent resource/should be expanded	1	2
I don't know/I'm unfamiliar with CANLII	<1	<1
Other	3	10
Don't know/refused	<1	n/a
No Comment	74	n/a

Q96. If you have any final comments that you would like to make concerning any of the issues raised in this questionnaire, please enter them here.

Base: Total sample

Note: Multiple responses accepted. Sum of proportions may exceed 100%.

Appendix – Verbatim Final Comments

Local Libraries - Importance to Sole Practitioners/Small Firms

- *"We use the county library as if it were our office library and consider it an essential resource in allowing small firms to complete with larger firms. It is essential to my firm as a whole even though my personal needs may be modest."*
- *"We spend a lot of money to have a first class library at our offices. Accordingly, we do not use the Peel Law Association library as much as we previously used it. However, most law firms in Peel are either not our size or do not have our resources. The PLA library is crucial to them and is used heavily by them."*
- *"The staff at the local law library is invaluable to me; they are friendly and always willing to assist in whatever way they can. Any downsizing of their service would be a real loss to sole practitioners such as myself who cannot afford to subscribe to QL or Lexis type services."*
- *"THE LOCAL LIBRARY WITH IT'S SURPRISINGLY GOOD COLLECTION AND STAFF IS A GREAT RESOURCE ENABLING A COUNTY LAWYER WILLING TO WORK TO KEEP ON TRACK WITH THOSE IN METRO."*
- *"The libraries are very important to me, as a sole practitioner in a small town/rural area. Please do not forget the sole practitioner in the small town, and those with clients of more modest means, in making your decisions. The county law libraries are particularly important to us. I am concerned about the possibility of a virtual library substituting for the county libraries, particularly when continuing education materials are not available to me online. Also, loose-leaf services and texts. e.g., O'Brien's forms/precedents. e.g., in family law."*
- *"The county library is very important to a sole practitioner with limited resources. Access to justice will be curtailed for a lot of persons if an easy and cost effective means of doing research is removed from their counsel."*
- *"The county and district library in Norfolk County is an extremely valuable resource for lawyers in the area. The benefits of having the library could not be achieved by exclusively electronic means. Unfortunately, without the county law library, firms in this geographic area simply would not be able to afford their own "adequate" resources to meet their needs due to the smaller size of the firms."*
- *"I am very grateful to have the County Library so handy. Being a sole practitioner in an area of law which does not traditionally generate a high return, I am unable to spend the sums required to have either my own substantial library or electronic subscriptions. Although I am very experienced and comfortable doing research in an electronic form, I am never comfortable using such research without prior or subsequent hard copy research. I find that one complements the other in my work. I would be severely hampered in my ability to stay current and diverse without the County Library. It is also a space that I use often for conferencing child protection and family law matters."*

Local Libraries - Importance to Sole Practitioners/Small Firms

- *“PLEASE DO NOT GET RID OUR COUNTY LIBRARY. IT IS OF THE HIGHEST IMPORTANCE TO OUR LAW ASSOCIATION AND TO A SOLE PRACTITIONER OUT IN THE STICKS. IT IS ALREADY VERY DIFFICULT TO HAVE ACCESS TO RESOURCES AT A REASONABLE COST AND IT IS CRUCIAL WE HAVE OUR LIBRARIES. IT IS THE HUB OF THE ASSOCIATION AND OUR LAWYERS. WE CANNOT CHARGE THE FEES THAT CITY LAWYERS CHARGE AND IN ORDER TO CONTINUE TO OFFER SERVICES TO OUR CLIENTS AND TO KEEP UP IN THE LAW AND OUR AREAS IT IS CRUCIAL THAT WE KEEP OUR LIBRARIES. IF SHUT DOWN THAT WOULD AFFECT WHETHER I COULD CONTINUE TO PRACTICE IN A SMALL TOWN. I DO NOT HAVE THE RESOURCES TO HAVE MY OWN FULL LIBRARY AND NEED THE COUNTY LIBRARY. TO GET RID OF IT WOULD BE A BIG MISTAKE A DOOMING SMALL TOWN PRACTICE AS WE KNOW IT. WHILE IT IS GOOD TO HAVE ACCESS TO INTERNET SERVICES, WE STILL NEED THE LIBRARY AS WELL”*
- *“Keeping a well maintained county library is vital to the practice of small town sole practitioners and small firms. Economies of scale and lower billing rates in small towns make it impossible for lawyers to keep adequate libraries of their own, as large city firms are able to do; and lawyers in small communities usually are not able to restrict their areas of practice, and need a large variety of resources available to them.”*
- *“It is very important to those of us practicing in smaller communities outside of Toronto that we have access to full and complete library facilities in our courthouses. I might go several weeks without being there but then have to attend for several days in a row for a trial. The library resources are especially valuable at those times and cannot be replaced with either electronic services or some sort of delivery service from the Great Library. So don't mess with our libraries. Toronto has two plus two law schools. We have only the one and we want to keep it.”*
- *“I can't overstate the importance to me of having a fully equipped paper and electronic based law library that is staffed by qualified professionals to maintain and support it. Sole practitioners and small firms simply can't afford to operate without one. Individual libraries are extremely expensive to start and even more expensive and time consuming to maintain. There is no way most lawyers can have at their fingertips all of the resources they might need from time to time. Not all of the commercially sold services are available through the conventional electronic services and if you can't afford to buy the book, you probably can't afford to buy the service from them directly either. Electronic research capability is fine, but there is no substitute for being able to open more than one book at a time and flipping back and forth between pages and books. Please continue to support the provision of county and district libraries as well as the Great Library. Lawyers will be very grateful.”*

Local Libraries - Importance to Out-of-Town Lawyers

- *“We practice litigation. It is a necessity for us to have access to quality legal research at each Court House. The services may not be used on each visit to a Court House, but on the occasions the services are used it may be the difference between winning and losing a client's case.”*
- *“The questionnaire really doesn't address the real value of the county library. The libraries are absolutely necessary when travelling to other jurisdictions. There are some reports and services that are not on line and can only be accessed in Print form at the county library. The personal contact with the on-site librarian is invaluable when researching issues, especially when visiting and when in the middle of a trial at the courthouse. This survey seems to be weighted to get to the conclusion that all research resources can be accomplished on line. They cannot.”*
- *“Over the years I have done many trials outside Toronto. While I have obviously had most of the legal research done before trial, I cannot recall a case where I haven't used the local county library during the course of the trial.”*
- *“One thing not covered is how often I would use a library in a courthouse in another county. Almost without fail, when I visit another county I visit and use the courthouse library- as a place to work, as a resource to double check provisions in statutes to make sure I have not missed anything, to find and copy things for the judge that I have forgotten to bring, to copy Minutes and consents, and as a place to collect my thoughts before I enter the fray. I even use it to do research on other files or to catch up on some periodical reading if it will be a while before I get reached. I count on each courthouse having that quiet place to reflect and prepare. Maybe I will only use such a library one or two days a month, but I view it as an important resource.”*
- *“I LITIGATE ALL OVER THE PROVINCE AND THE SMALL LIBRARIES ARE AN ESSENTIAL COMPONENT OF EACH COURTHOUSE. THE COUNTY LIBRARIES HAVE BEEN HIT HARD IN THE LAST FIVE PLUS YEARS WITH RESPECT TO UTILITY AND VIABILITY.”*
- *“I, and many other criminal lawyers, practice all over the province (I currently have matters as far away as St Catharines, North Bay, London and Goderich. Having well stocked county and district libraries available is essential. Courthouse libraries belong in courthouses, not hundreds of miles away.”*
- *“My criminal practice takes me to many local libraries. The continued healthy existence of local libraries is ESSENTIAL to out of town practitioners!!!”*

Role of County/District Libraries Broader than Information Resources

- *“Simple information resources can easily and cost effectively be replaced by online services. However, it is vital to remember that to our profession libraries are far more than information resources - they are our sanctuaries, our gathering places, our forums for dialogue and sharing, they form the very backbone of our legal community and legal culture. These aspects are difficult to quantify but that does not mean they are not valuable or important. On the contrary, they are the most important aspects of the library.”*
- *“While I appreciate the value of on-line research at my desktop, I believe that there is a significant value to the local county law library, to having a librarian available to assist with research and as a locale where local lawyers can come together to discuss legal issues or concerns.”*
- *“We need a place to meet - once we are online we don't need to meet anymore and share - we need a place to drop into and share our day and informally exchange information and our skills.”*
- *“To tear down the "brick and mortar" libraries and replace them with virtual libraries would be a very short-sighted and narrow-minded decision. The services offered at a physical library are both tangible and intangible. There are ways to cut back without cutting it off completely. The two services (physical and electronic), should co-exist.”*
- *“The Peel Law Library is the nucleus of our Law Association and legal community. Don't mess with it. It is too vital to a strong local bar.”*
- *“The local association libraries provide more than just a library service for the district. The local library is the central point for all lawyer related activities and serves as a cohesive force at a time when the collegiality of practice seems to be fading. For older practitioners it is a vital resource and cannot be replaced by electronic technology. This survey itself has disenfranchised a significant number of the bar on an issue of crucial importance to them.”*
- *‘I am somewhat concerned by where I think this survey may be leading us. I believe this whole exercise is skewed. I am not an old lawyer, I use electronic services. However I fear the loss across the province of our libraries. A virtual library cannot replace the service provided by a local library and library technicians. As a litigator who travels to other jurisdictions - the first place i go to is the law library. It provides a sense of belonging; and reference materials when I am away from my own office and trained staff to assist me as a "fish out of water". In my opinion it would be a regrettable decision to start reducing resources that are given to our local libraries and the staff who run them.*

Role of County/District Libraries Broader than Information Resources

- *“Our local law library is a mainstay of our practice. It provides not only reasonably comprehensive materials (such that we rarely come away empty-handed when we seek an answer to a problem) but also provides a physical location for counsel to compare ideas and keep up with the law. I am concerned that lawyers and benchers from more populated areas of the province may not appreciate how important a role our rural library plays in ensuring a cohesive, effective Bar for our local citizens.”*
- *“Our local library provides more than simple research services. It is an important element of the identity of the local bar, encouraging professionalism and common goals to members. The librarian is a key staff member co-ordinating local bar activities.”*
- *“Our library is so much more than a repository of books. It is a place where we meet our colleagues, where we can sit and read texts (looking for that needle in a haystack), where we can ask the librarian to obtain an article for us through inter-library loan, where she can set a book aside for pick-up by one of our firm staff, where we can get information about our county law association's events, where we can get up-to-date contact information about any lawyer in our county, where we can hop onto QL, then back into a text, then find a book on topic, where we can help the colleague who happens to ask "where do you find such and such?", where we can borrow a vest and tabs if we forget ours, where there's a friendly face calling you by name when you walk in the door, who will also bend over backwards to get all the information you want and who will also suggest related aspects of the issue that you've never considered before, where you go when you're in court and the judge has asked you to "get that information right away" and the library staff pitches right in to help you, where the judges go when their own library doesn't have what they need, when you need to know what's going on in the court house, etc. etc. I could go on and on. There is no replacement for our local law library. Furthermore, our firm could not possibly pay for the loose-leaf updates of Klar on Remedies in Tort, plus Orkin on Costs and the myriad of loose leafs - and great new books - that I need regularly in my practice. We would definitely lose our "cutting edge" difference. The quality of legal services we provide would definitely go down. We can win cases when we know the law. We can't know the law if we don't have text resources. There are some texts on QL, but I'd rather cite more authoritative authors. In my opinion, we can't look at each particular service rendered by our local law library and ask if it can be replaced with an electronic source. The answer in many cases is "yes". But that is a lot like looking at individual trees in a forest. Yes, you can do without a few, or you can change them into shrubs. But if you turn them all into shrubs, you don't have a forest anymore. That's pretty bad when you're a lumberjack. Doing without a local law library is pretty bad if you're a lawyer.”*

Role of County/District Libraries Broader Than Information Resources

- *“Our library is essential as a resource tool and a place to meet, negotiate and keep current in relation to the law generally and local practice. During a trial or motion, the librarian provides valuable immediate assistance for case law, documents, messaging etc etc....without the library and librarian. the public will suffer the consequences of a less able and up to date local bar. The professionalism of the law will be further eroded. Our law library is the centre of our local bar and the delivery of legal services and assistance to the public.”*
- *“Our county law library is the heart of our legal community. The space needs expansion but otherwise is very useful. Please recognize that we value a physical gathering space - especially for sole practitioners to do legal research. Otherwise, we're stuck in our offices alone all the time. Thanks.”*
- *“My law association library is invaluable to me for more than just my research needs. It is the hub of my association. Losing our library would have a profound impact on our association. Our association is the most important legal institution in our county. It is more important than the Law Society or the OBA. It ensures our lawyers remain competent and fulfilled in their practices. Cutting library budgets is not just a dollars and sense exercise.”*
- *“I think it would be very short-sighted to restrict or close county libraries. While electronic 'libraries' must obviously be part of the mix, so must the county libraries continue to be. Quite apart from their function as libraries, they are also places where one can anticipate meeting colleagues in an atmosphere that lends itself to discussion of legal matters in a collegial way. Other locations do not, in my opinion, lend themselves to that in the same way.”*
- *“Don't take away our library. It is not just for books and research it is a place to convene, to discuss cases, to find refuge, to contemplate work. The space is so important for our lawyers.”*
- *“District and County Libraries are a necessary and valuable component of the practice of law outside of major urban areas. It is a place where sole practitioners can meet each other as they are working on various projects and exchange ideas and helpful insights into various issues. It becomes a meeting place of like minded professionals who would not get together in any other way due to the nature of their work. There is no replacement for a book in being able to browse through information, flipping back and forth to compare or apply principles from one area of a piece of reference material to another.”*

Electronic Research Not a Substitute for Paper-Based Research

- *“While the electronic resources are very good, useful and efficient, it is not a replacement for physical library access to information which sometimes requires accessing multiple documents simultaneously, making comparisons and drawing conclusions. This is difficult to do with electronic access only.”*
- *“Electronic research is all well and good, but often the information you need, which could be accessed in less than a minute if you had the right book, takes hours on Quick Law. The last time I was in the library I spent hours on line looking up something that I knew exactly where I'd find it if only the library still carried the book I needed (and I eventually ran out of time and so never found the information). There are no other libraries in the area that carry any quantity of legal resources so that leaves me spending quality time trying to find out information over the internet when all I needed was five minutes with the right book. We don't need more electronic access, we need books. Please don't cut off this resource.”*
- *“The value of County and District Law Libraries cannot be overstated. Compared to the thousands of dollars a year it would cost to provide the print resources available at the library, there is no doubt that we are receiving true value for our dollars. Furthermore, I believe that print resources will be with us for a long time to come. Replacing those resources with electronic resources is not necessarily better. They complement one another, and we lose either at our own peril.”*
- *“In my experience, computer resources are good for day-to-day questions in areas of the law in which a person has a great deal of experience, i.e. when you are looking for a case that stands for a particular proposition (or not). However computer resources are no substitute for academic works or loose-leaf services provided in discrete practice areas. I note that many significant court decisions rely heavily on such print resources. I would be surprised if very many law firms in the province are able to afford the broad range of print resources which are provided by the County Law Libraries.”*
- *“Keep the Great Library and County Library as book collections where legal research can be done and case law located. Most lawyers who want to can do e-research in their offices and will in the future. It is the expense and space necessary for a book collection that most lawyers in private practice can't do. It's best if the County and Great Libraries do the things that private practitioners can't, instead of duplicating what they can, and are, doing by themselves.”*

Electronic Research Not a Substitute for Paper-Based Research

- *“The structure of the questions in the questionnaire did not adequately allow me to express the fact that for me Quicklaw and similar services are vastly better than using paper-based legal case report series. The only paper-based report series that I use are the English case report series that are not available on Quicklaw unless they have been recently added.*

The thing that is most critical to me in the county law library is the generous availability of legal texts, books in series of forms and precedents with commentary including annotated forms and the Law Society CLE materials and OBCA CLE materials and, lastly, the English report series that to the best of my knowledge are still not available through Quicklaw. If the Law Society cuts back on the funding of the County Law libraries it would have a huge negative impact on my ability to access a sufficient range of legal texts and forms and precedents and CLE materials.

If all of these materials can be made accessible from my desktop that would be a bonus but I have two concerns. Firstly the cost may be too much for me to be able to afford on top of the very substantial monies that I am now spending on subscription legal research and on texts and research materials such as the CCH corporate Law guide, estate planning guide and real estate Law guide. The last three alone cost approximately \$3000 per year and I am sometimes tempted to discontinue them and make use of the services provided through the county law library which is a short distance from my office.

Secondly, while computer access to materials has a great value as far as finding appropriate materials. I find that there is seldom anything better to get a grasp of an area of law and the issues than to sit down with the paper version of a very good text or two. I also like to quickly scan through many of the articles in the CLE materials from the Law Society which are stocked in our library and this is much more easily accomplished by perusing the physical binders. However it would be extremely useful to be able to digitally search through the vast range of Law Society CLE materials in order to find relevant articles.”

- *“Internet and electronic legal research services such as CD ROMS are not nearly at the stage where we can consider shutting down the county and district law libraries, i could not competently practice without at least the current level of services available at the District law library. I suspect this to be true of all lawyers in less populated parts of the province.”*

Electronic Research Not a Substitute for Paper-Based Research

- *“IN THE NORTH WE REQUIRE A PHYSICAL LIBRARY WITH TEXTS AND GENERAL RESOURCES AVAILABLE TO US. SMALL FIRMS CAN'T AFFORD TO CARRY A COMPLETE LIBRARY IN HOUSE AND WE, THEREFORE, RELY ON THE RESOURCES OF THE DISTRICT LIBRARY. ALTHOUGH ON LINE RESOURCES ARE GOOD THEY DON'T COVER MUCH MORE THAN CASELAW. THERE ARE FEW TEXTS AND GENERAL RESOURCES AVAILABLE ON LINE. SINCE WE ARE 1000 MILES AWAY FROM THE GREAT LIBRARY THERE ISN'T MUCH USE IN TRYING TO ACCESS THAT RESOURCE FOR TEXTS AND, EVEN IF WE COULD DO SO BY REQUESTING THE MATERIALS BE SENT, THE TIME DELAY MAKES THAT IDEA IMPRACTICAL.”*
- *“I prefer to work with printed materials, allowing linkages and analyses to emerge that would be elusive if following a purely electronic, linear research process. I rarely use the Great Library, given its distance away from my practice (although some specialized materials can be useful). I appreciate the opportunity to engage with printed materials, and electronic resources where necessary, in the county law library which is readily accessible to my office. It also provides an informal meeting place to share resources and suggestions with colleagues.”*
- *“I do not believe in, nor do I ever want, a completely on-line law library, just because the specialized training and experience librarians have to offer is valuable, in determining which resources to acquire and for assistance with those resources even if one only uses it occasionally. I do not use it often because my practice now is very specialized and I maintain my own limited but valuable library. However, I remember well my days of a generalist practice, and that I could not possibly have provided myself with the breadth of resources that I needed for that purpose, although certainly the availability of on-line resources now makes even that much easier. I wouldn't, in the early days, have even known where to start, in terms of creating a library that went much beyond the Rules of Practice and the Criminal Code. I will always be willing to support a local county library, as I believe, even now, when I use that resource seldom, that the fee I pay in that regard is well worth it. All it needs is for me to want one OMB decision that predated what is on the OMB website and Quicklaw, on short notice, and I consider that my fee is well spent.”*
- *“I believe that notwithstanding electronic services and research tools, the necessity for libraries and print sources will always be extremely important to lawyers and the legal profession (specifically those who practice in smaller communities and do not have the resources to have their own libraries). On a daily basis, I encounter materials that I require for my legal research and that are not available electronically.”*

Electronic Research Not a Substitute for Paper-Based Research

- *“Electronically formatted information often attracts an additional charge to a client for information which can also be recovered through review of texts, at little cost to the client. Having a local library allows review and updating in a fashion that electronic publication does not. Very few counsel have the "bricks and mortar" to carry a substantial library or the time to ensure it is completely up to date (or the overhead to carry a library staffer).”*

Frequency of use should not be the issue in this survey. Knowing that there is a local resource available with a text that does not require online skill or charges, that has been properly updated, even if used infrequently by counsel, remains an essential resource.

Remember also that not all counsel are "wired" outside of the office, and issues can arise during a proceeding which require immediate, on hand resort to library resources. If we are restricted to on-line or electronic resources, what is really achieved by a reduction of the library resource is the loss of this resource, not the substitution of another.

We should be considering on-line and electronic media an augmentation of these resources, not a substitute. I say this as a counsel with 18 years experience and a good handle on both on-line and hard copy research skills.”

- *“LibraryCo has degraded our library here in Sudbury considerably in the last few years, to the point where fewer and fewer lawyers want to use it. I know many lawyers have had to bulk up their own library to replace many of the items we used to have. The books are critical, and are not replaceable with on-line services. The Great Library is not useful to anyone 4 hours away. The most harmful thing you could do would be to continue to degrade the local library, which met all of our local needs in the past, under our local direction.”*
- *“Law libraries are not just storage facilities for books and electronic resources but also maintain the social connection between lawyers and between lawyers and the library staff. As much as I would like to believe that electronic resources are the way of the future, they are only as useful if people have been properly trained to use them. An additional consideration is the fact that when one goes to research a legal topic, rare are the electronic materials that provide comprehensive text like coverage and other resource materials that printed materials provide. Its a real problem that brings individuals back to the libraries time and time again out of the fear that the electronic material is too narrow in its scope!”*

Importance of On-Site Law Librarians

- *“While the county and district law libraries might not be essential to law firms in downtown Toronto or in cities in which a law school is located, they are absolutely necessary to law firms elsewhere that do not have a huge budget to maintain their own libraries. By this I mean the law librarian, the research materials and the equipment. Whether in person, by telephone, by email or whatever, an experienced law librarian is one of the most cost-effective resources who saves most lawyers time, expenses and effort; the convenience of electronic research cannot equal (let alone outweigh) the benefit to a lawyer that such a law librarian provides (especially when the lawyer either is faced with a mountain of possible sources or has little or no idea where to look). And this assumes that one is not pressed for time. If we all had the luxury of unlimited time and money, then, perhaps, some argument could be made for freezing the amount spent on district and county law libraries. Even then, however, most lawyers would continue to be faced with the problems of where to start and what avenues are, essentially, a waste of one's time. Since such a world of unlimited time and money is a fantasy, one must be realistic, practical and fair with the limited resources available so that we get "more bang for the buck;" the answer continues to be a well-staffed and a well-stocked county or district law library.”*
- *“Our District Librarian is an extraordinarily valuable resource for practising members in our area. I, personally, would not want to replace here with an "electronic version". She provides a "human face" to help guide people through the electronic maze of reference materials as well as the materials available in hard copy in our library.”*
- *“Our law librarian is an invaluable resource. Although most of my research is done at my desk, when I do attend at the library and ask for help, it is always, always proficient and professional. In Waterloo we are blessed with an excellent librarian and asst. librarian.”*
- *“It is my view that the wording of this survey was not neutral but rather slanted towards the desired outcome: namely, more electronic delivery of research services and less staffing of libraries/provision of print media. Although I am quite comfortable using electronic research and would in fact like to have more electronic resources on my desk top, there are research problems for which the one-to-one personal service of a research librarian can be invaluable. There are also occasions when browsing through a range of print sources makes comparison of texts more feasible. I do not wish to see such services replaced by an on-line or telephone librarian or the elimination of print-based libraries.”*

Importance of On-Site Law Librarians

- *“I would like to see increased access to resources via the internet. However, we cannot dispense with text resources or library staff. The library staff at the Newmarket library have been indispensable in assisting me in researching by suggesting and locating resources that I was not aware of. Also, text resources have the benefit of portability and are easier on the eyes for reading. Large amounts of time are already spent in front of a computer.”*
- *“I think it is very important to have staff available within the libraries for reference, research support. Too often the perceived technical advantages have glitches which can only be solved by having an informed and competent library staff.”*
- *“I think it is absolutely critical for the local Bar to have the local resources (staffing, library contents, electronic resources) for us to be effective in practice. We have 24 hour access to our library. LibraryCo is doing a fabulous job. Lawyers outside of major centres or large firms cannot afford the resources available to large firms. Our County libraries are essential to for research, and to have access to the excellent skills offered by our librarians. The quality of our Bar is directly impacted on the availability and access to the resources enabled by the funding received for Library Co and our County Library system. I strongly approve of continued and even increased funding for LibraryCo!”*
- *“I have always found the two librarians in my county library (Middlesex) to be extremely helpful and friendly. They possess a wealth of knowledge that is incredibly valuable to me in my daily practice.”*
- *“I consider the Law Library and staff key to my practice. Although I am comfortable in using electronic research tools and have used them for over 20 years I do need staff from time to time and personal services offered are invaluable.”*
- *“I believe having a real live law librarian available at the local level is an invaluable benefit for my practice -- a centralized "virtual" librarian would not be as useful nor as helpful. I am willing to pay a higher membership fee if it will keep librarians in the local libraries.”*
- *“I appreciate having access to a real live person, our local law librarian, especially when I'm in a jam. She's been able to help me out every time I need her. It's usually when I'm most pressed for time and in an emergency that I need her help and thank goodness she's there. Electronic resources are good but sometimes when it counts most, a real live person is the only one who can help me and my client (employer) at the last minute.”*

Infrequent Use Does Not Always Reflect Importance of Local Libraries/Great Library

- *“The libraries in areas such as Sault Ste. Marie are very important to many of our local lawyers. My honest response should not be taken as indicating that I do not agree with continued funding. I believe that continued funding and staffing of local libraries is pivotal to the continued proper representation of both clients and our profession. I believe staffed libraries are similar to fire stations - we don't access them often but when we really need them, we really need them. Our local library is located in a free standing building and I can go there at three in the morning to quiet my mind about something that has kept me from sleep - and that is priceless.”*
- *“I think that local libraries, with good staff are important and should not be abandoned just because it may be a small portion of the research done. It is still essential to maintaining a proper practice i.e.. a steering wheel in a car is a very small portion of the overall vehicle....but it is essential.”*
- *“While I use the local library infrequently it has been invaluable to have the library so conveniently located, staffed for assistance, and able to request materials for me from other libraries. It would be inconvenient to have to attend outside of our area to get legal material not available through our internal and provincial legal aid resources.”*
- *“While I do more of my research from my office using electronic and text resources available here, when I need the resources of the local District library, I really need, either because I am at court and need information immediately or because the information I need is more detailed or specialized than what is readily available to me at the office.”*
- *“I would like to emphasize that, although I use the Great Library relatively infrequently (on average quarterly), the materials I can access at the Great Library are of significant benefit to my work and that the importance of the library's print collection to my practice is not adequately indicated by the frequency with which I visit it.”*
- *“I use the Great Library primarily for difficult to find or rare law reports and texts (especially American texts and resources). While I don't use it very often, it is essential when I do use it because I am looking for resources that are not available anywhere else. I also think that it is essential for the profession to make research resources available to lawyers who do not have well equipped libraries at their office. This is one element to ensuring broad access to justice (i.e., public can be well served by small law firms and sole practitioners).”*