

NYLI MEMBER SURVEY

REPORT – JUNE 2018



NYLI
NEW YORK LAW INSTITUTE
EST. 1828



TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
MEMBER SURVEY REPORT	6
METHOD/SUMMARY OF RESULTS	7
DEMOGRAPHICS	9
SERVICES	10
▪ Website and Knowledge of Services	
▪ Document Delivery	
▪ Research Assistance	
▪ Seamless Catalog	
▪ Training	
▪ Lending Texts/Treatises	
▪ Onsite Access to Westlaw	
▪ eBooks	
▪ Reference Services	
▪ Open-Ended Responses	
CONTENT	23
▪ Print Collection	
▪ eBooks	
▪ Microforms	
▪ Superseded Books	
▪ Rare Books	
▪ Records and Briefs	
▪ PLI Course Handbooks	
▪ Statutes and Regulations	
▪ Specialized Materials	
▪ Open-Ended Responses	
LOCATION	36
▪ Hours of Operation	
▪ Location	
▪ Patron Onsite Workspaces	
STAFF SURVEY RESULTS	38
RECOMMENDATIONS FOR ACTION	46

EXECUTIVE SUMMARY

Lending services, document delivery, and research assistance are considered the most critical services at The New York Law Institute. Fully 97% of NYLI members who participated are satisfied or very satisfied with NYLI services, collections, and physical location.

Project Summary

The approaching 190th Anniversary of the New York Law Institute prompted the Board of Trustees and Management to elicit the opinion of NYLI members to inform NYLI's actions as it sets strategy, goals, and plans the future of its services, collection, and location. To meet this objective, NYLI's Executive Director engaged Law Library Management, Incorporated to design, deploy, analyze, and report the results of a detailed survey of the New York Law Institute members and staff.

Background and Process

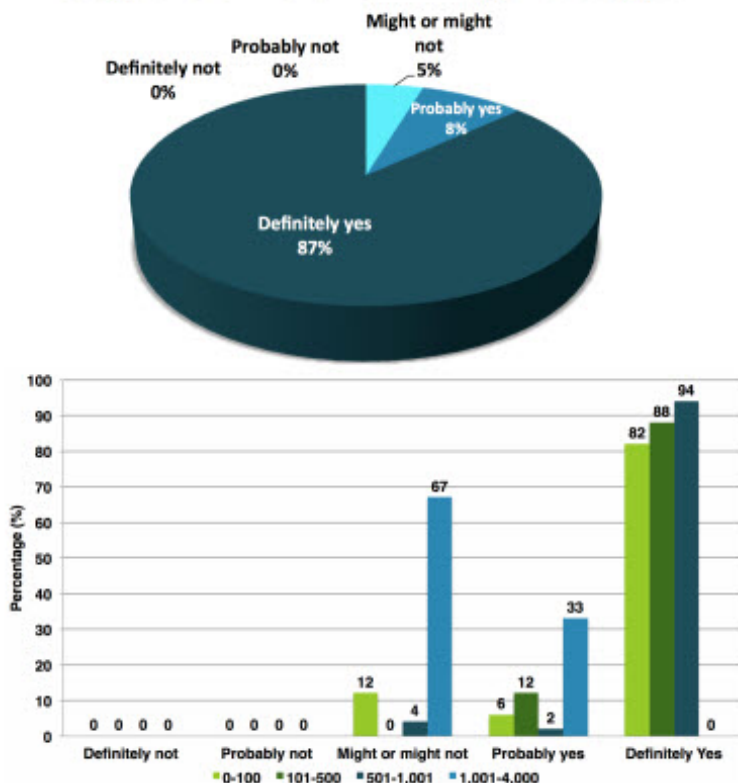
An online survey was created to allow for anonymous response to maximize ease of participation, distribution, and analysis of the results. A total of 154 NYLI members took the survey in the spring of 2018, the vast majority (89%) of whom were law librarians. Nearly all participants were from organizations within New York City and 75% from organizations with between 100 and 1,000 attorneys.

Findings and Conclusions

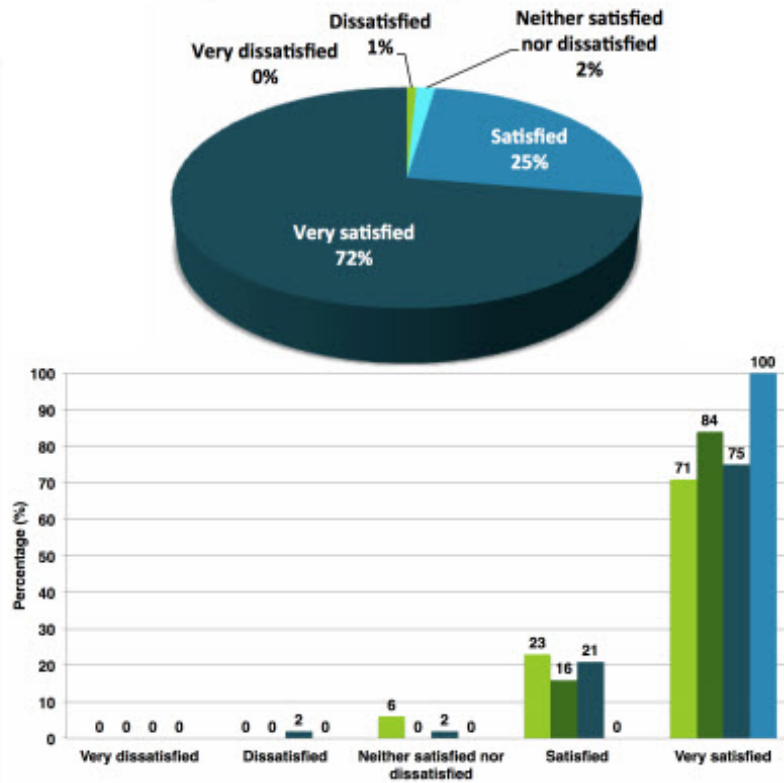
An overwhelming majority of survey participants (97%) consider themselves "very satisfied" or "satisfied" with the services, collections, and location of the New York Law Institute and nearly all survey participants (95%) would recommend NYLI membership to colleagues.

"Extremely valuable support for the practice of law. Professional, enthusiastically helpful, and deeply knowledgeable staff."

Would you recommend the NYLI to your colleagues?



Overall, how satisfied are you with the NYLI?

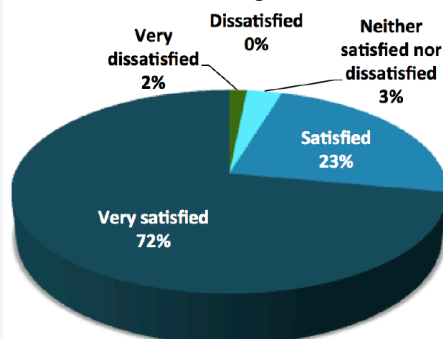


EXECUTIVE SUMMARY

SERVICES

96% of survey participants report lending services to be “crucial” or “very valuable” to their organization

How satisfied are you with NYLI's text/treatise lending services?



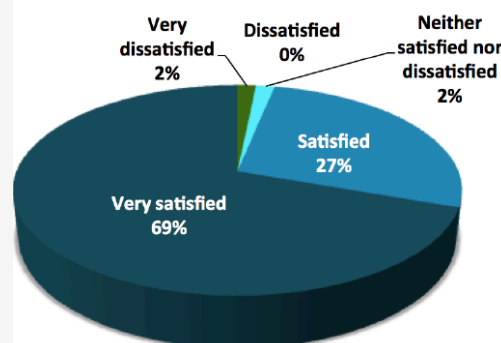
Most notable findings include that the lending services (96%), document delivery (92%), and research assistance (76%) services provided by the New York Law Institute are considered “crucial” or “very valuable” by the majority of members who participated in the survey.

“Being able to borrow books is very important as we’ve downsized our own collection. The historical statutes and superseded editions have come in handy on multiple occasions as well.”

Participants also reported an exceedingly high satisfaction rate with regard to each of these services, ranging between 92%-96%. NYLI members reported an exceptionally high (96%) accuracy rate by the Law Institute’s research staff and nearly all respondents (97%) would utilize this service again in the future.

“The Reference Staff is extremely knowledgeable, helpful, friendly, and prompt with their responses. I am grateful that they are available for help when I need it.”

How satisfied are you with NYLI's document delivery services?

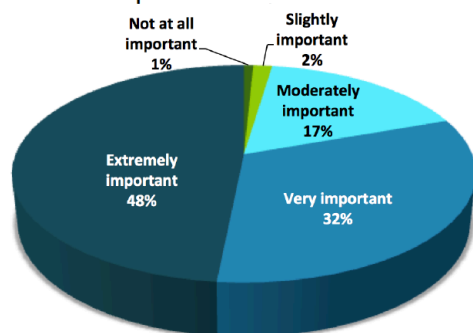


97% of NYLI members would utilize reference services again

CONTENT

“Your collection of historical statutes and superseded treatises has been so valuable.”

How important is it for you and your organization to have access to print versions of texts/treatises?



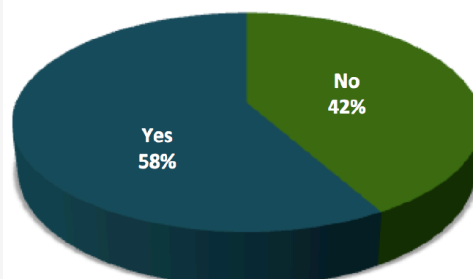
An overwhelming majority (91%) of survey participants reported that they are “very satisfied” or “satisfied” with NYLI’s print collection, while 81% consider themselves similarly “satisfied” or “very satisfied” with the eBook collection. 80% of respondents consider the print versions of texts/treatises “very important” or “extremely important”, while 78% report the same about the eBook collection. Additionally, 76% found NYLI’s collection of superseded books to be the most important while 70% felt similarly about the collection of statutes and regulations. Finally, NYLI’s collection of records and briefs was rated “very important” or “extremely important” by 62% of participants.

“On the occasions when we have needed New York and historical material you have come through with flying colors.”

Nearly 60% of survey participants base their acquisition decisions on the content available at The New York Law Institute.

“I anticipate that the lending of texts/treatises will become increasingly more important as my library continues to aggressively reduce print over the next couple of years”

Do you base your own acquisition decisions for both print and electronic resources on what is available through the NYLI?



EXECUTIVE SUMMARY

LOCATION

The majority (61%) of survey respondents were not interested in working onsite at The New York Law Institute, regardless of its location. Nearly 80% of survey participants considered NYLI's hours of operation to be satisfactory.

RECOMMENDATIONS FOR ACTION

- Based on participant suggestions, it is recommended that NYLI work to expand its reference services by offering more complex research assistance services
- Due to some reported difficulty with NYLI's eBooks and digital initiatives, making additional asynchronous training videos available on NYLI's website is recommended
- Additionally, offering synchronous "master class" advanced training webinars is advised
- With regard to the collection, priority should be given to the superseded print materials due to their level of expressed importance to members, while also maintaining the records and briefs collection
- Finally, it is recommended that NYLI maintain a Manhattan location due to the convenience and efficiency of print delivery services

MEMBER SURVEY RESULTS

SUMMARY OF RESULTS

SURVEY OBJECTIVE

Approaching the 190th Anniversary of the New York Law Institute has prompted the Board of Trustees and Management to undertake the mission of eliciting feedback of its members in order to plot the future of its services, collection, and location.

METHODOLOGY

To accomplish this mission, the Director of Library Services engaged Law Library Management, Incorporated to design, deploy, analyze, and report the results of a detailed survey of the New York Law Institute membership and staff. An online survey was created to allow for anonymity of responses and to maximize ease of participation, distribution, and analysis of the results.

SURVEY DISTRIBUTION:

- Distributed electronically by emailing survey link to members, posting link on NYLI twitter feed, and posting on NYLI website

SURVEY CONTENT:

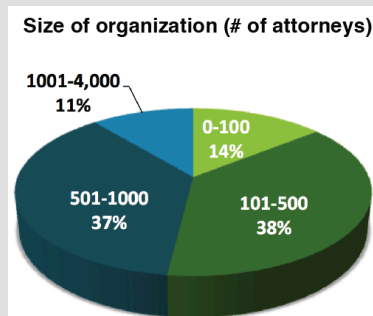
- Asked members and staff about NYLI's services, content, and location
- Quantitative rating scales – frequency of usage, satisfaction, value of services and content to members
- Qualitative responses – satisfaction with services and content, requests for specialized materials, print materials that should not be replaced by electronic versions, requests for services not currently offered

RESPONSE RATE AND DEMOGRAPHICS

While the response rate was 8% of the overall membership (154 responses), almost all of the survey participants were librarians. This indicates that each librarian was responding on behalf of a single law firm/organization within the membership.

Responses were provided by librarians who represented organizations of varying sizes, with 75% of responses from organizations between 101 and 1,000 attorneys.

Therefore, we can be confident that the results of the survey are representative of the diversity of the membership.



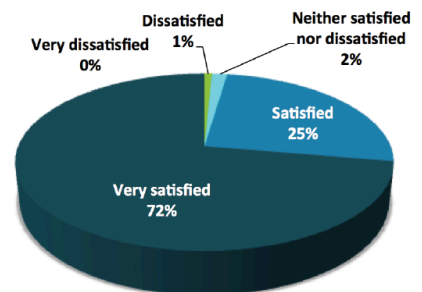
GENERAL FINDINGS

Results show that the overwhelming majority of survey respondents are very satisfied overall with the services, content, and the physical location of the NYLI.

"Extremely valuable support for the practice of law. Professional, enthusiastically helpful, and deeply knowledgeable staff."

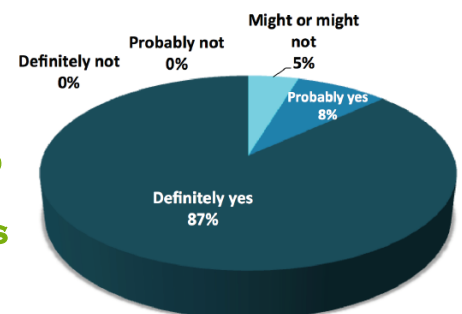
97%
SATISFIED
OR VERY
SATISFIED
WITH THE
NYLI

Overall, how satisfied are you with the NYLI?



95%
WOULD
RECOMMEND
NYLI TO
COLLEAGUES

Would you recommend the NYLI to your colleagues?



"Your collection of historical statutes and superseded treatises has been so valuable."

"On the occasions when we have needed New York and historical material you have come through with flying colors."

SERVICES

The strongest positive responses in terms of frequency of usage, satisfaction with the service and value to the member came from our Reference Services, Lending Texts, Document Delivery, Research Services, and eBooks.

Members are satisfied with the Seamless Catalog, Training Services, and Onsite Westlaw Access, however they had lower usage and are considered to be less critical services overall.

LENDING TEXTS/TREATISES

- 96% very valuable/crucial
- 95% satisfied/very satisfied
- 78% expect same-day turnaround

RESEARCH ASSISTANCE

- 76% very valuable/crucial
- 92% satisfied/very satisfied
- 80% have used reference services, 97% would use again

DOCUMENT DELIVERY

- 92% very valuable/crucial
- 96% satisfied/very satisfied

eBOOK ACCESS

- 76% very valuable/crucial
- 86% satisfied/very satisfied
- Those who were less satisfied may need training on how to access eBooks

"NYLI resources including the NYLI staff are extraordinary. The staff always goes above and beyond, and the turnaround is so quick. The eBook access has really saved us time and effort time and time again."

PRINT COLLECTION

- 80% very valuable/crucial
- 91% satisfied/very satisfied

eBOOK COLLECTION

- 78% very valuable/crucial
- 81% satisfied/very satisfied

SUPERSEDED BOOKS

- 76% very valuable/crucial
- 74% satisfied/very satisfied

CONTENT

Print collection is crucial due to organizations drastically reducing their print subscriptions.

Most satisfied and highest level of importance to statutes and regulations, eBooks, superseded materials, and records and briefs.

Almost 60% of respondents base acquisition decisions on the content available at the NYLI

Little agreement on which specialized materials to add

"I anticipate that the lending of texts/treatises will become increasingly more important as my library continues to aggressively reduce print over the next couple of years."

STATUTES & REGS

- 70% very valuable/crucial
- 83% satisfied/very satisfied

RECORDS & BRIEFS

- 62% very valuable/crucial
- 72% satisfied/very satisfied

LOCATION

Most responses indicated that the current hours of operation are adequate, while only a very small percentage of members requested evening or weekend hours.

The majority of respondents do not plan to work onsite if the library were to move to another location, especially if it were to move to Brooklyn or Queens.

Little interest in onsite work space, co-working spaces, or conference room availability.

HOURS OF OPERATION

- 78% current hours of operation are adequate
- 13% would like NYLI to be open past 6pm
- 7% would like weekend hours

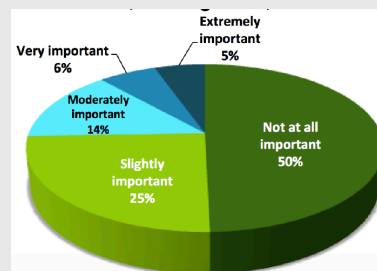
LIBRARY LOCATION

- 61% probably not/definitely not work onsite if NYLI moved
- ~30% likely/very likely to use onsite services if stay downtown/moved Midtown
- Less than 10% likely/very likely if moved to Brooklyn/Queens

ONSITE WORK SPACES

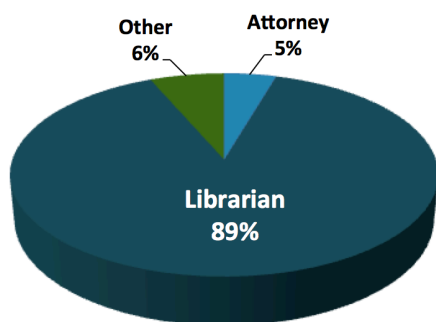
- 50% not at all important
- 72% probably not/definitely not use
- 75% probably not/definitely not use conference rooms

How important is it to you that the NYLI has a patron onsite workspace, i.e. carrels, reading room, etc?

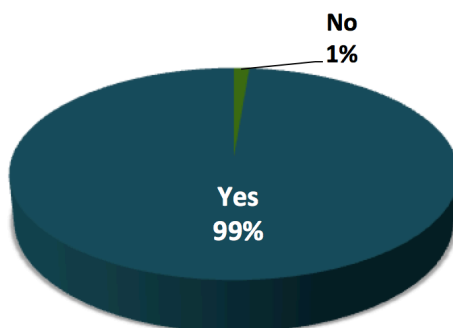


DEMOGRAPHIC SUMMARY

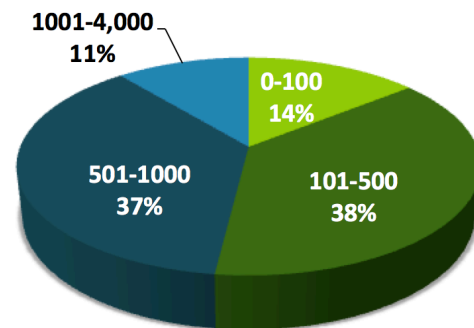
What is your position at your organization?



Does your organization currently have an office in New York City?



Size of organization (# of attorneys)



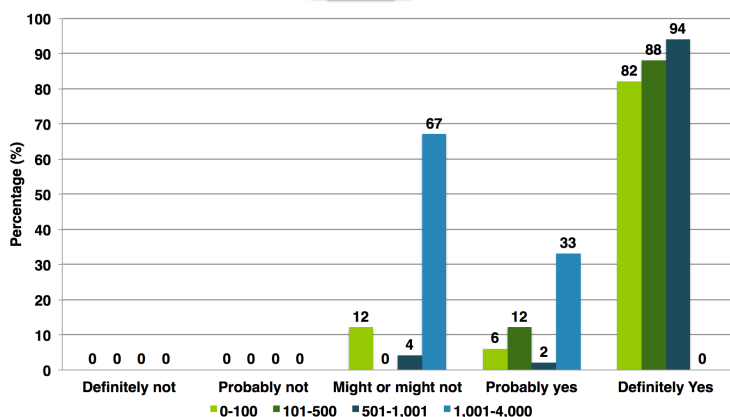
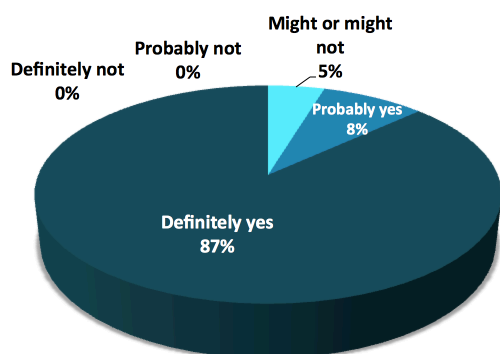
- 154 total responses (8% response rate for overall membership)
- Vast majority (89%) of survey participants were librarians, very few attorneys
- Almost all responses were from organizations within NYC
- 75% of responses were from organizations with between 100 and 1,000 attorneys

While the response rate for the overall membership was 8%, the high response rate for librarians most likely means that each response given by librarians represents the perspective of a separate organization in the membership. Therefore, it appears that a high percentage of the organizations within the membership are represented.

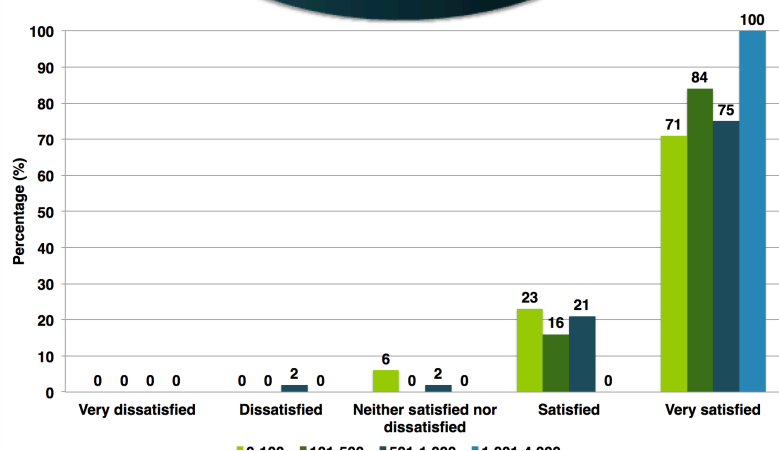
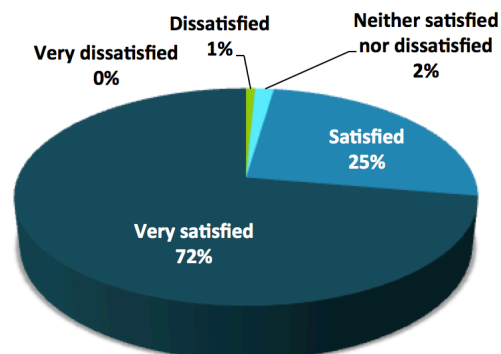
97% satisfied or very satisfied with NYLI
95% would recommend NYLI to colleagues

OVERALL SATISFACTION

Would you recommend the NYLI to your colleagues?



Overall, how satisfied are you with the NYLI?



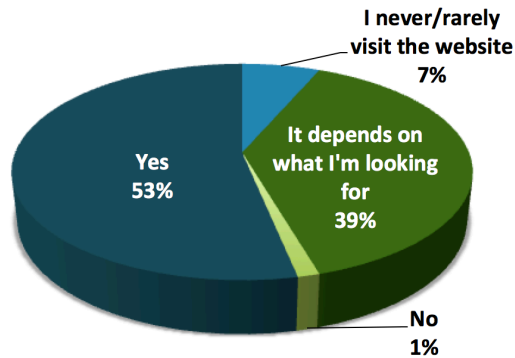
SERVICES

- WEBSITE AND KNOWLEDGE OF SERVICES PROVIDED BY NYLI
- DOCUMENT DELIVERY
- RESEARCH ASSISTANCE
- SEAMLESS CATALOG
- TRAINING
- LENDING TEXTS/TREATISES
- ONSITE ACCESS TO WESTLAW
- eBOOKS

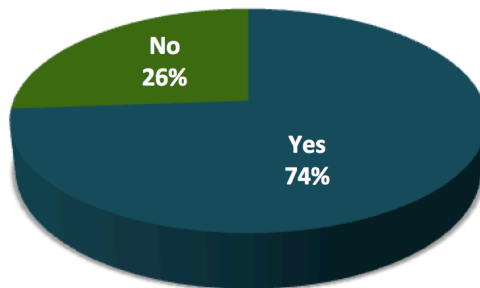
SERVICES

WEBSITE AND KNOWLEDGE OF SERVICES AVAILABLE

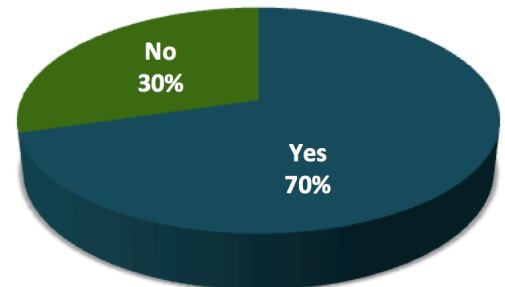
When you visit the NYLI website, can you easily find what you're seeking?



Do you know that NYLI services are available nationwide and can serve all of your offices?



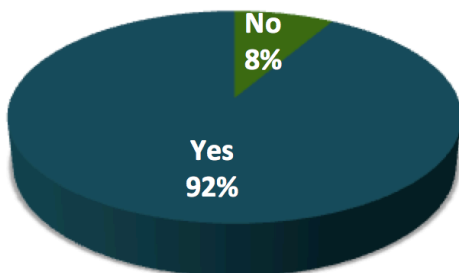
Do you know that NYLI staff has access to additional electronic services?



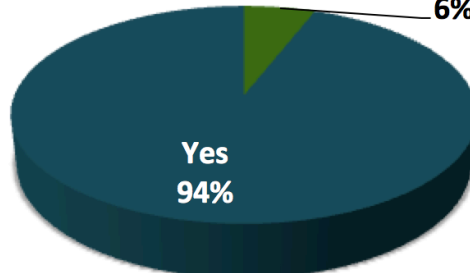
30% unaware of Seamless Catalog Services
19% unaware of Training Services

Did you know that these services are offered to members of the NYLI?

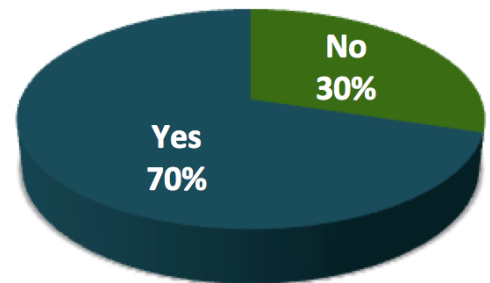
Document Delivery



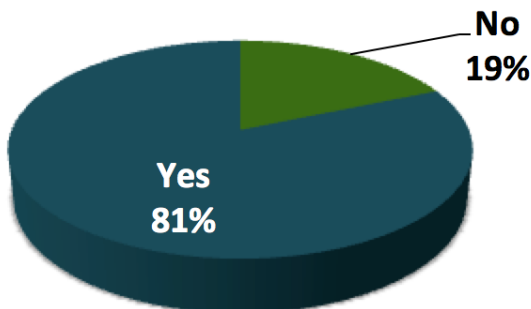
Research Assistance



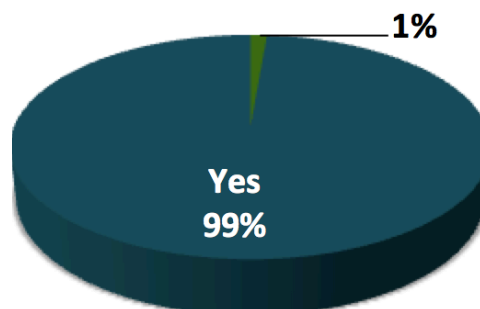
Seamless Catalog



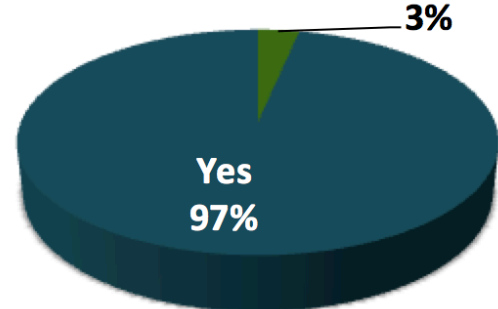
Training



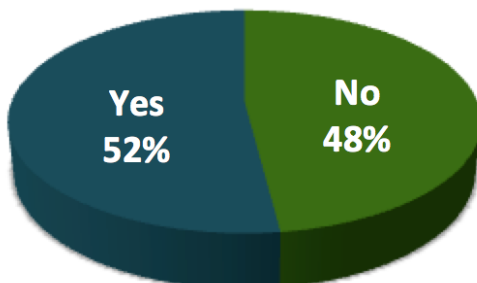
Lending Texts/Treatises



E-book Access



Onsite Access to Westlaw

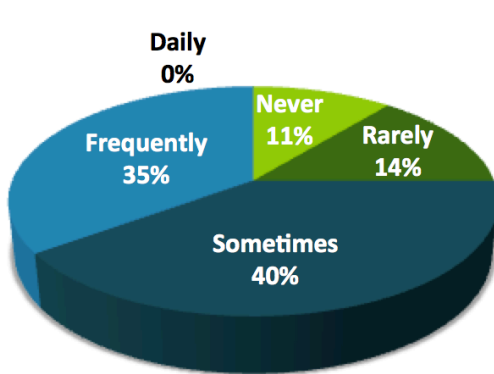


48% unaware of onsite access to Westlaw

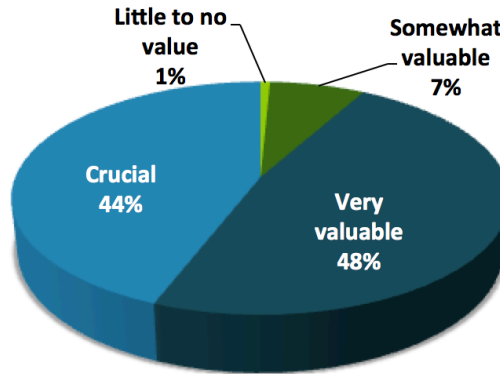
SERVICES

DOCUMENT DELIVERY

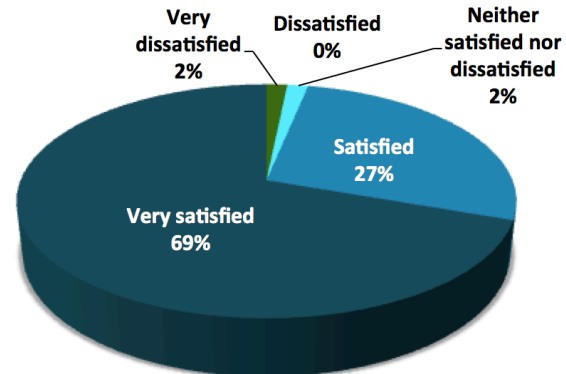
How often do you use document delivery services at NYLI?



How valuable are NYLI's document delivery services to your organization?



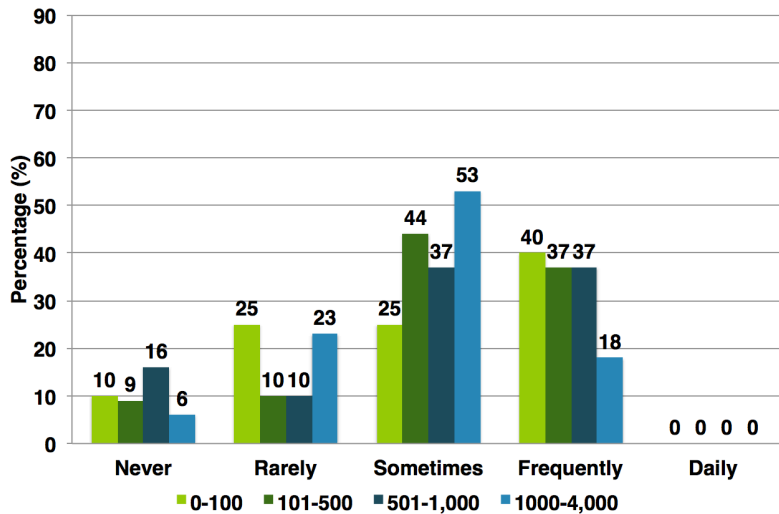
How satisfied are you with NYLI's document delivery services?



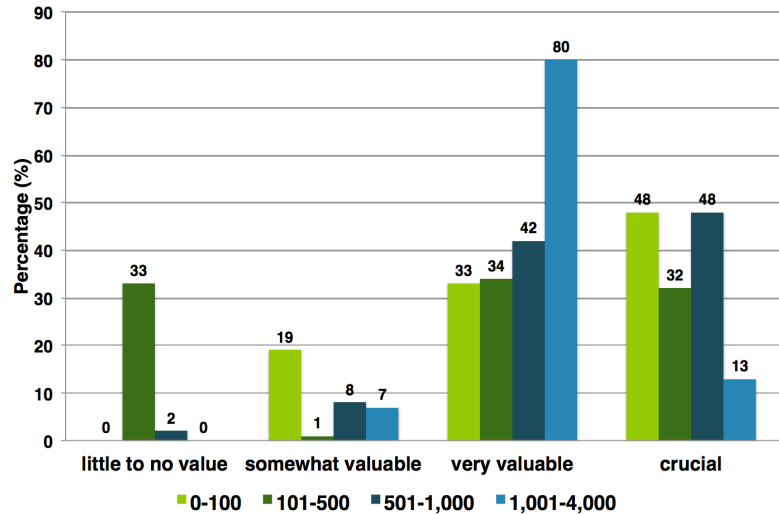
35%
use document delivery frequently

92% reported document delivery was very valuable or crucial
96% satisfied or very satisfied

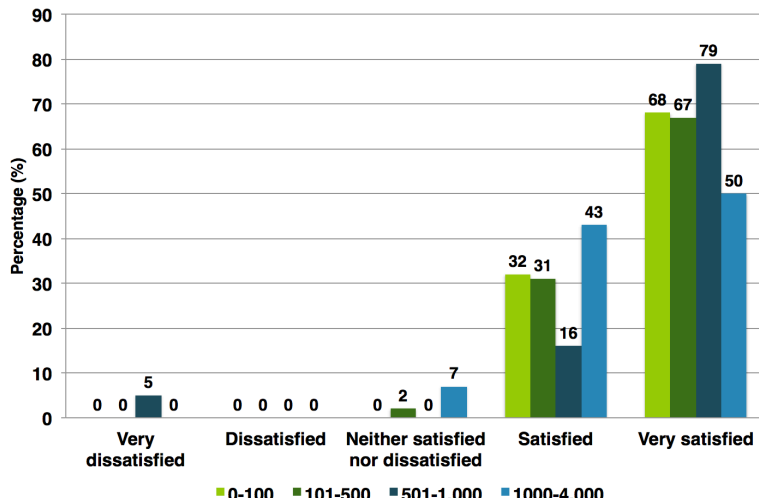
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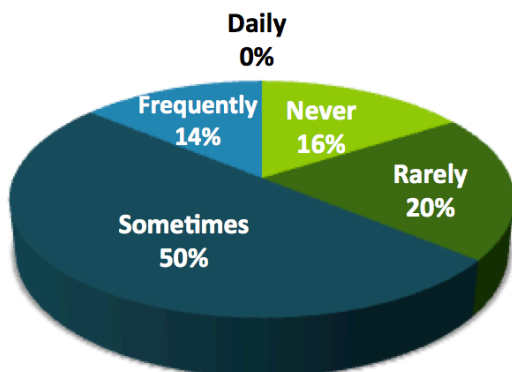
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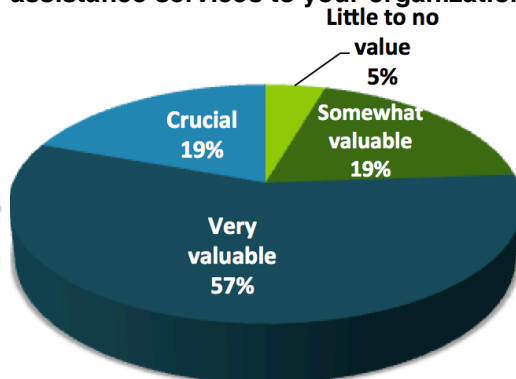
SERVICES

RESEARCH ASSISTANCE

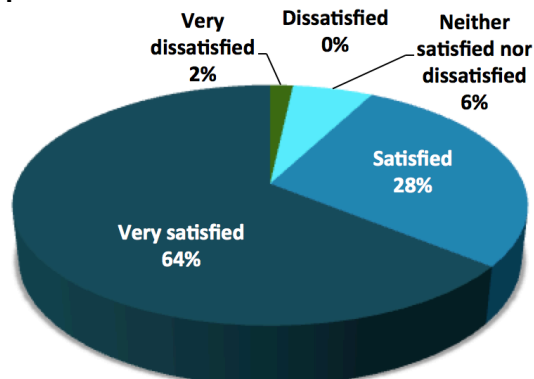
How often do you use research assistance services at NYLI?



How valuable are NYLI's research assistance services to your organization?



How satisfied are you with NYLI's research assistance services?



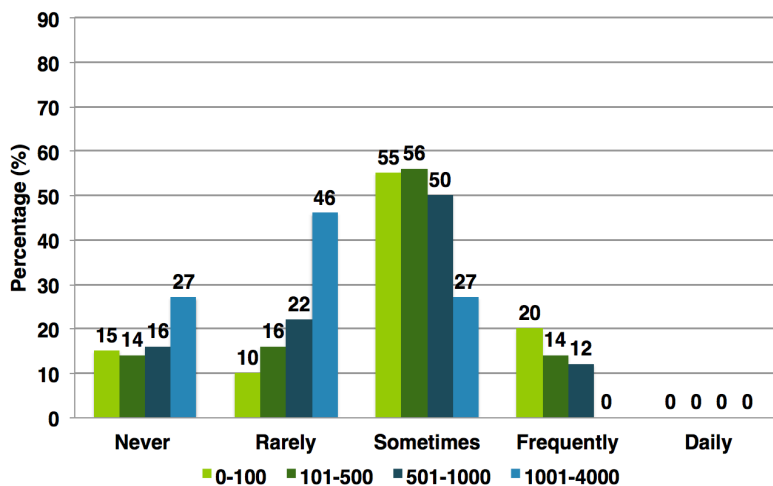
14% use research assistance frequently

50% use research assistance sometimes

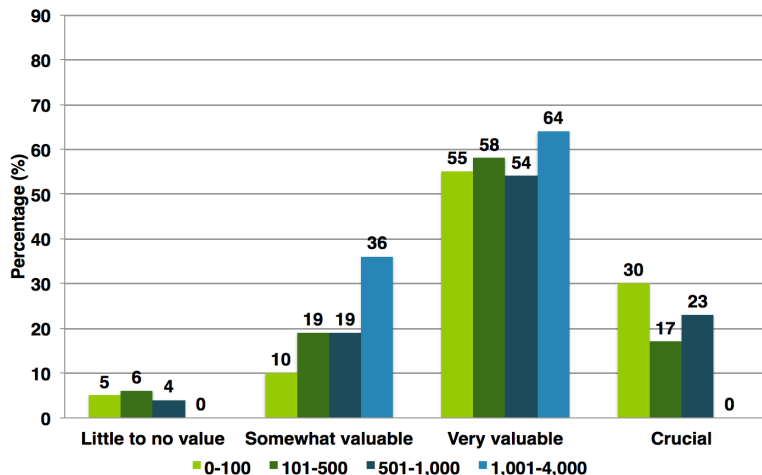
76% reported research assistance was very valuable or crucial

92% satisfied or very satisfied

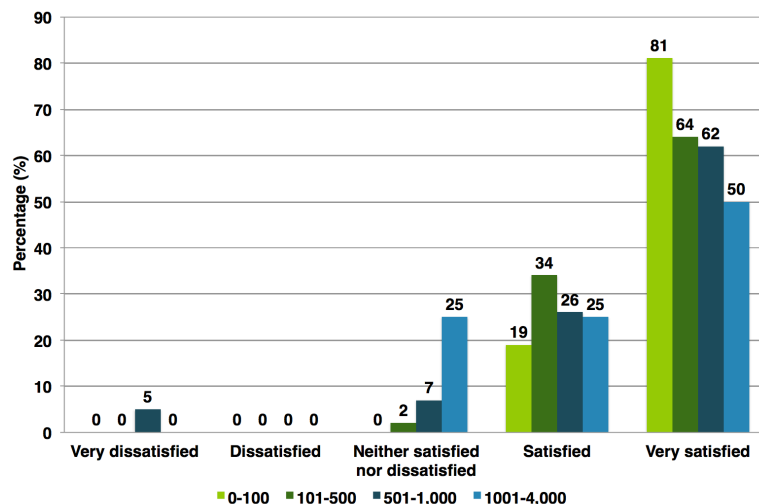
How often do you use research assistance services at NYLI?



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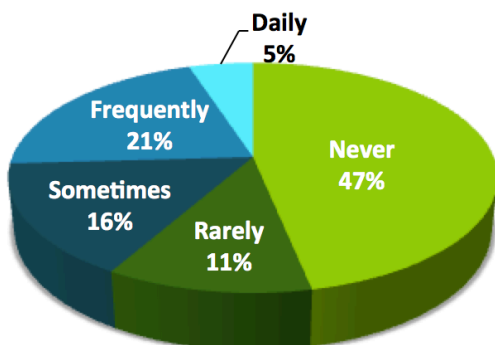
How satisfied are you with NYLI's research assistance



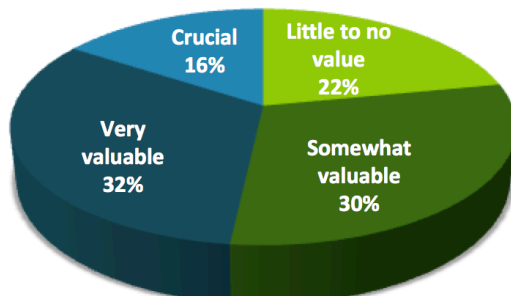
SERVICES

SEAMLESS CATALOG

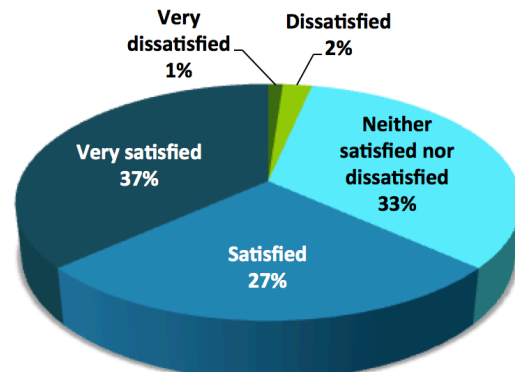
How often do you use the seamless catalog at NYLI?



How valuable is the seamless catalog to your organization?



How satisfied are you with NYLI's seamless catalog services?



58% rarely or never use the seamless catalog

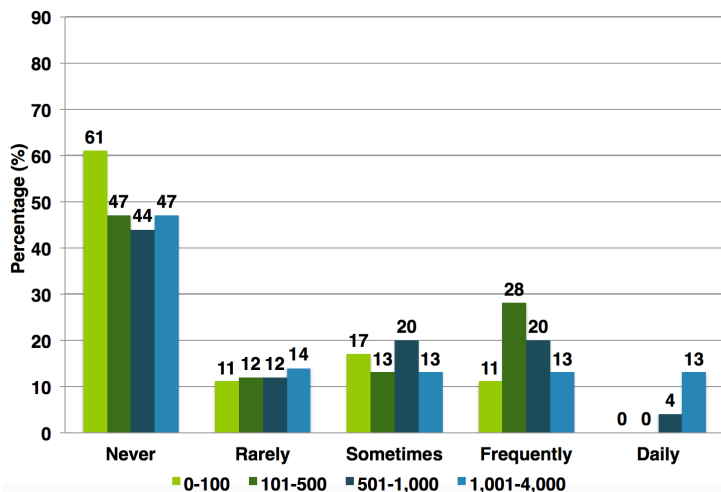
21% use seamless catalog frequently

48% reported seamless catalog very valuable or crucial

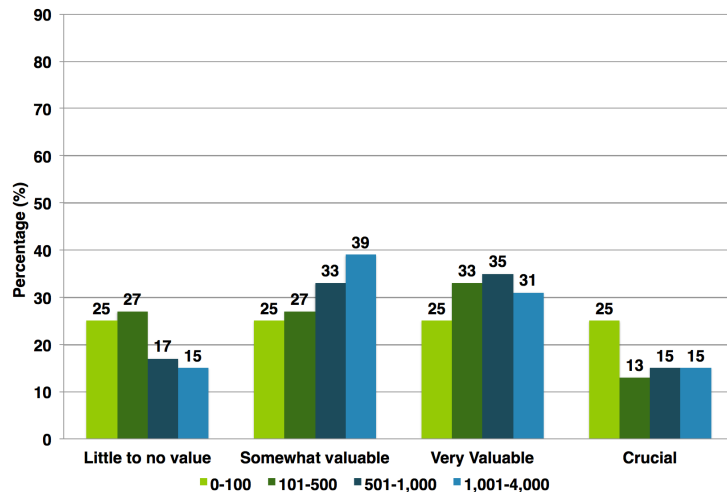
64% satisfied or very satisfied

33% neutral (probably don't use)

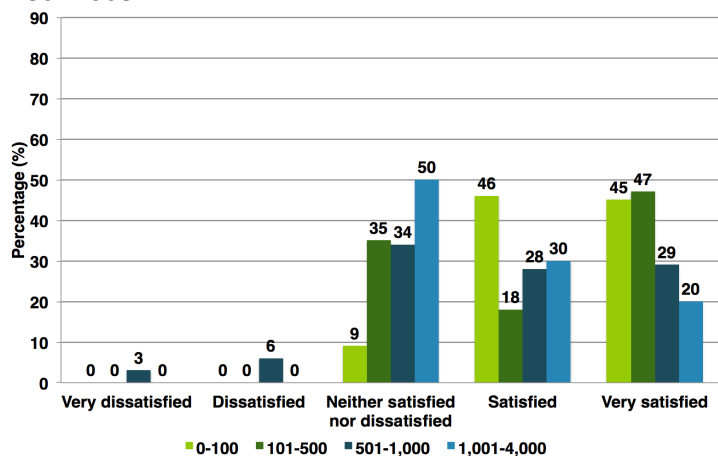
How often do you use the seamless catalog?



How valuable is the seamless catalog to your organization?



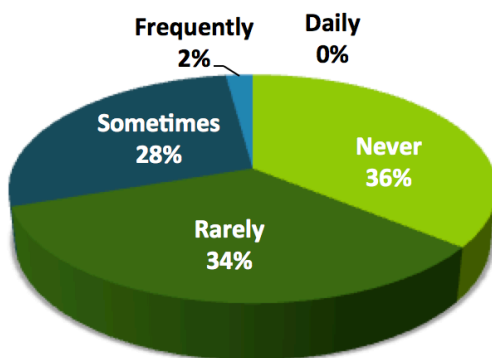
How satisfied are you with NYLI's seamless catalog services?



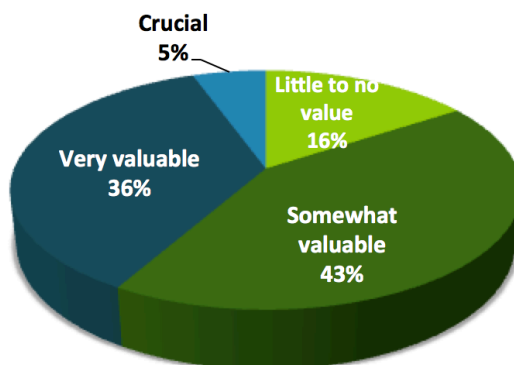
SERVICES

TRAINING

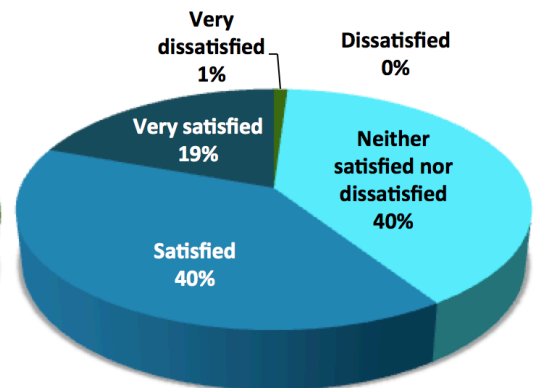
How often do you use the training services at NYLI?



How valuable are NYLI's training services to your organization?



How satisfied are you with NYLI's training services?



70% rarely or never use training services

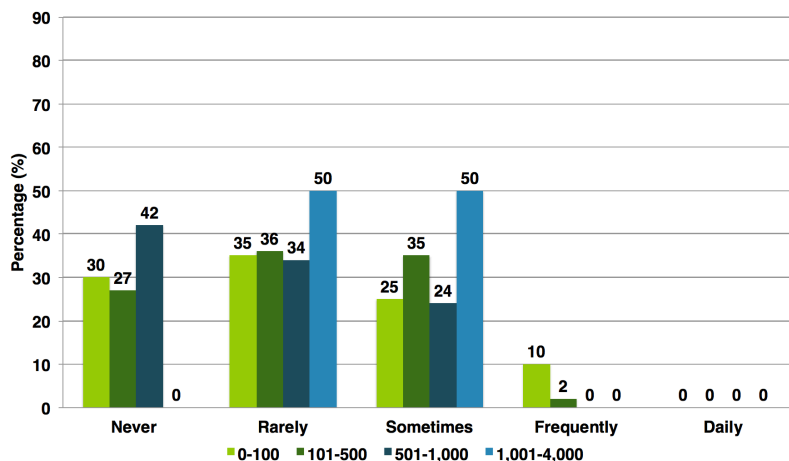
28% use training services sometimes

41% reported training services very valuable or crucial

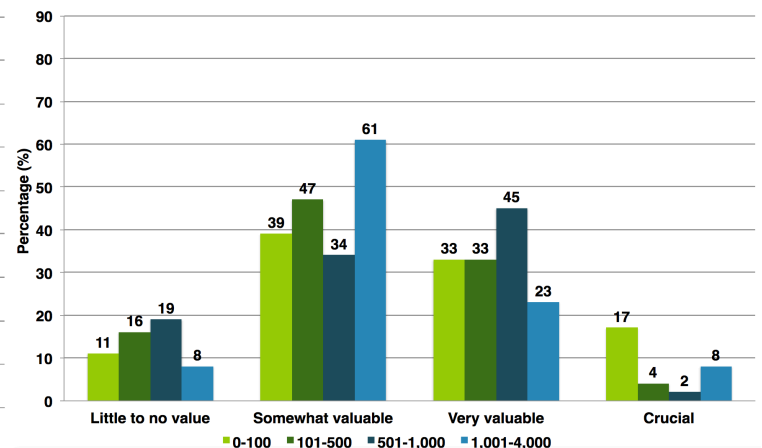
59% satisfied or very satisfied

40% neutral (probably don't use)

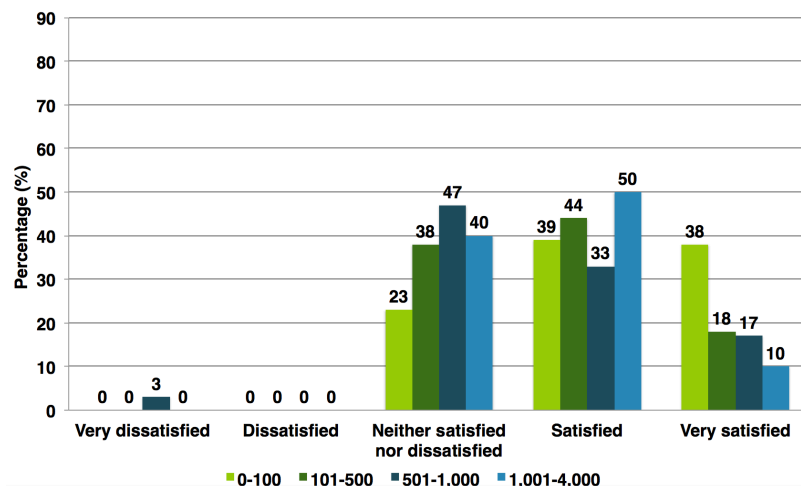
How often do you use the training services at NYLI?



How valuable are NYLI's training services to your organization?



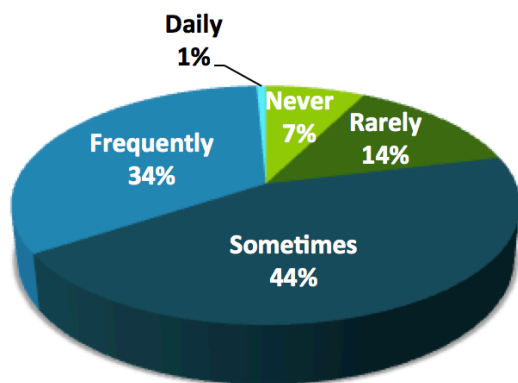
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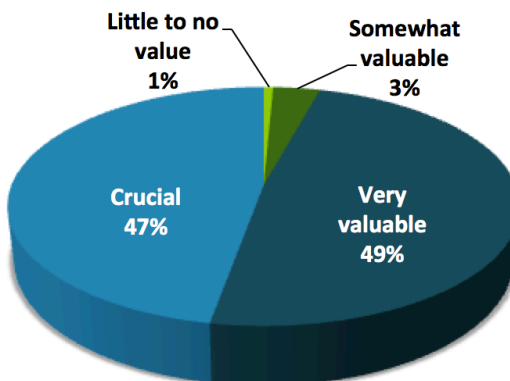
SERVICES

LENDING TEXTS/TREATISES

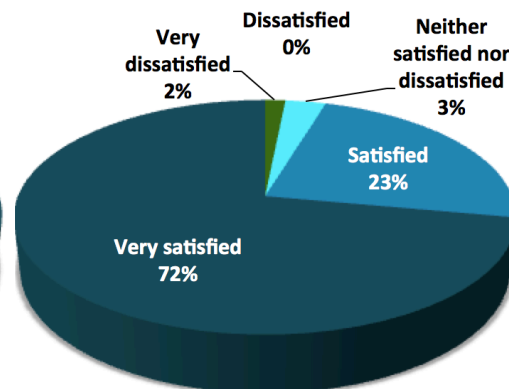
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How valuable are NYLI's text/treatise lending services to your organization?



How satisfied are you with NYLI's text/treatise lending services?



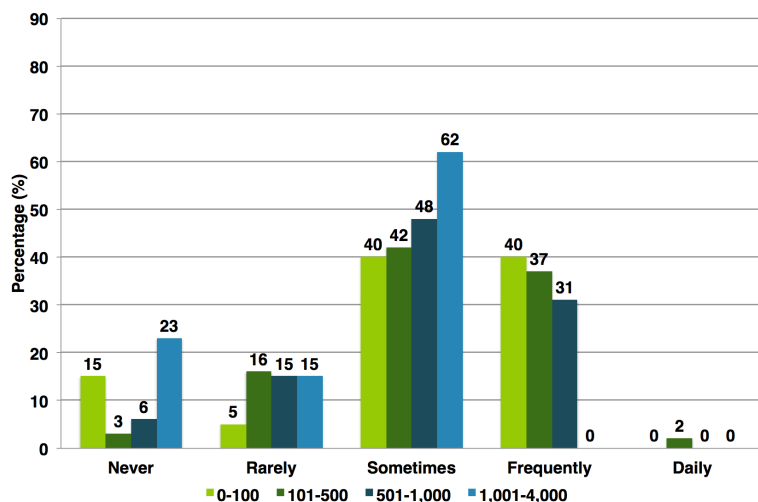
34% frequently use lending services

44% use lending services sometimes

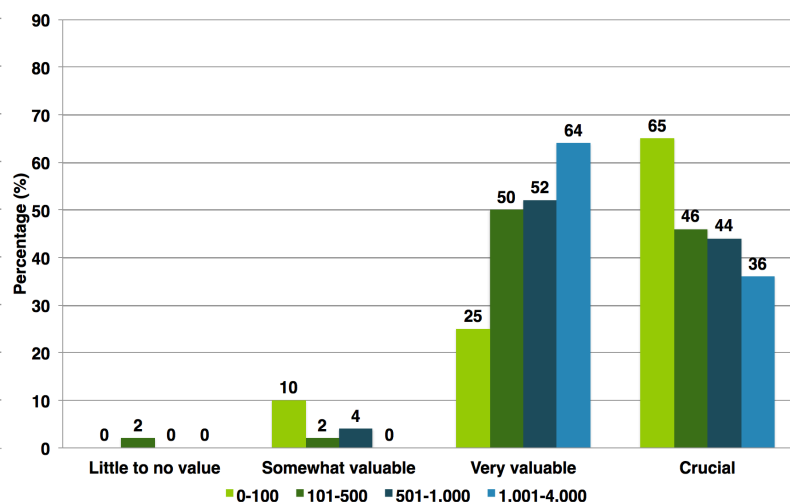
96% reported lending services very valuable or crucial

95% satisfied or very satisfied

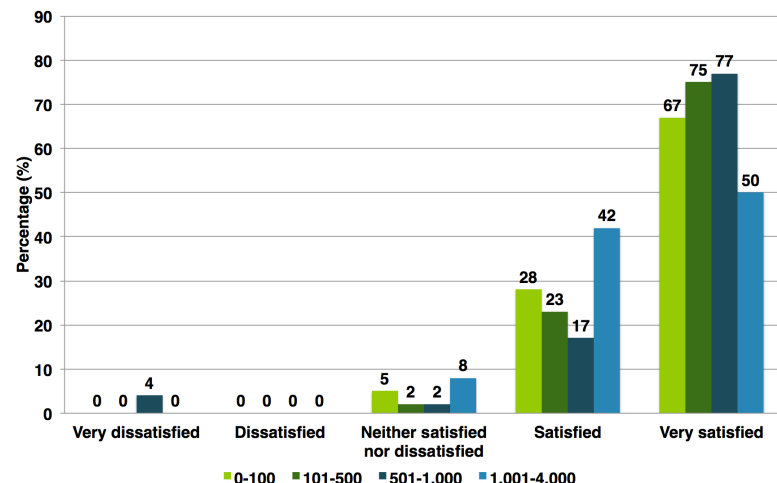
How often do you use the text/treatise lending services at NYLI?



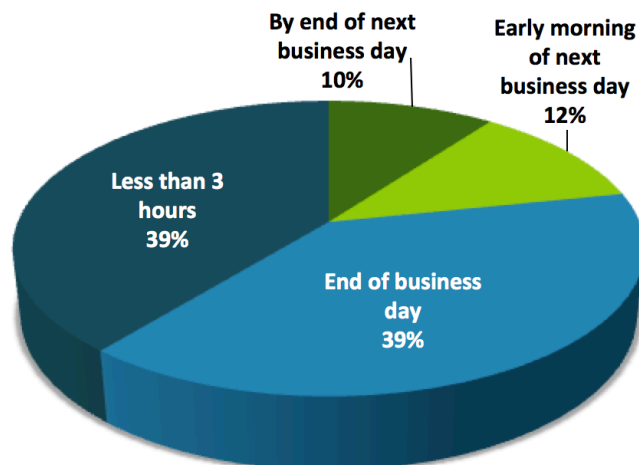
How valuable are NYLI's text/treatise lending services to your organization?



How satisfied are you with NYLI's text/treatise lending services?



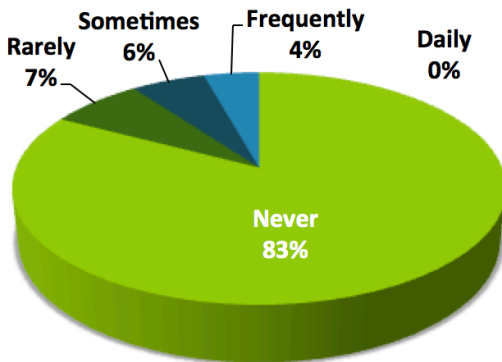
What is an appropriate turn-around time for NYLI to deliver texts we loan to your organization?



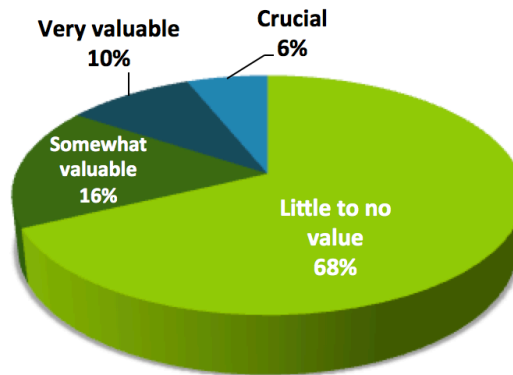
SERVICES

ONSITE ACCESS TO WESTLAW

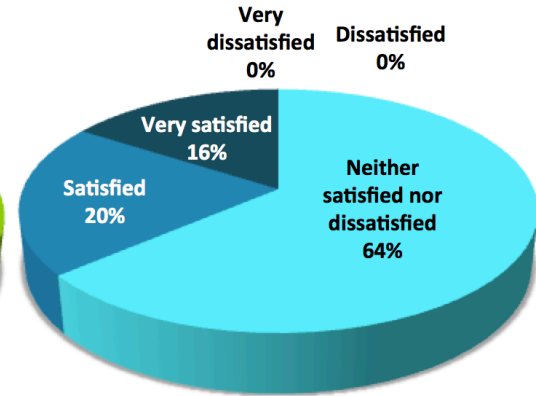
How often do you use onsite access to Westlaw at NYLI?



How valuable is onsite access to Westlaw at NYLI to your organization?



How satisfied are you with NYLI's onsite access to Westlaw?



83% never use onsite access to Westlaw

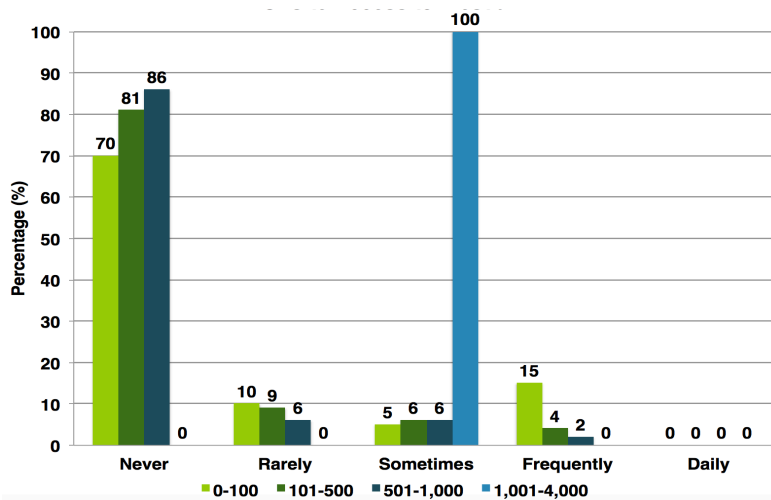
10% use onsite access to Westlaw sometimes or frequently

16% reported onsite access to Westlaw is very valuable or crucial

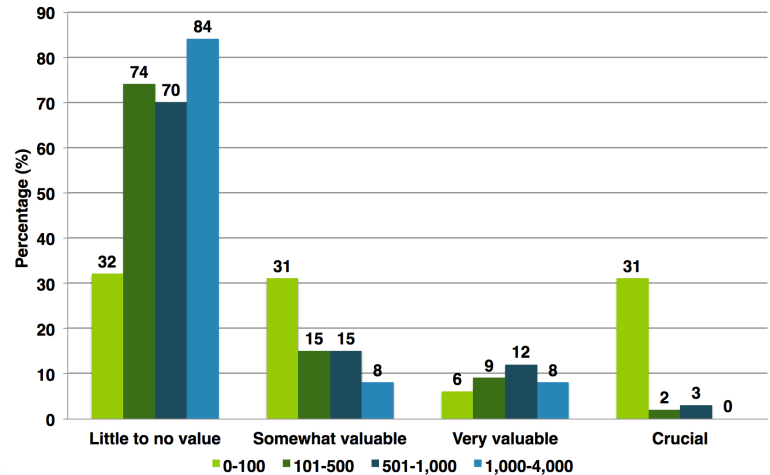
36% satisfied or very satisfied

64% neutral (probably don't use)

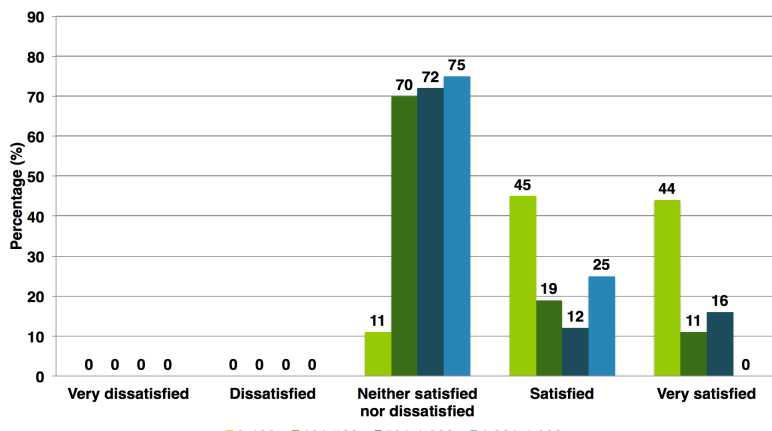
How often do you use onsite access to Westlaw at NYLI?



How valuable is onsite access to Westlaw at NYLI to your organization?



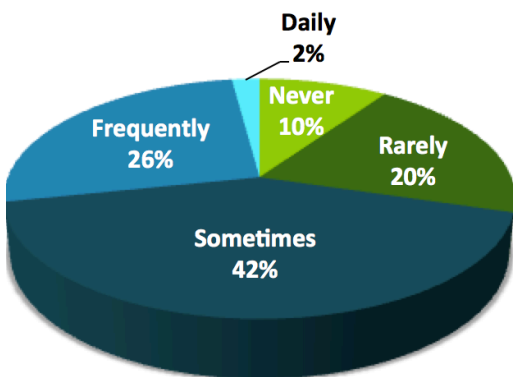
How satisfied are you with NYLI's onsite access to Westlaw?



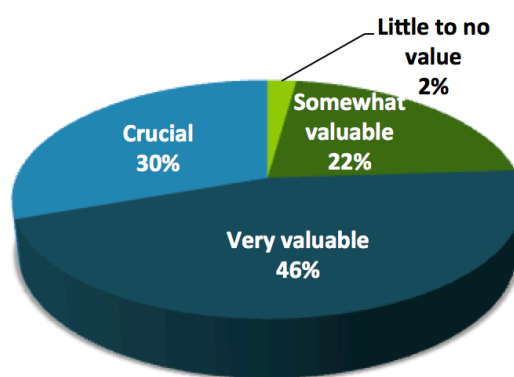
SERVICES

eBOOKS

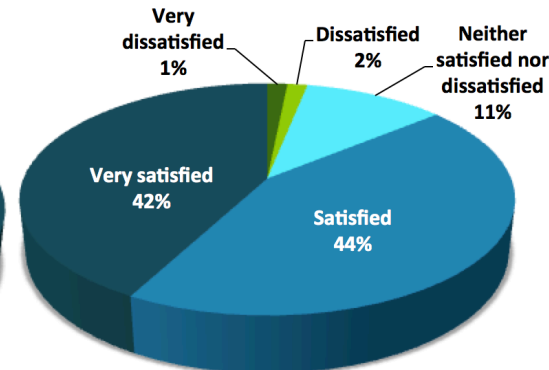
How often do you access eBooks through NYLI?



How valuable is access to eBooks through the NYL to your organization?



How satisfied are you with NYLI's access to eBooks?



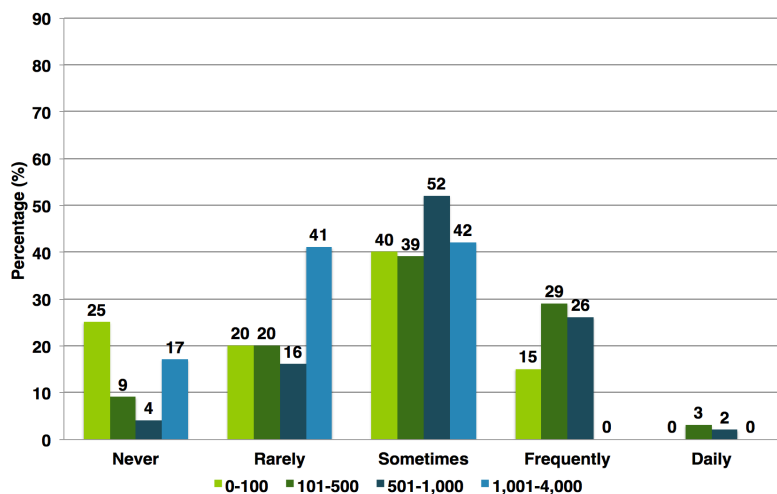
28% access eBooks daily or frequently

42% access eBooks sometimes

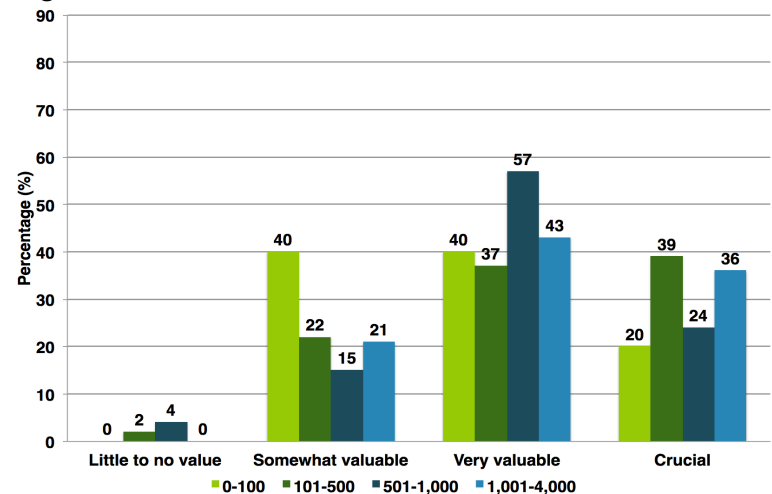
76% reported eBook access very valuable or crucial

86% satisfied or very satisfied

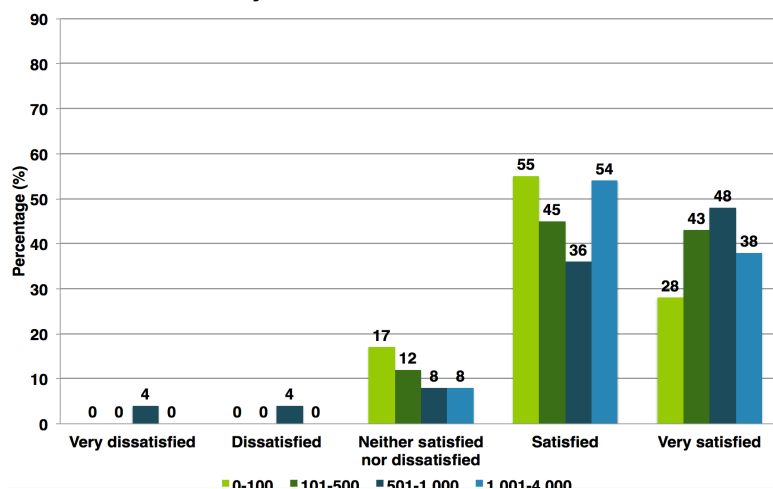
How often do you access eBooks through NYLI?



How valuable is access to eBooks through the NYL to your organization?



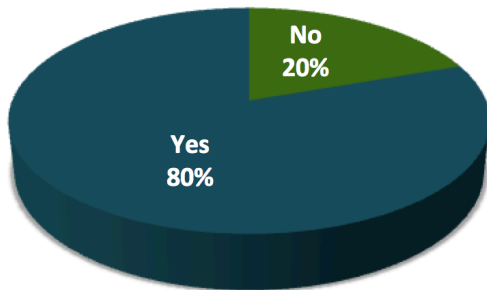
How satisfied are you with NYLI's access to eBooks?



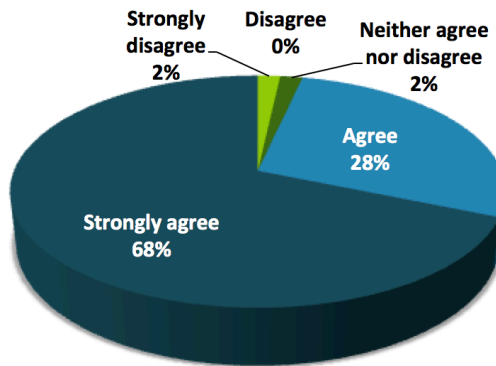
SERVICES

REFERENCE SERVICES

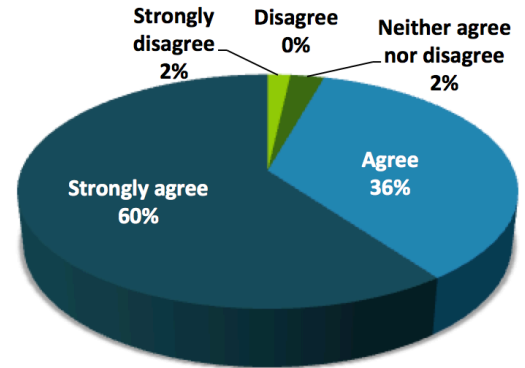
Have you used the reference services at the NYLI?



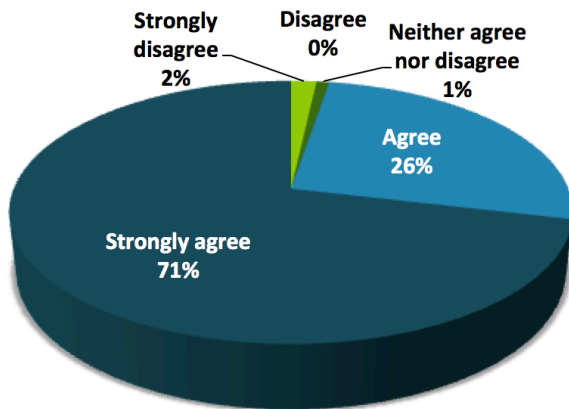
I am satisfied with the performance of the reference staff.



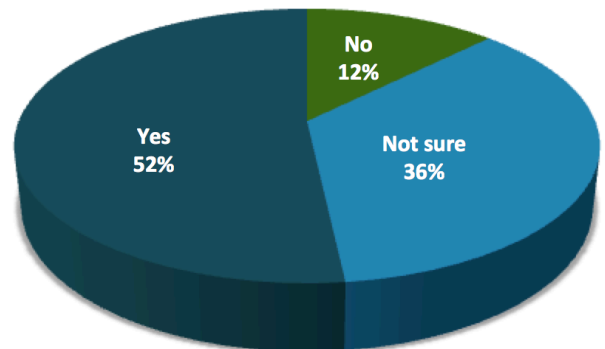
The information provided to me by the reference staff has been accurate.



Would you use the reference services again?



Is your organization able to recover any fees associated with your reference or research request?



80% have used reference services

97% would use reference services again

96% satisfied or very satisfied

96% say information provided by reference staff has been accurate

SERVICES

OPEN-ENDED RESPONSES – REFERENCE STAFF/RESEARCH ASSISTANCE

always a good outcome when I request anything online or over email. website is useful, and Ralph can find just about anything I need.

I've been very satisfied with NYLI response time and accuracy of the information provided.

I appreciate the wonderful service that Karen, Ralph and the library team offers on a consistent basis!

Karen Oesterle is an invaluable resource. Always helpful, quick to respond and a pleasure to deal with.

Librarians at NYLI are wonderful

NYLI resources including the NYLI staff are extraordinary. The staff always goes above and beyond, and the turnaround is so quick. The EBook access has really saved us time and effort time and again. Thank you so much for being an invaluable resource for Cravath.

NYLI's customer service is great. Karen and Ralph are very responsive. But finding and using eBooks through their catalog is difficult.

Reference staff has always been top-notch. I love all of Ellyssa's innovations.

Reference staff is very knowledgeable and efficient.

The lending and research services are very dependable. I can count on Ralph or Karen to answer my questions fully and promptly.

The New York Law Institute remains a vital, proactive and in many cases, a unique resource for legal research and materials that either cannot be found in a "modern" law firm library (due to reduced resources and funding) and the staff can take challenging questions and match resources quickly and accurately. There's excellent leadership, judicious choices on which resources are made available to complement existing resources that other libraries cannot afford.

The Reference Staff is extremely knowledgeable, helpful, friendly and prompt with their responses. I am grateful that they are available for help when i need it.

The reference staff is very knowledgeable and quick to respond to email & Telephone requests.

The research team always provide great service.

The staff knowledge and efficiency have been paramount to the services I use. In addition to e-books collection from other industries, which has been useful to some occasional obscure research law librarians may have to do, it will be great to add periodicals to the platform. I would like to know more about the seamless catalog and any training on this in order to integrate it to our catalog.

Your staff is one of your most valuable assests. Karen and Ralph and Eileen make my job so much easier, and it is a pleasure to speak with such personable people.

Your staff is your most valuable asset. I cou dnoy do this without Ralpj, Karen, Eileen.

OPEN-ENDED RESPONSES – E-BOOKS

re E-book access and Seamless Catalog, we don't have the technical capability on our end to use these services at this point.

Re: E-books, it's a great idea, but I almost never can find a title I'm looking for. Of course, that should not really be surprising.

The EBook option is good but there are problems accessing the ebooks from our computers. We have ask the people in IT department to install the software and the attorneys don't seem interested in using ebooks.

The search engine for ebooks brings up many mishits so it's time-consuming to search for ebooks.

We don't have Lexis and we love NYLI for having Lexis, so very helpful for us. Love the ease of borrowing print books and e-books. Love the staff! Just such a great service all the way around. Keep up the good work!

Your e-book access is valuable, but the method for checking out books preempts me from checking out books for my attorneys because they don't have their own unique login, and I cannot share my own credentials.

SERVICES

OPEN-ENDED RESPONSES – TRAINING

I think you should offer training sessions as needed, when we have new joiners it doesn't make sense for them to wait a month.

I was not aware of the training program or the seamless catalog. I could see these being of potential use. Access to Westlaw, particularly to Practical Law content is invaluable, especially for some of the content sets we may only need a couple of times a year but that WL would charge us an arm & a leg for.

I wish you offered training (ProQuest Congressional, searching through the eBook catalog) more often

The legislative history training was excellent

OPEN-ENDED RESPONSES – LENDING TEXTS

Being able to borrow books is very important as we've downsized our own collection. The historical statutes and superseded editions have come in handy on multiple occasions, as well.

I anticipate that the lending of texts/treatises will become increasingly more important as my library continues to aggressively reduce print over the next couple of years.

It would be great if you could offer more legal treatises from the major vendors as e-books, but I understand why that's not possible due to licensing. Access to your treatise lending and doc delivery are essential to us and an extremely important part of our membership.

On the occasions when we have needed NY and historical material you have come through with flying colors.

OPEN-ENDED RESPONSES – GENERAL COMMENTS

Extremely valuable support for the practice of law. Professional, enthusiastically helpful, and deeply knowledgeable staff.

have contract with Westlaw. No need to use through NYLI. Appreciate you all have Lexis, because we don't.

I am a big fan of NYLI services and greatly appreciate their offerings.

I love NYLI and I'm happy we are a member.

I serve as a clerk here in a smaller office. The Librarians in the DC office and the main office use the resources more than I.

I work in the library, but not in a research capacity. I am a project coordinator for the technical services side, so my experiences with NYLI resources are only related to cataloging or special projects. That said, I find them useful whenever .
I do use them

Initial view of catalog search results provides extraneous results not in the NYLI print collection, e.g., FDsys results.

NYLI is fantastic! Please keep up the good work!

Overall, we are happy with NYLI services. NYLI is always very responsive to any questions and concerns we have. Thank you.

Since I am in another state, I don't often think in terms of reaching out to the NYLI. Usually I go there if there is a need in our NY office. And so, I don't often use your site/resources and therefore am not as familiar as I could be. That said, when I do make a request, your service is stellar for which I am grateful! On the e-books, again I don't make use often and so am not as familiar as I could be.

Still trialing NYLI. Learning all the services will be an ongoing learning process dictated by our organizational service needs.

The NYLI has proved to be a valuable resource.

We use these services on the occasion we need them. It is excellent to know they are available to us.

Your service is very good. I rely on your services. Thank you

SERVICES

OPEN-ENDED RESPONSES – OTHER SERVICES NOT CURRENTLY OFFERED

Emergency space for lawyers in a crisis
Filing services

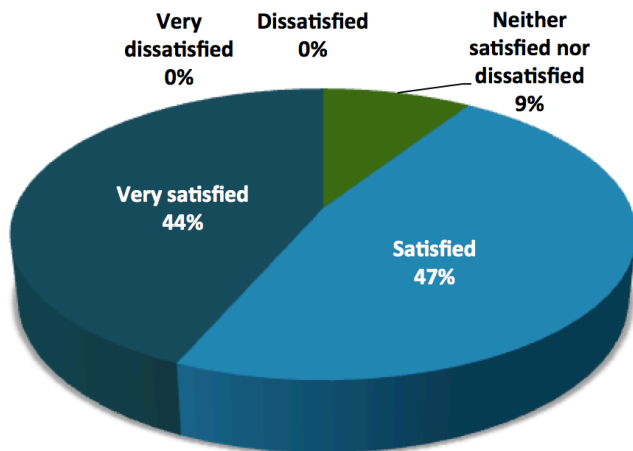
CONTENT

- **PRINT COLLECTION**
- **eBOOKS**
- **MICROFORMS**
- **SUPERSEDED BOOKS**
- **RARE BOOKS**
- **RECORDS AND BRIEFS**
- **PLI COURSE HANDBOOKS**
- **STATUTES AND REGULATIONS**
- **SPECIALIZED MATERIALS**

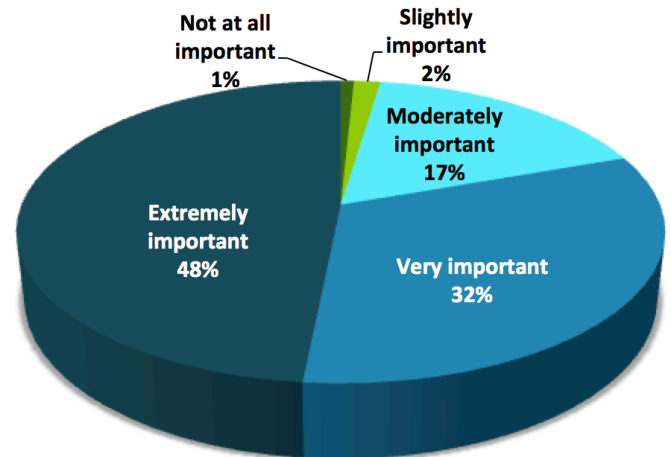
CONTENT

PRINT COLLECTION

How satisfied are you with NYLI's print collection of texts/treatises?



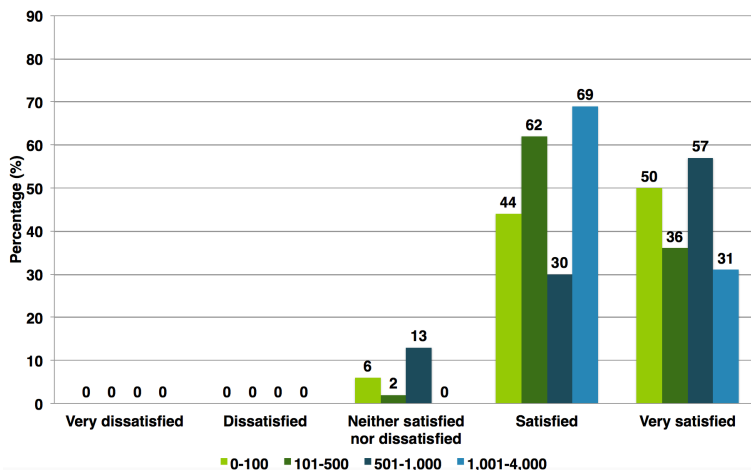
How important is it for you and your organization to have access to print versions of texts/treatises?



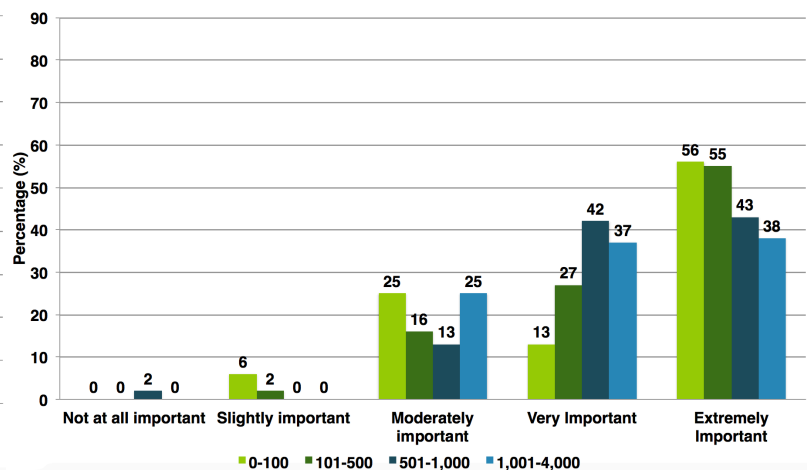
91% satisfied or very satisfied with print collection

80% reported print versions of texts/treatises are very important or extremely important

How satisfied are you with NYLI's print collection of texts/treatises?



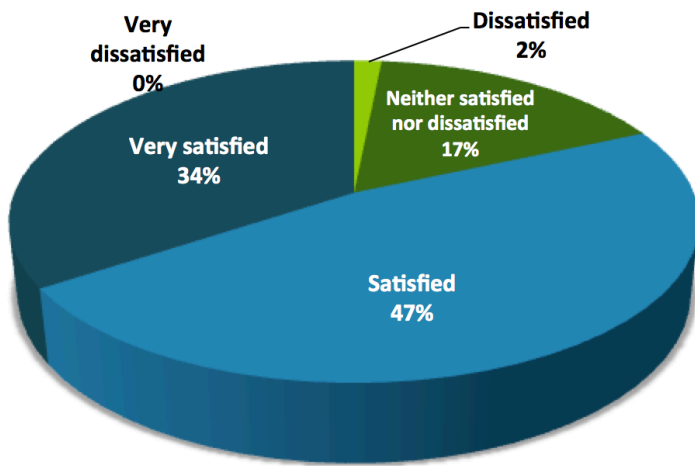
How important is it for you and your organization to have access to print versions of texts/treatises?



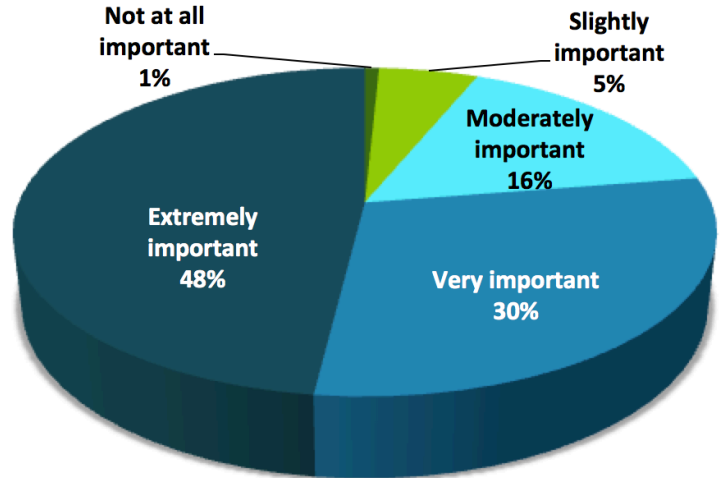
CONTENT

eBOOKS

How satisfied are you with NYLI's eBook collection?



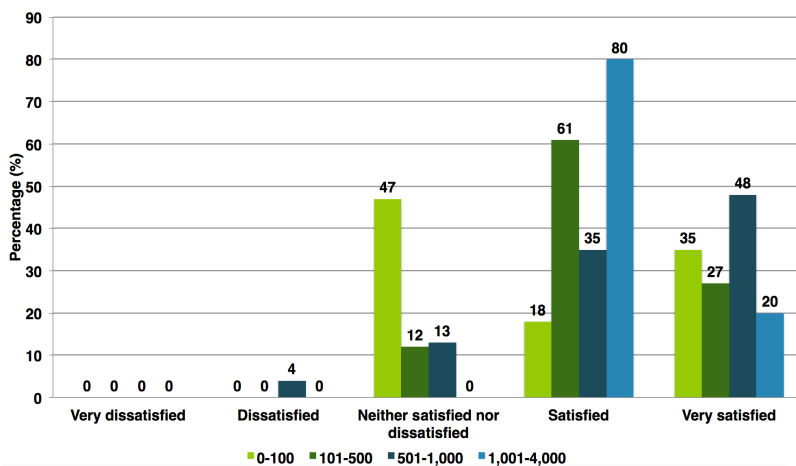
How important is it for you and your organization to have access to eBooks at the NYLI?



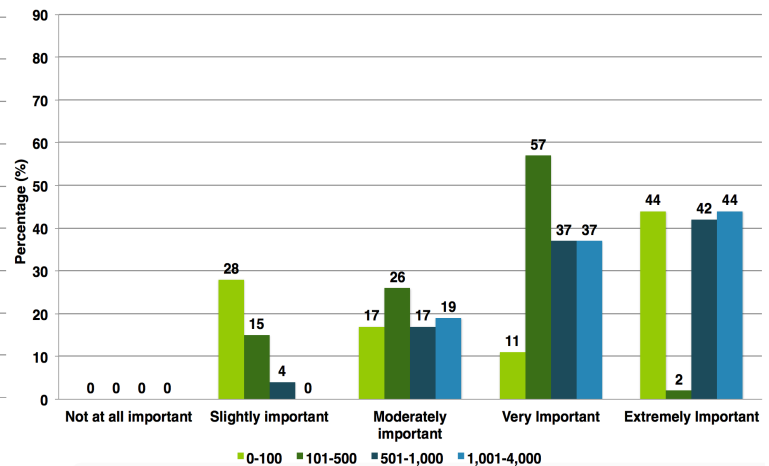
81% satisfied or very satisfied with eBook collection

78% access eBooks very important or extremely important

How satisfied are you with NYLI's collection of eBooks?



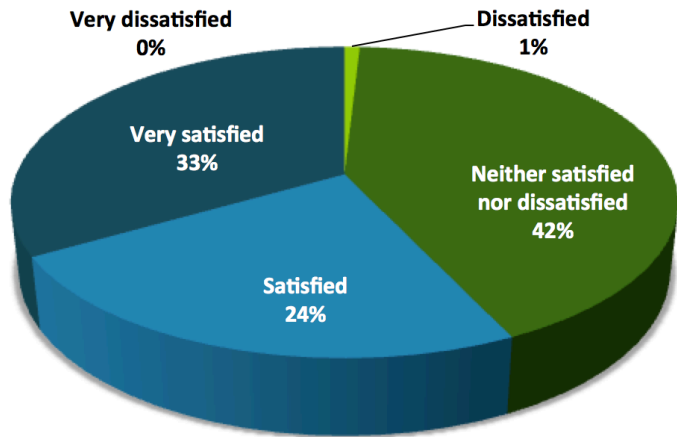
How important is it for you and your organization to have access to eBooks through the NYLI?



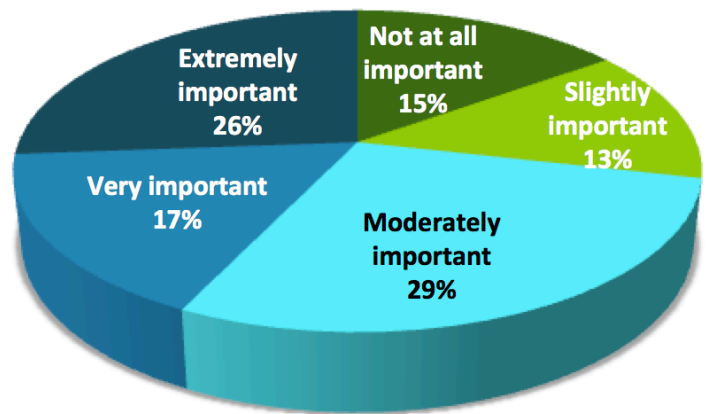
CONTENT

MICROFORMS

How satisfied are you with NYLI's microforms collection?



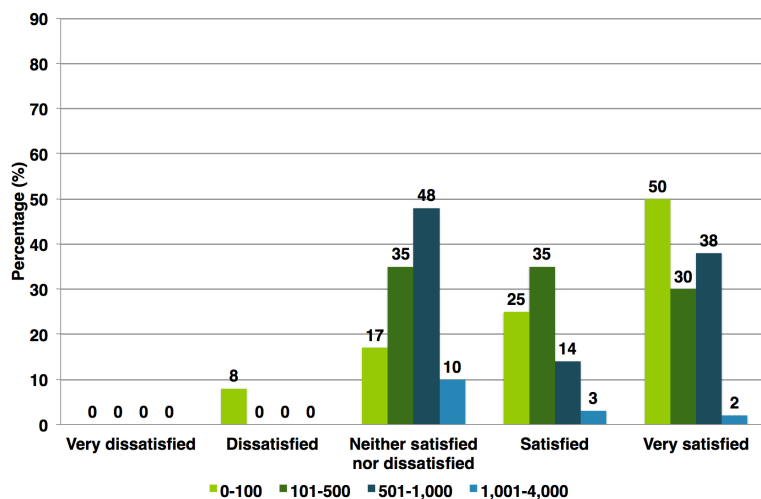
How important is it for you and your organization to have access to microforms at the NYLI?



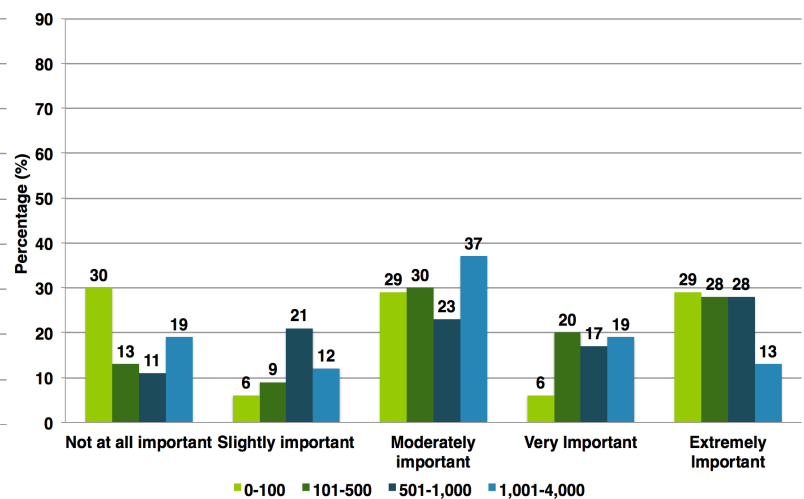
57% satisfied or very satisfied with microform collection

43% access to microforms very important or extremely important

How satisfied are you with NYLI's collection of microforms?



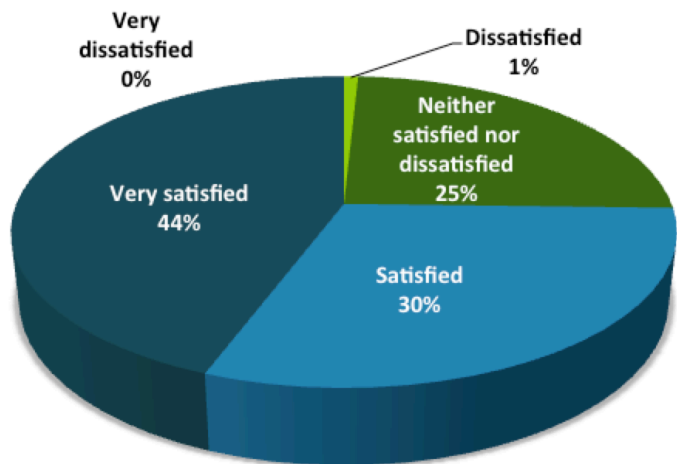
How important is it for you and your organization to have access to microforms through the NYLI?



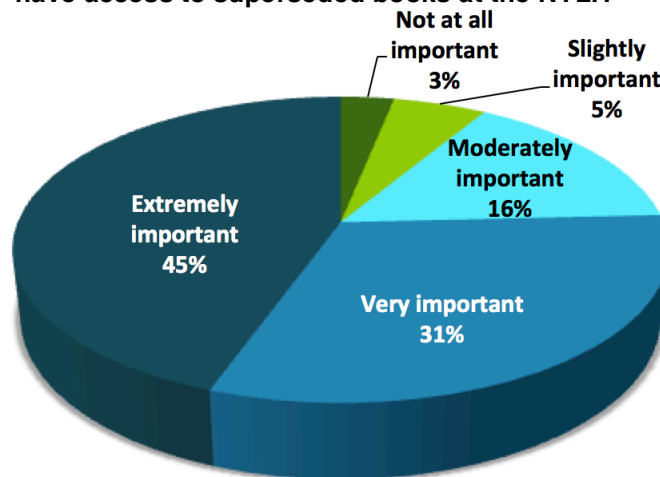
CONTENT

SUPERSEDED BOOKS

How satisfied are you with NYLI's collection of superseded books?



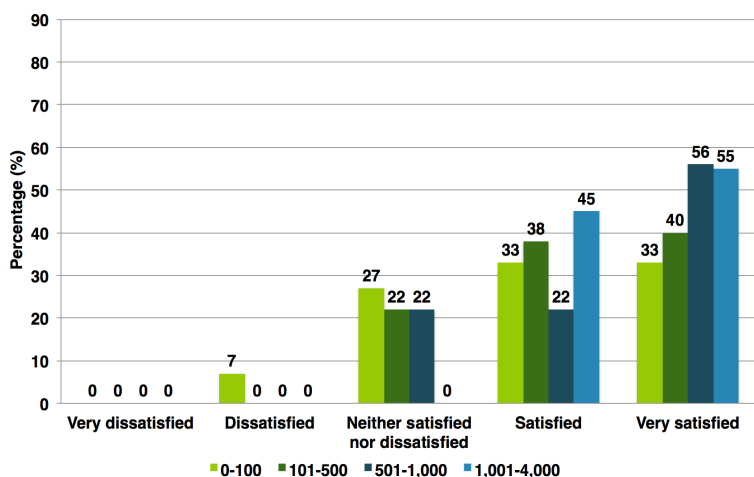
How important is it for you and your organization to have access to superseded books at the NYLI?



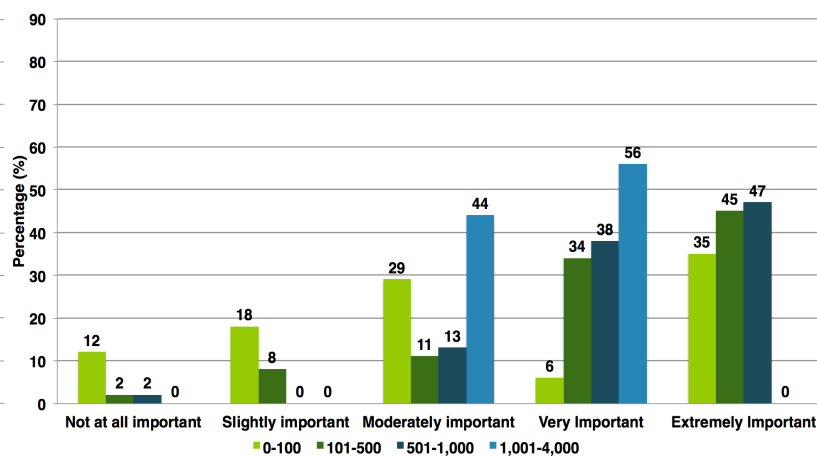
74% satisfied or very satisfied with collection of superseded books

76% say access to superseded books very important or extremely important

How satisfied are you with NYLI's collection of superseded books?



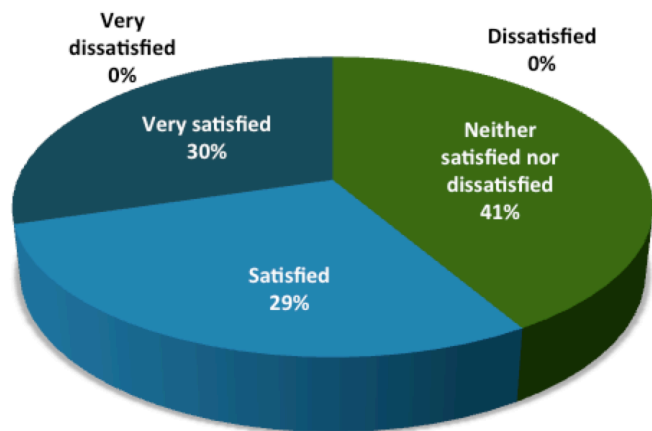
How important is it for you and your organization to have access to superseded books through the NYLI?



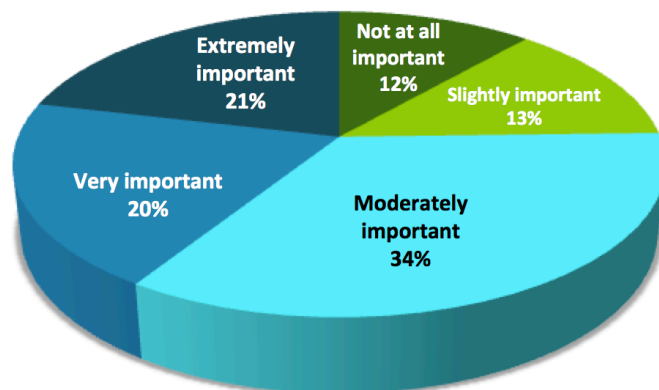
CONTENT

RARE BOOKS

How satisfied are you with NYLI's collection of rare books?



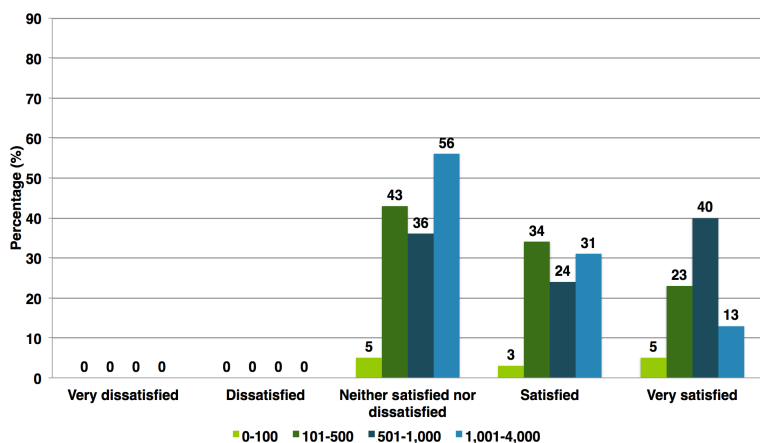
How important is it for you and your organization to have access to rare books at the NYLI?



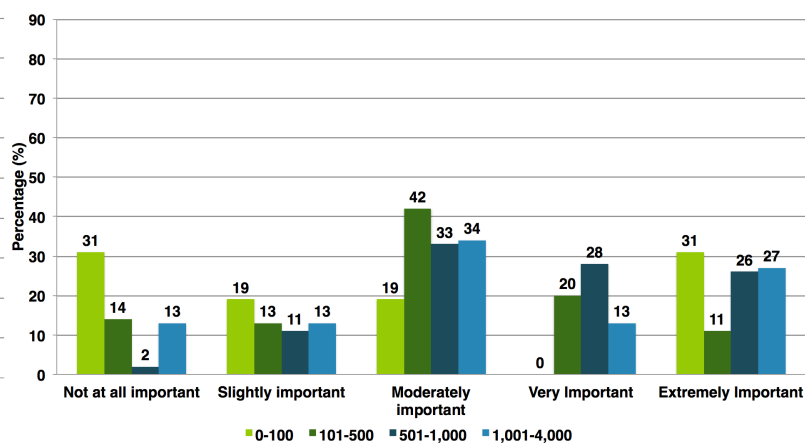
59% satisfied or very satisfied with collection of rare books

41% say access to rare books very important or extremely important

How satisfied are you with NYLI's collection of rare books?



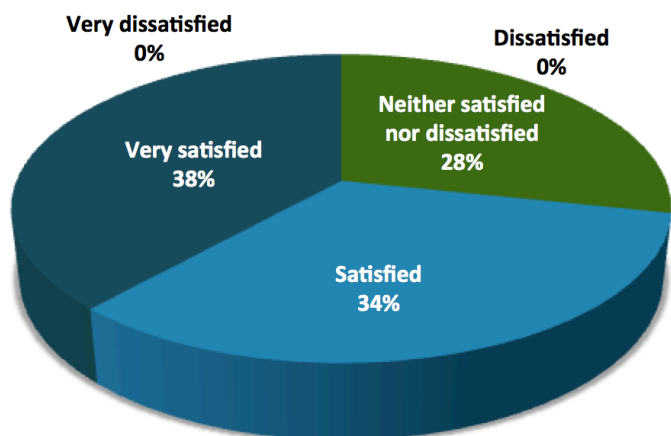
How important is it for you and your organization to have access to rare books through the NYLI?



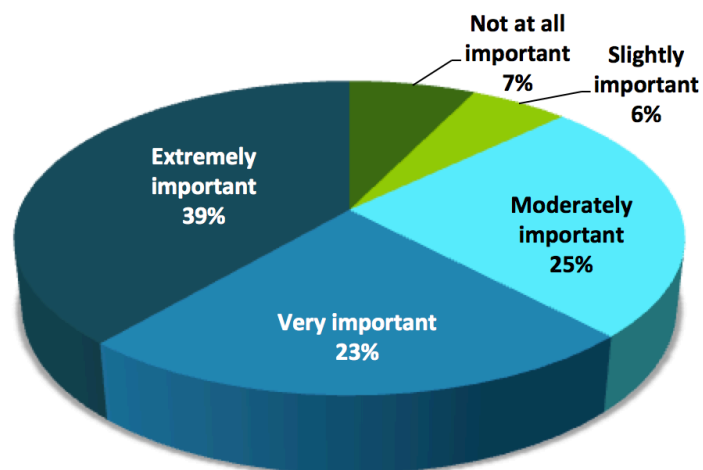
CONTENT

RECORDS AND BRIEFS

How satisfied are you with NYLI's collection of records and briefs?



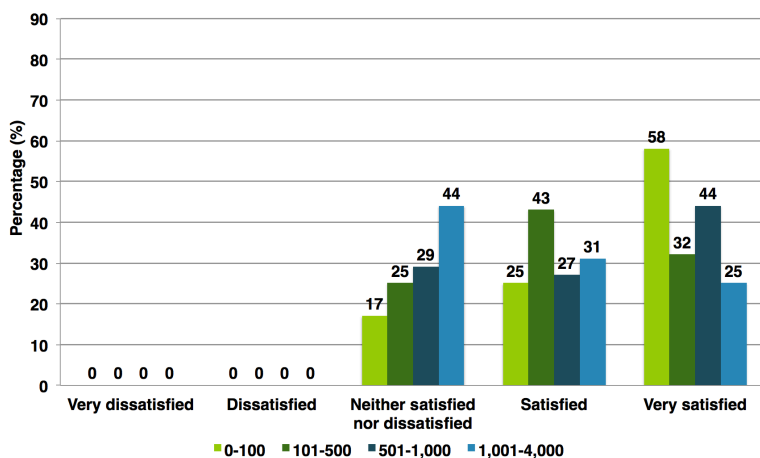
How important is it for you and your organization to have access to records and briefs at the NYLI?



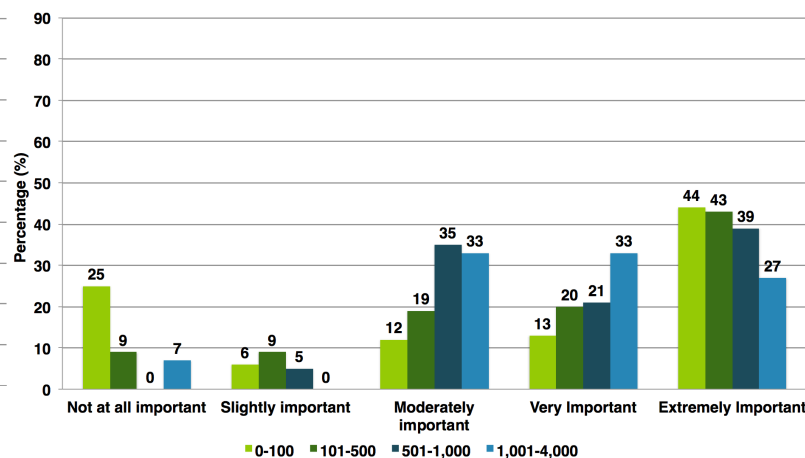
72% satisfied or very satisfied with collection of records and briefs

62% say records and briefs collection very important or extremely important

How satisfied are you with NYLI's collection of records and briefs?



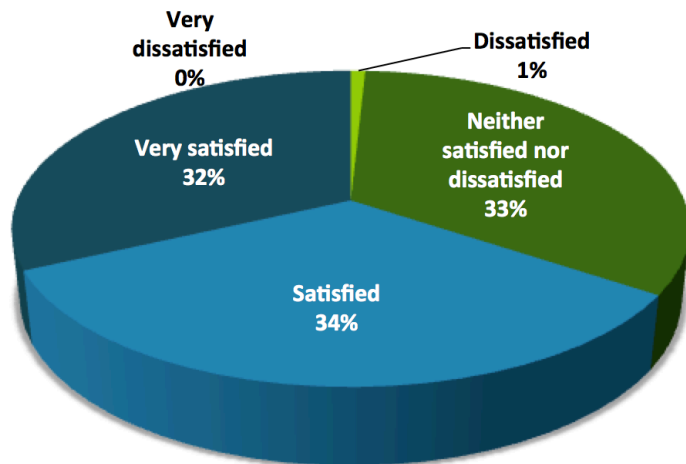
How important is it for you and your organization to have access to records and briefs through the NYLI?



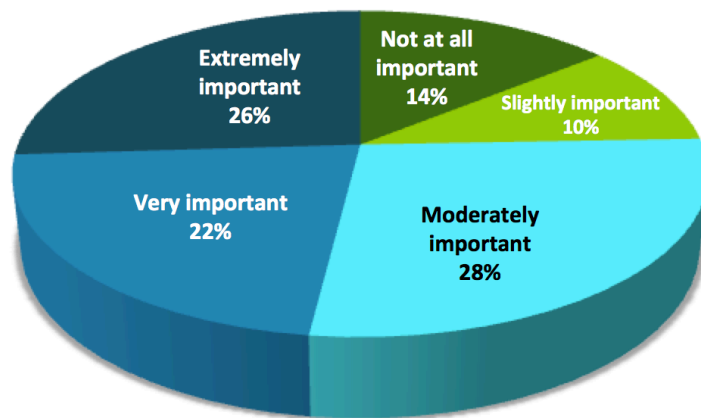
CONTENT

PLI COURSE HANDBOOKS

How satisfied are you with NYLI's collection of PLI course handbooks?



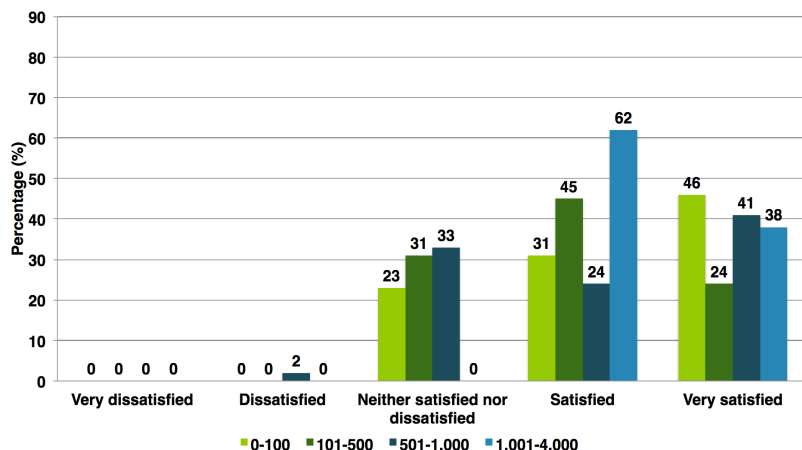
How important is it for you and your organization to have access to PLI course handbooks at the NYLI?



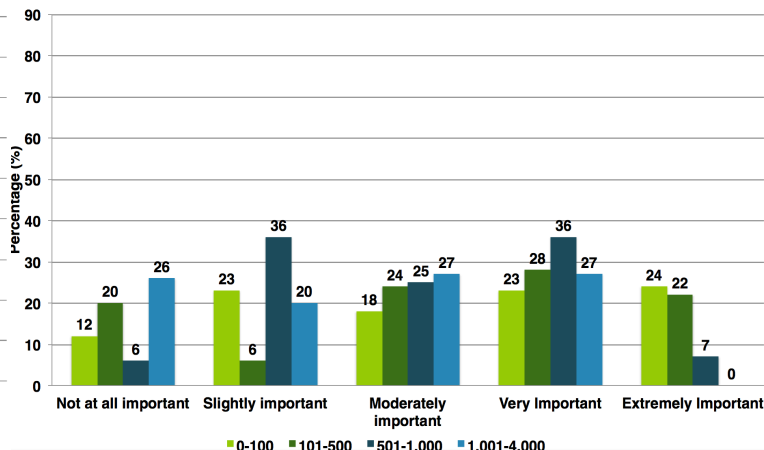
66% satisfied or very satisfied with collection of PLI course handbooks

48% say PLI course handbook collection very important or extremely important

How satisfied are you with NYLI's collection of PLI course handbooks?



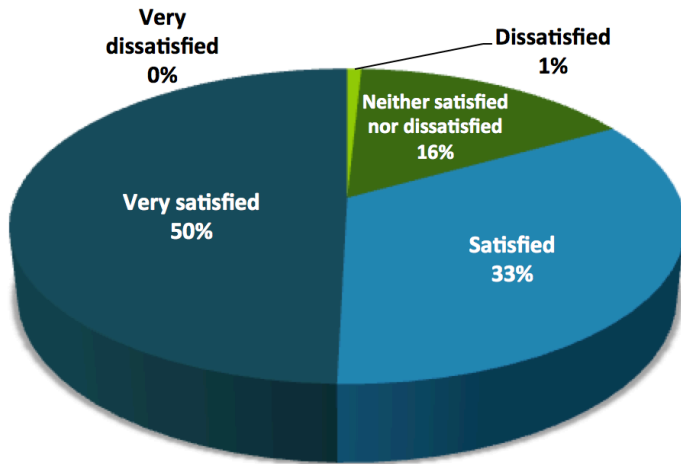
How important is it for you and your organization to have access to PLI course handbooks through the NYLI?



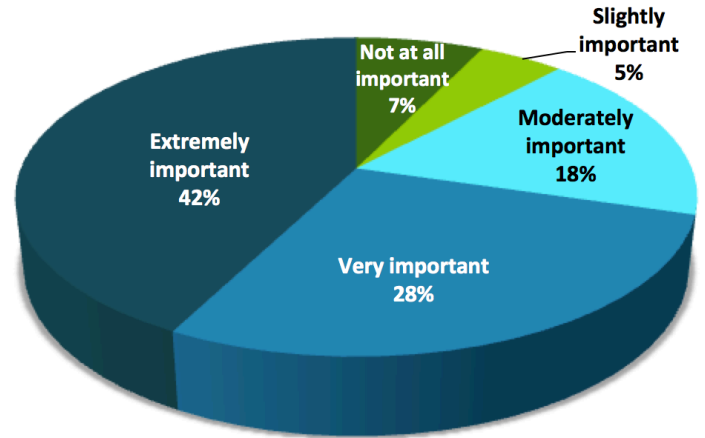
CONTENT

STATUTES AND REGULATIONS

How satisfied are you with NYLI's collection of statutes and regulations?



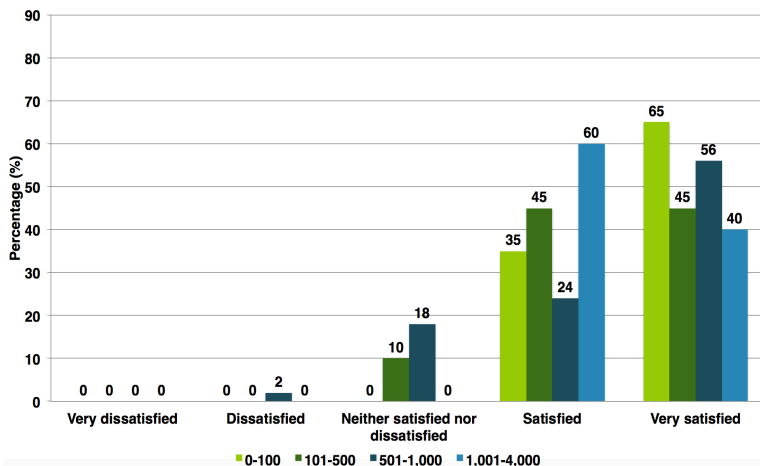
How important is it for you and your organization to have access to statutes and regulations through the NYLI?



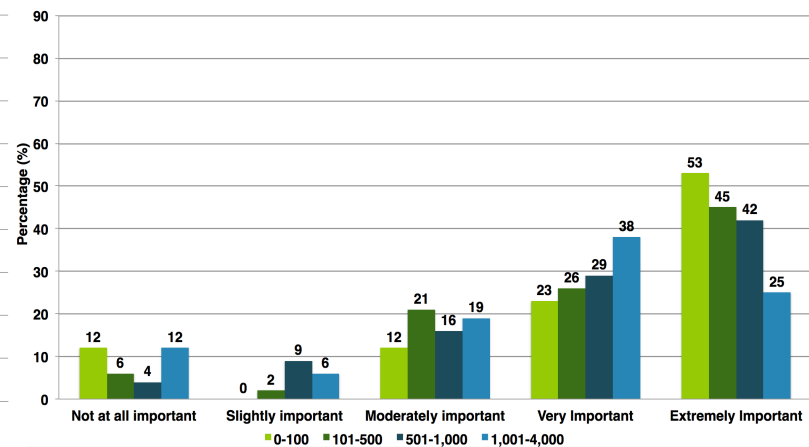
83% satisfied or very satisfied with collection of statutes and regulations

70% say statutes and regulations collection very important or extremely important

How satisfied are you with NYLI's collection of statutes and regulations?



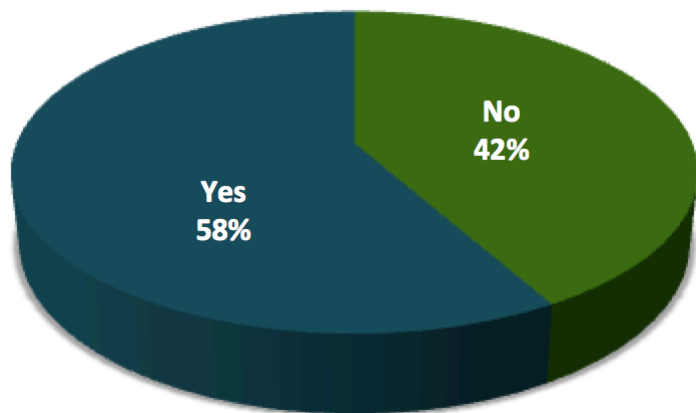
How important is it for you and your organization to have access to statutes and regulations through the NYLI?



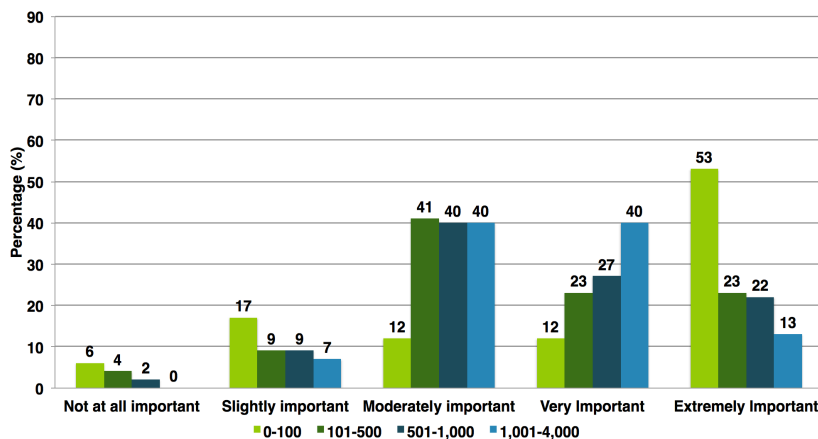
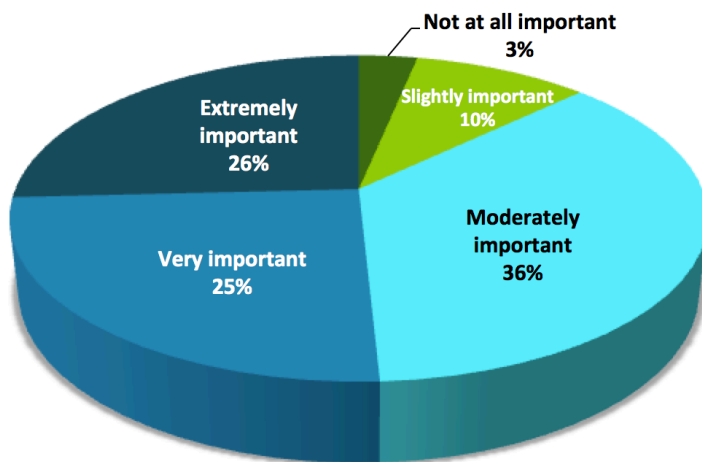
CONTENT

GENERAL CONTENT AND SPECIALIZED MATERIALS

Do you base your own acquisition decisions for both print and electronic resources on what is available through the NYLI?



How important is it for you and your organization to have access to specialized materials through the NYLI?



58% base acquisition decisions on what is available through NYLI

51% say access to specialized materials very important or extremely important

53% size 0-100 attorneys say access to specialized materials is extremely important

CONTENT

OPEN-ENDED RESPONSES – TITLES MUST HAVE IN PRINT BECAUSE ELECTRONIC VERSION IS NOT ADEQUATE

Any multivolume Matthew bender title New York Jurisprudence
anything by Matthew Bender
Anything the partner is asking me for :)
Aspen / Wolters Kluwer; NITA publications
CCH looseleaf services.
CCH Tax titles
Collier's on Bankruptcy
Mckinney (current and superseded)
n/a
Need statutes and regs for submission in court filings.
New York Practice set; superseded statutes
nothing jumps out to me right now.
Periodicals and superseded treatises.
PLI collection
PLI Titles. Tax Management Portfolios.
Specialized Corporate, litigation treatises (ie Thomson West, Lexis).
Superseded statutes volumes. Not adequate on Lexis/Westlaw. Old session laws and USCAAN. Any US or state government reports. Most firms are not providing their libraries with sufficient space to retain these materials any longer.
Superseded USCAS, superseded stats, older editions of treatises like wright & Miller,
Superseded versions of Martindale Hubbell,
Superseded versions of treatises, laws and regulations.
Tax Treatises, i.e. Garlock, Bittker, Rhoades & Langer
TMPs
Usually not necessary to have in print as long as someone (either us or you) has access to it in some form or another.
We recently downsized our collection. Basically anything we tossed we need to have access in hard copy because there's always some attorneys who demand materials in hard copy.
Your collection of historical statutes and superseded treatises has been so valuable.

CONTENT

OPEN-ENDED RESPONSES – SPECIALIZED MATERIALS INTERESTED IN IF NYLI EXPANDS GENERAL COLLECTION

Academic treatises on topics such as accounting and business are helpful. Legal treatises from the major vendors are essential.
Since PLI removed their content from Bloomberg, access to PLI titles would be very useful. Corporate and securities are our primary topics of interest, but as we cancel print editions of litigation titles, we would need access to alternatives there as well.
Arbitration
Arbitration, International, Health Care. Ability to access small legal publishers. NAIC publications.
Collier on Bankruptcy
FASB and other financial services materials.
Federal Tax Treatises
Finance, Technology, Science
GAAP material ; Tax material ; ALA publications ; AmLaw material - especially annual surveys
I would have said accounting treatises but the ebook collection has greatly expanded content in those areas.
International law
International titles
IP, International Litigation There's probably more areas.
IP.
Labor & Employment Health Law
Material on current topics such as cybersecurity
Medical, psychological and forensic
n/a
no opinion as this can change over time, but digital is preferable to print because of location
Not sure
NY leg history
Oil and Gas Taxation
Oil and Gas, especially tax treatment of oil and gas.
Perhaps publishers scientific journals i.e. ScienceDirect
Pretty satisfied, already.
public service commission-ny
Tax
Tax, Securities
Technical Dictionaries for all years.
White Collar Crime
White collar crime treatises

CONTENT

OPEN-ENDED RESPONSES – OTHER ONLINE RESOURCES WOULD LIKE TO HAVE ACCESS TO THROUGH THE NYLI

all HeinOnline databases
Bloomberg Law
Bloomberg Terminal, Capital IQ, PLI Plus
Brill and Cambridge University Press online
Business/ financial data resources.
CCH, Aspen, and/or Wolters Kluwer treatises (or Cheetah access)
Coles directories; Medical, psychological and forensic databases
Expanded ProQuest e-book collection
Hein Online
Hein Online. My firm is too large to access Hein Online via NYLI.
HeinOnline
if it's onsite access, that does not help
IntelliConnect/Cheetah.
It would be great to have Bloomberg Law access for some of their treatise content. We have had several print subscriptions cancelled where they are requiring a full BLAW seat. Some partners were paying for copies out of their pockets and don't want to (obviously) pay 3x the price for a BLAW license.
Law360
Lexis
Lexis, Wall St. Journal
Matthew Bender, Lexis titles
More international resources and state materials such as California and Texas
More Matthew Bender ebooks
n/a
newspapers
no
Not presently, but a smaller firm might need more access to other resources.
Online access to Hein Online without the 50 or less attorney number requirement
PEI (Private Equity International, Private Equity Real Estate, Private Deal Investor, etc.) content is hard to come by and would be useful.
Practical Law, all modules; The Lawyer (premium content);
Yes, JSTOR, Science Direct, Elsevier, Ovid., Peace library.

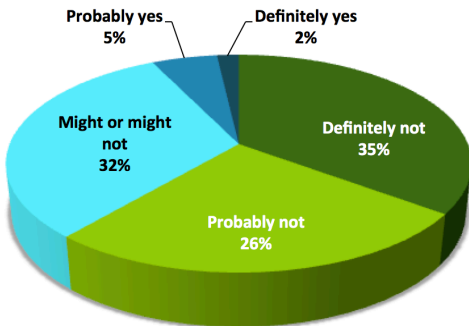
LOCATION

- HOURS OF OPERATION
- LOCATION
- PATRON ONSITE WORKSPACES

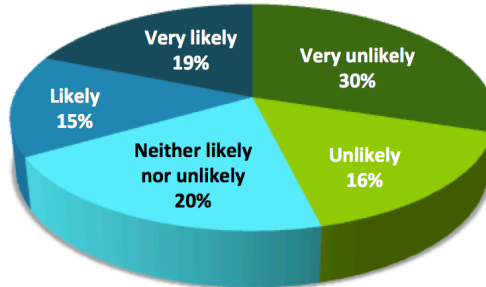
LOCATION

GENERAL ONSITE SERVICES AND LOCATION

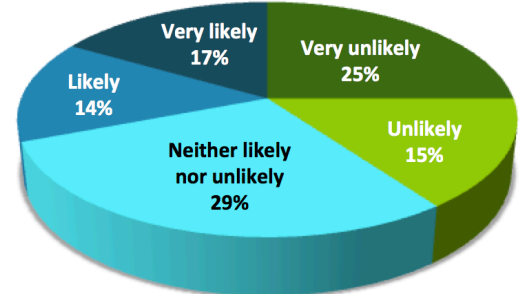
I would continue to work onsite if the library were to move to another location



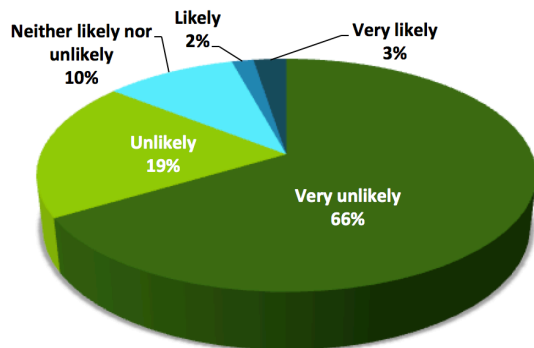
Would you be likely to access onsite services and collections if the library were to stay in downtown Manhattan?



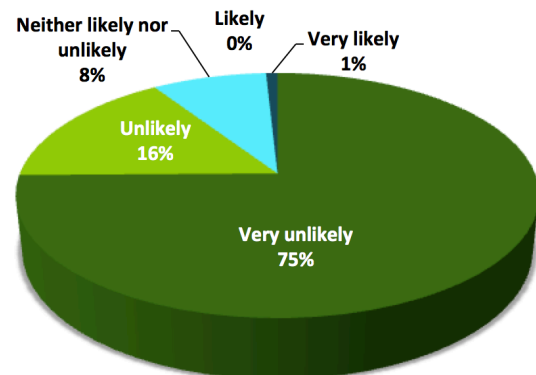
Would you be likely to access onsite services and collections if the library were to move to mid-town Manhattan?



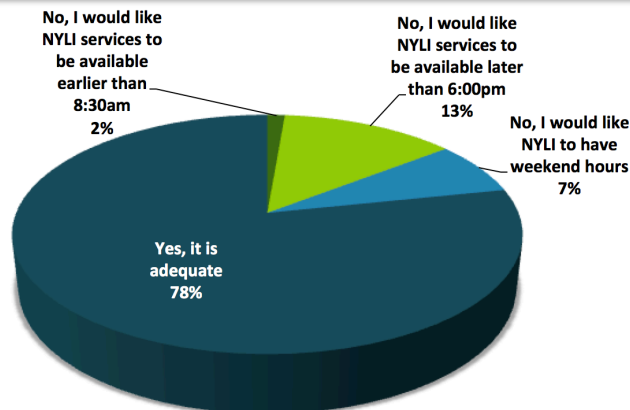
Would you be likely to access onsite services and collections if the library were to move to Brooklyn?



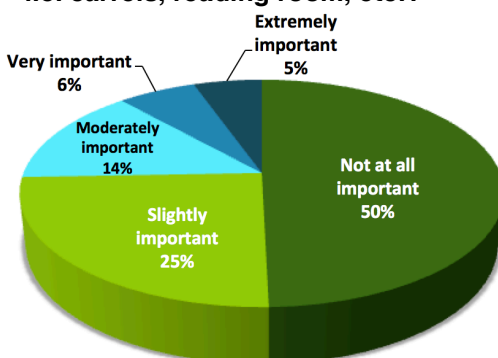
Would you be likely to access onsite services and collections if the library were to move to Queens?



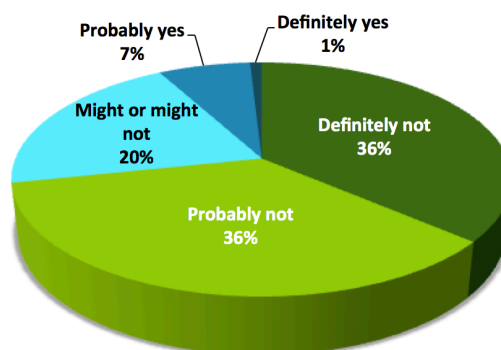
Are the current hours of operation (M-F 8:30am-6:00pm) at the NYLI adequate for you and your organization?



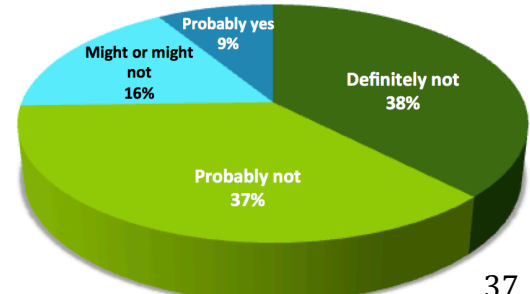
How important is it to you that the NYLI has a patron onsite work space, i.e. carrels, reading room, etc.?



I would use coworking spaces if made available onsite at the NYLI



I would use conference rooms if made available onsite at the NYLI

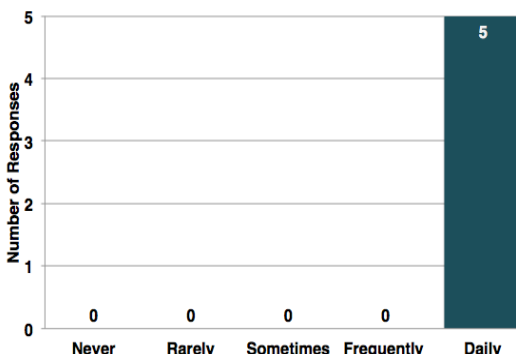


STAFF SURVEY RESULTS

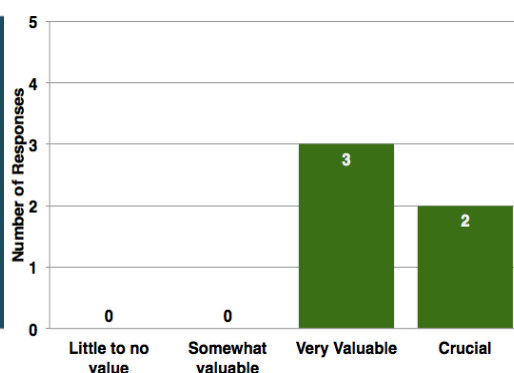
SERVICES (Staff Perceptions)

DOCUMENT DELIVERY

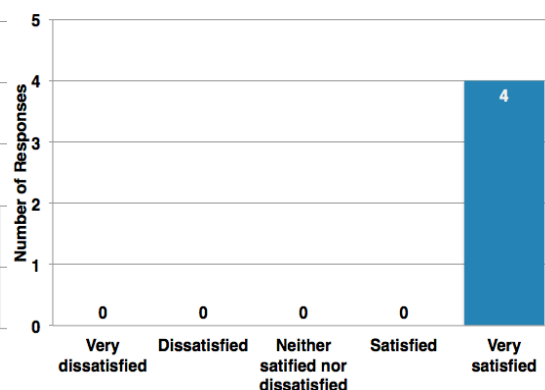
How often do members use document delivery services at NYLI?



How valuable are document delivery services to members?

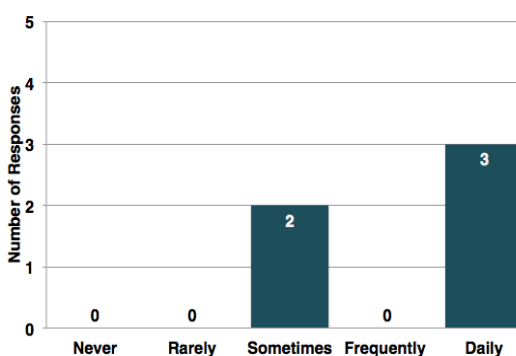


How satisfied are members with document delivery services at NYLI?

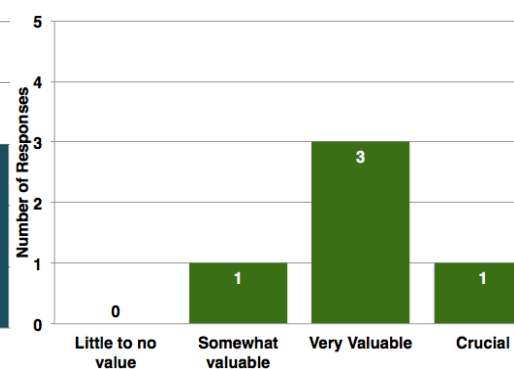


RESEARCH ASSISTANCE

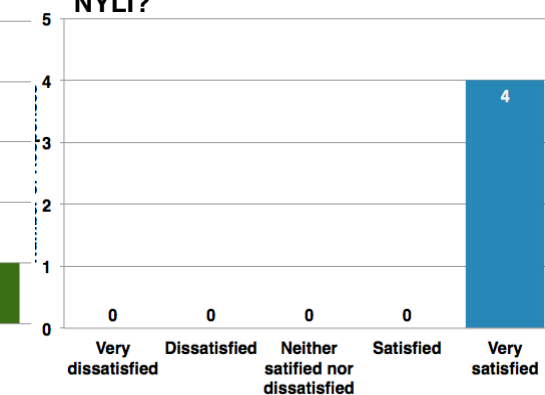
How often do members use research services at NYLI?



How valuable are research assistance services to members?

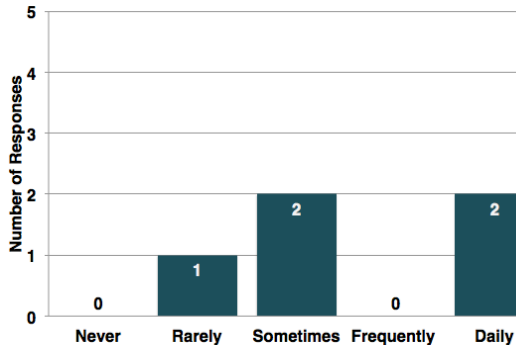


How satisfied are members with research assistance services at NYLI?

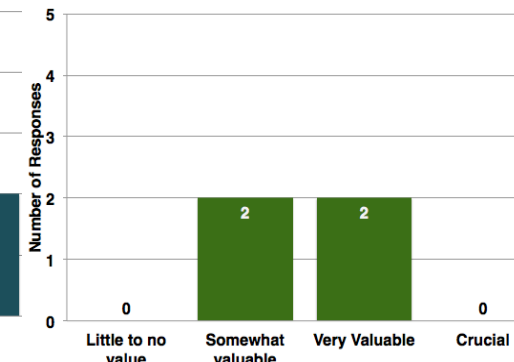


SEAMLESS CATALOG

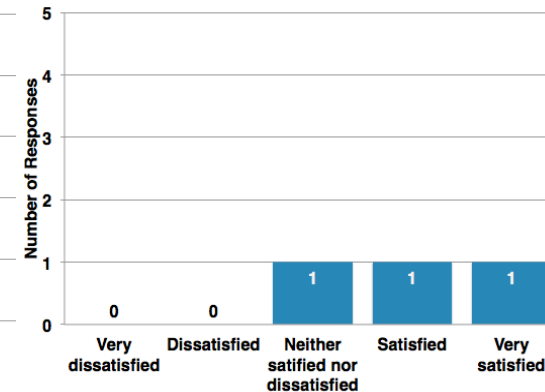
How often do members use the seamless catalog at NYLI?



How valuable is the seamless catalog to members?



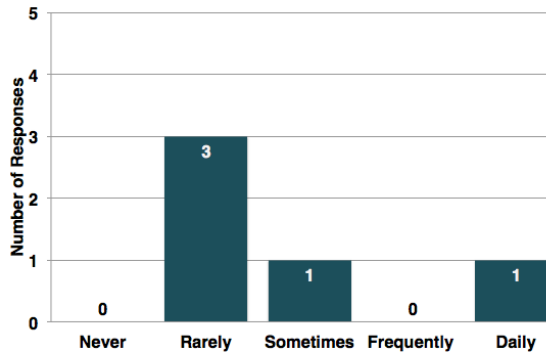
How satisfied are members with the seamless catalog at NYLI?



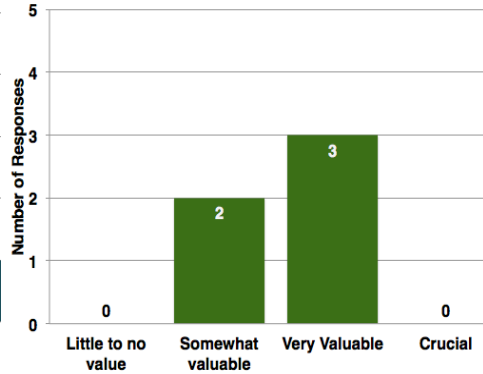
SERVICES (Staff Perceptions)

TRAINING

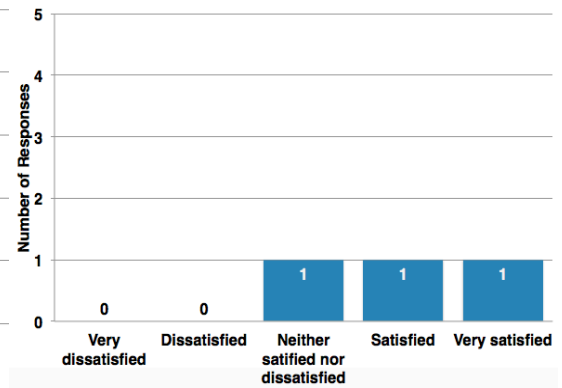
How often do members use training services at NYLI?



How valuable are training services to members?

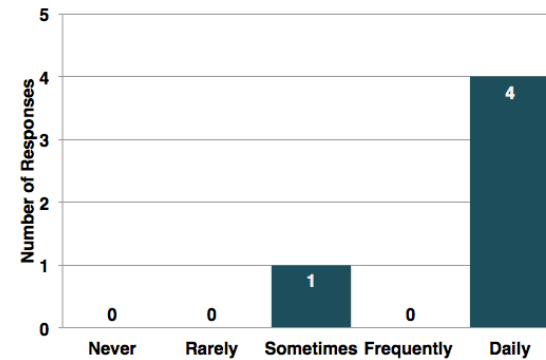


How satisfied are members with training services at NYLI?

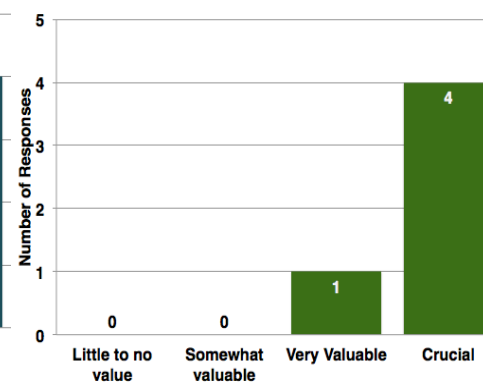


LENDING TEXTS/TREATISES

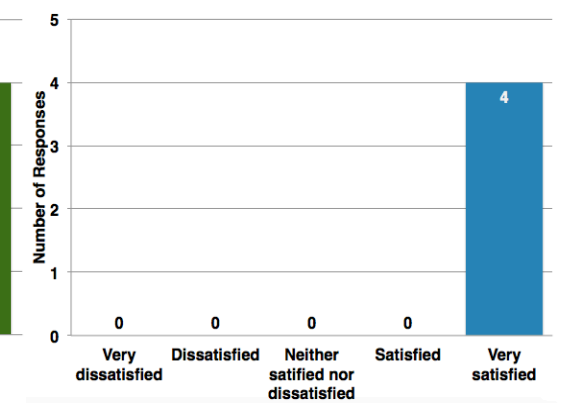
How often do members use lending services at NYLI?



How valuable are lending services to members?

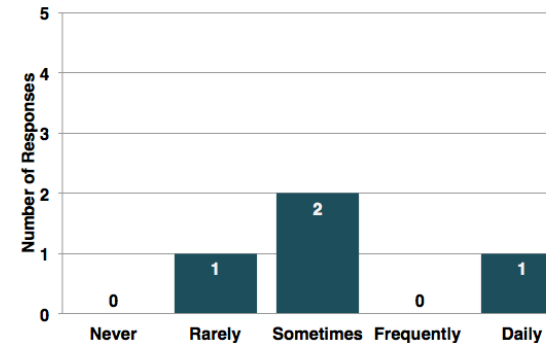


How satisfied are members with lending services at NYLI?

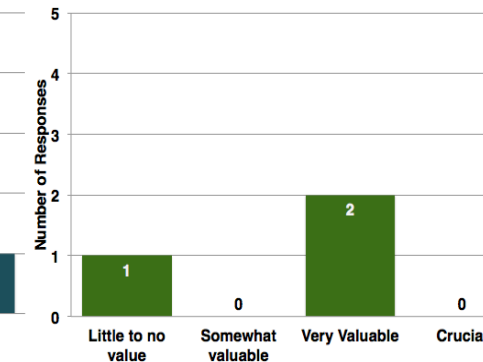


ONSITE ACCESS TO WESTLAW

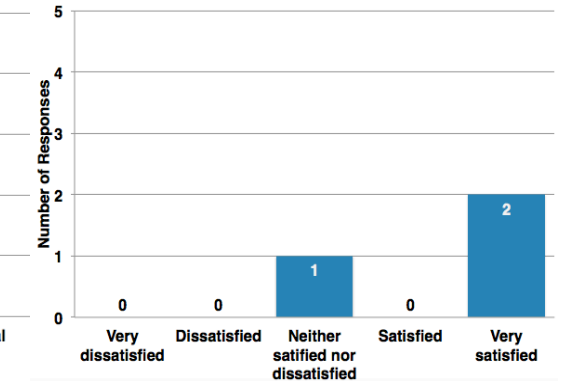
How often do members use onsite access to Westlaw?



How valuable is onsite access to Westlaw to members?



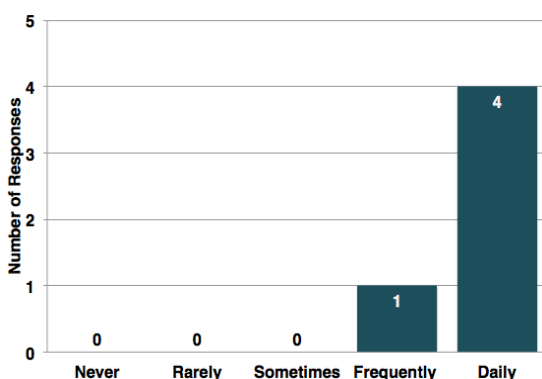
How satisfied are members with the onsite access to Westlaw?



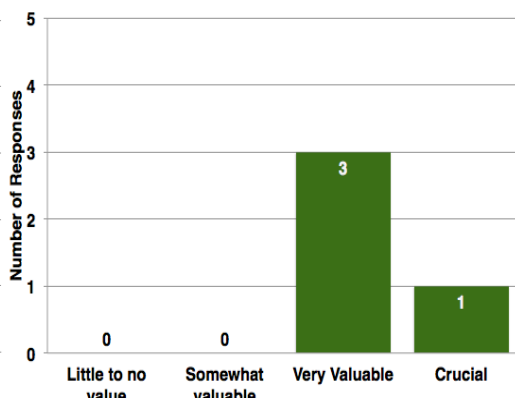
SERVICES (Staff Perceptions)

eBOOKS

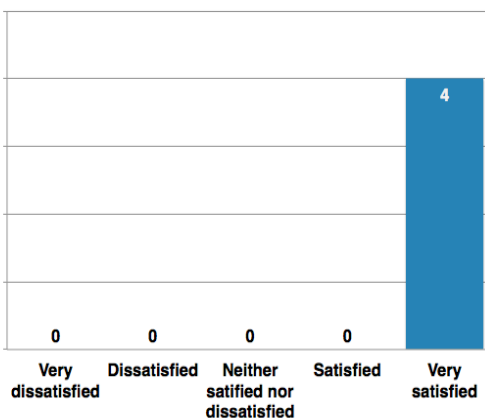
How often do members use eBooks at NYLI?



How valuable are eBooks to members?

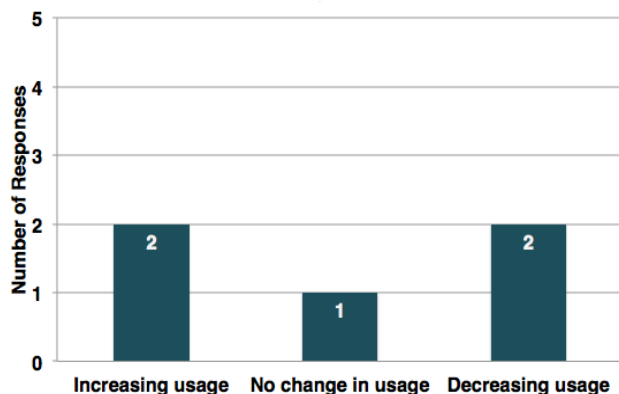


How satisfied are members with eBooks available through NYLI?

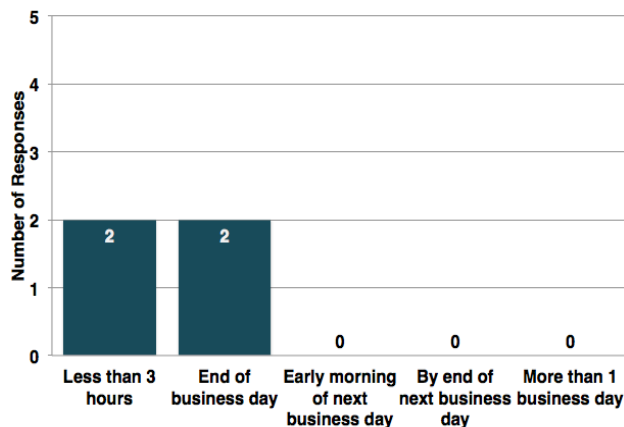


GENERAL SERVICE QUESTIONS

Are members' usage of reference services increasing, decreasing, or staying the same as in the past?



What delivery deadlines do you hear most from members when they ask to borrow material?



KNOWLEDGE OF SERVICES

Do members know that these services are offered to members of the NYLI?

Document Delivery

No
0%

Yes
100%

Research Assistance

No
0%

Yes
100%

Seamless Catalog

No
25%

Yes
75%

Training

No
25%

Yes
75%

Lending

No
0%

Yes
100%

Westlaw Access

No
50%

Yes
50%

E-book Access

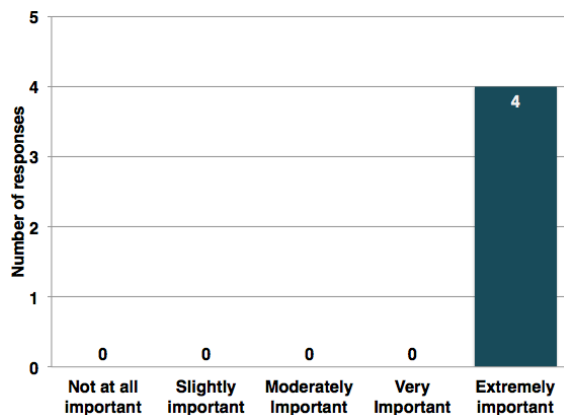
No
0%

Yes
100%

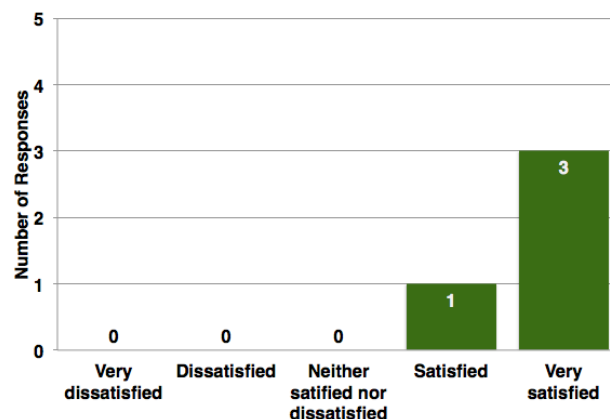
CONTENT (Staff Perceptions)

PRINT VERSIONS OF TEXTS/TREATISES

How important is it for members to have access print versions of texts/treatises?

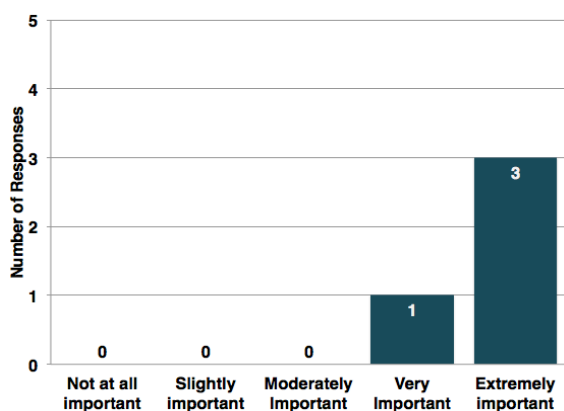


How satisfied are members with the print collection of texts/treatises at NYLI?

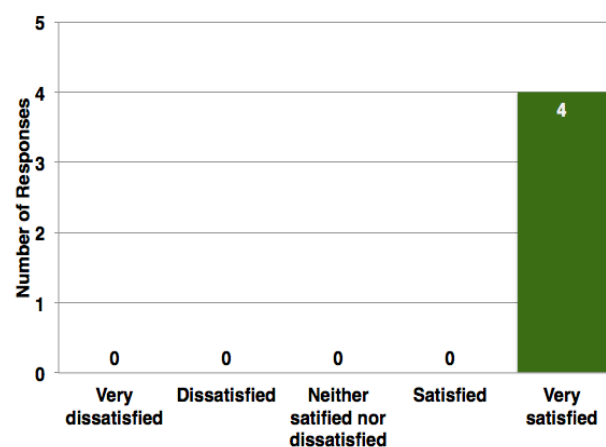


eBOOKS OR OTHER ELECTRONIC VERSIONS OF TEXTS/TREATISES

How important is it for members to have access to eBook versions of texts/treatises?

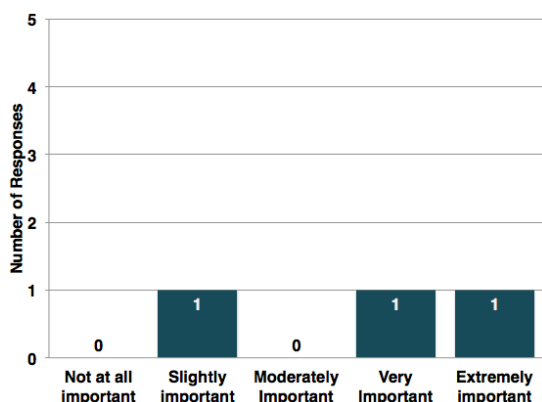


How satisfied are members with the eBook collection of texts/treatises at NYLI?

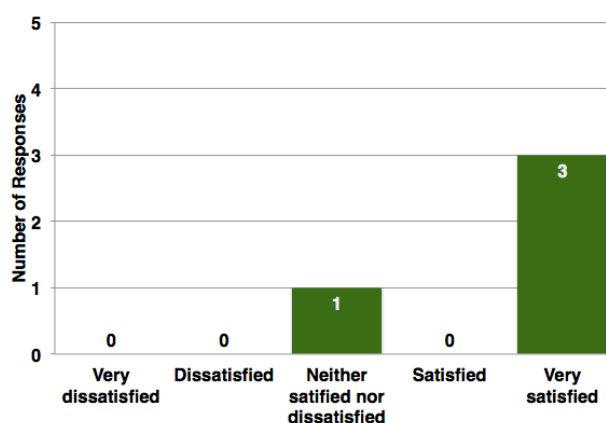


MICROFORMS

How important is it for members to have access to microforms?



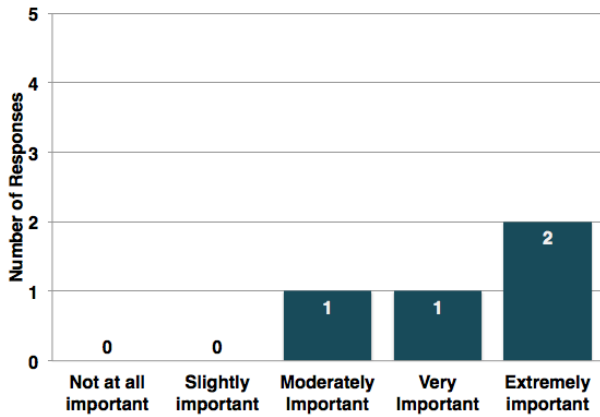
How satisfied are members with collection of microforms at NYLI?



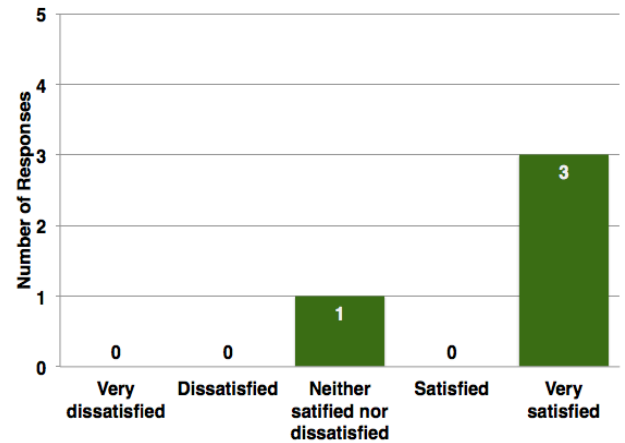
CONTENT (Staff Perceptions)

SUPERSEDED BOOKS

How important is it for members to have access to superseded books?

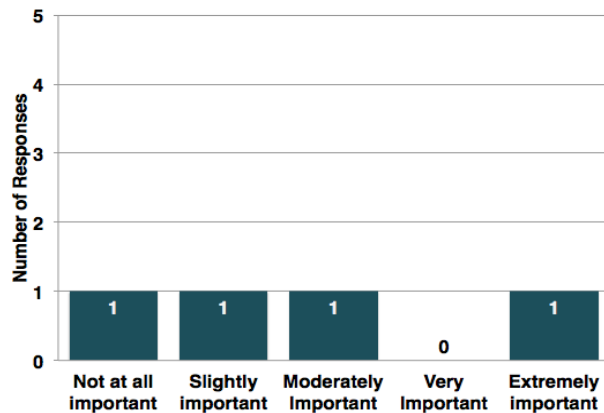


How satisfied are members with the collection of superseded books at NYLI?

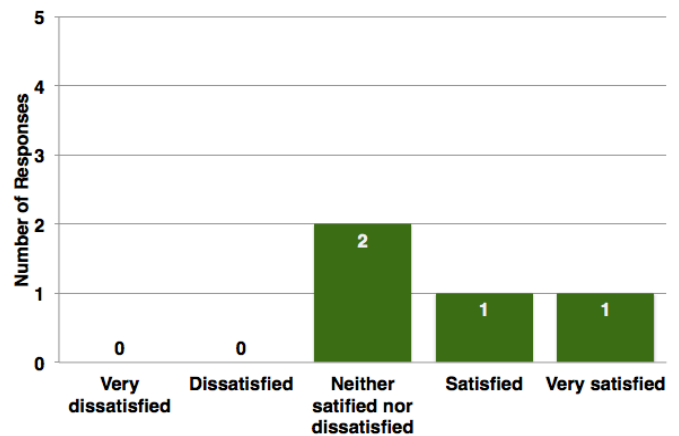


RARE BOOKS

How important is it for members to have access to rare books?

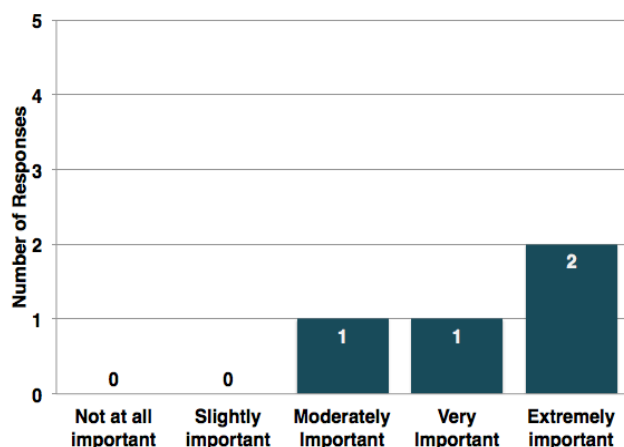


How satisfied are members with the collection of rare books at NYLI?

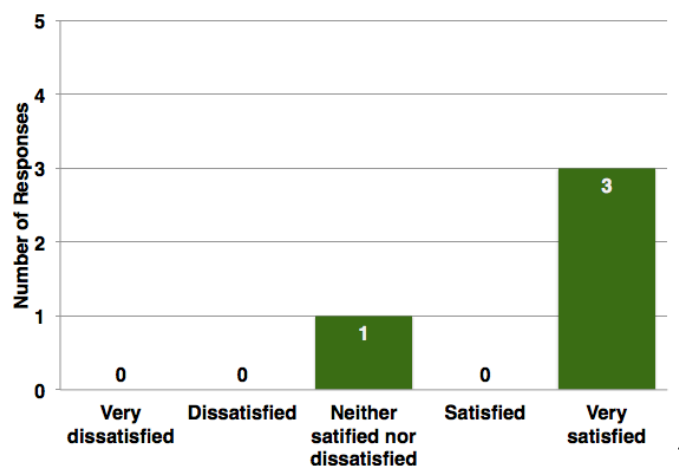


RECORDS AND BRIEFS

How important is it for members to have access to records and briefs?



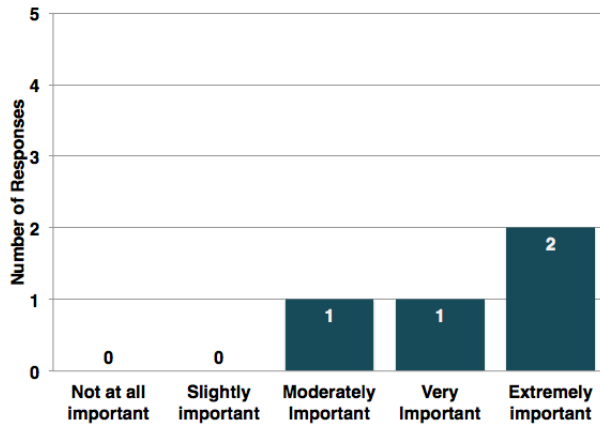
How satisfied are members with collection of records and briefs at NYLI?



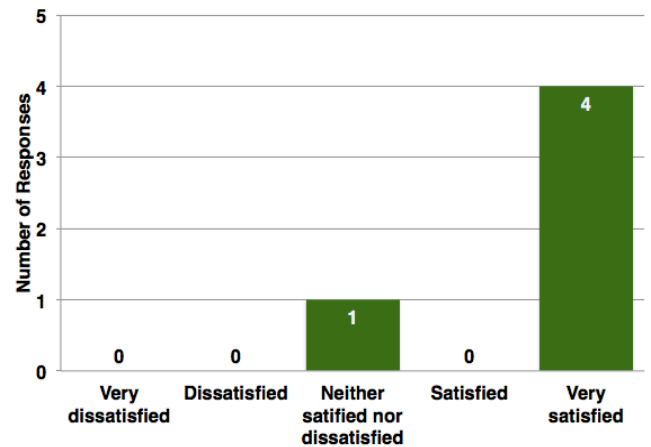
CONTENT (Staff Perceptions)

PLI COURSE HANDBOOKS

How important is it for members to have access to PLI course handbooks?

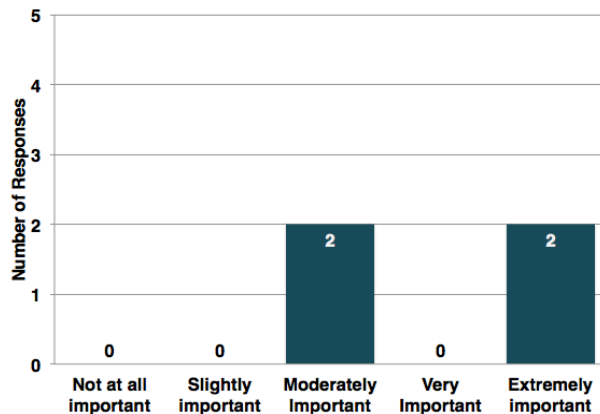


How satisfied are members with the collection of PLI course handbooks at NYLI?

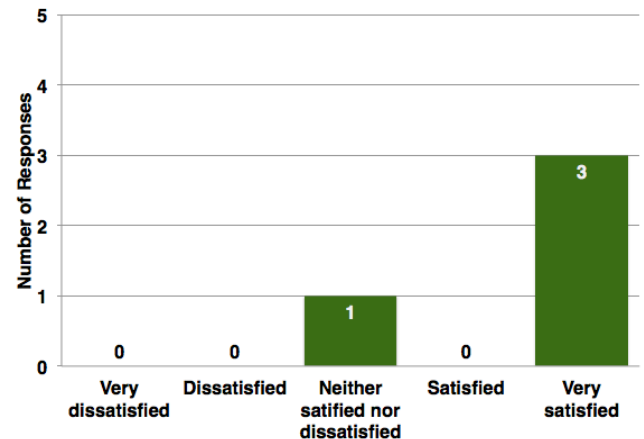


STATUTES AND REGULATIONS

How important is it for members to have access to statutes and regulations?

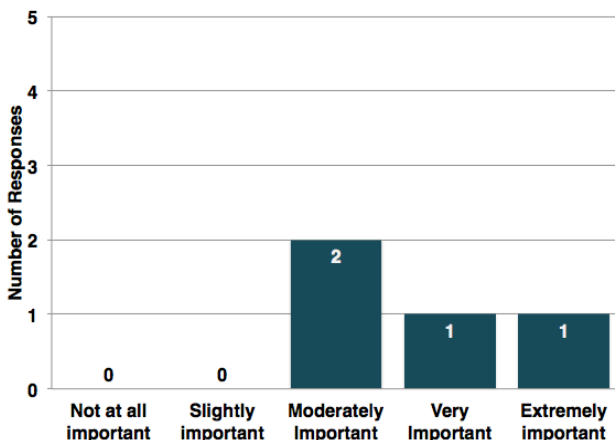


How satisfied are members with the collection of statutes and regulations at NYLI?

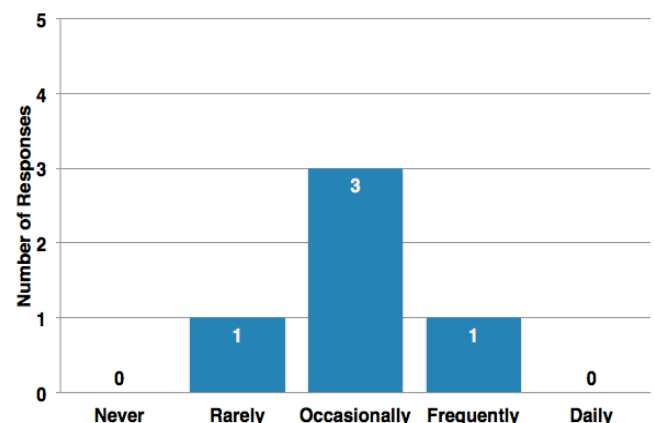


SPECIALIZED MATERIALS

How important is it for members to have access to specialized materials?



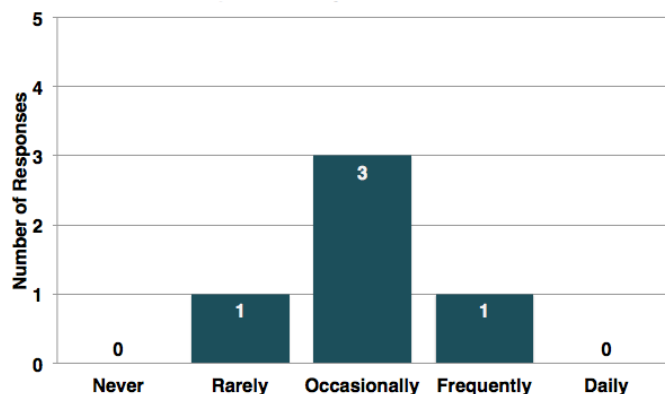
Have members expressed a desire for more specialized materials that are not currently available through the NYLI?



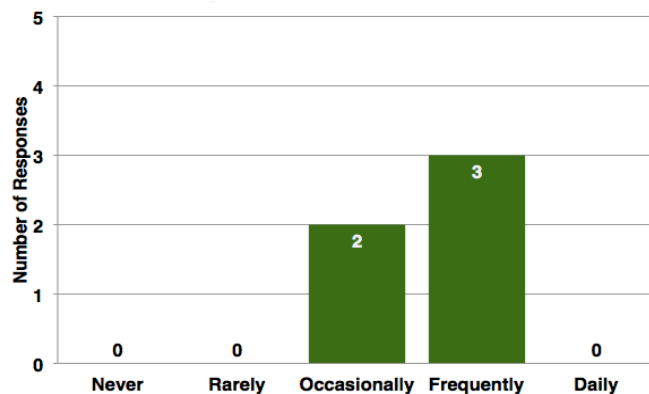
CONTENT (Staff Perceptions)

GENERAL CONTENT QUESTIONS

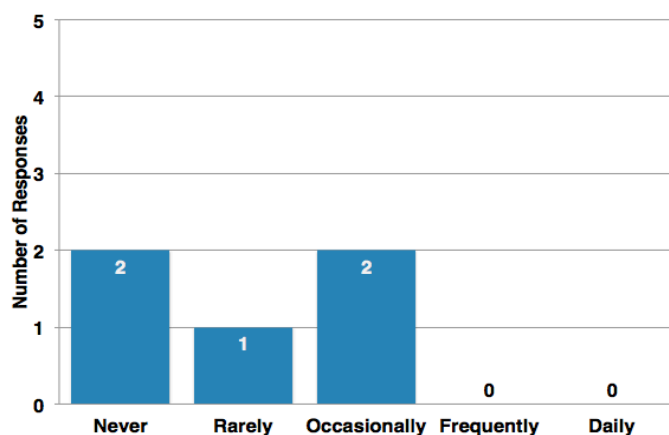
Have members expressed a desire for other electronic resources that are not currently provided by the NYLI?



Have members contacted you to find out what we have available to them before they decide to acquire the title themselves?



Have you ever received a request that required you to innovate a creative solution on your own because there were no NYLI protocols to accommodate the request?



A member asked for the definition of an acronym that did not come up in any catalog or internet search and was not known to the reference librarians. As we knew it was in the finance area, I called a broker friend and asked what the acronym meant. Quickly solved and made the member happy. We also use NYPL's and our own universities' online journal databases to search for articles not available in our usual sources, to good avail.

Looking for an article that was not in any database and I googled the author and in his firm profile was a link for the article that was needed.

OPEN-ENDED QUESTIONS WITH NO RESPONSES

If there are print titles frequently mentioned by our members that we don't have, please list them below.

Please share any ideas you may have concerning our content and services that is not covered in this survey.

If you would like to elaborate on your ratings of value or satisfaction for any of the services listed above, please do so in the space provided.

RECOMMENDATIONS

SERVICES

Enhance services already provided due to high levels of satisfaction, and possibly add additional services to meet changing needs of the membership

RESEARCH SERVICES

- Members are very satisfied with ready reference/research services and the performance of the research staff
- Consider growing this service by offering more complex research assistance services

TRAINING SERVICES

- Members reported difficulty with accessing e-books, may want to consider making webinars available on NYLI site as needed (e.g. short videos on how to access e-books or sync seamless catalog)
- Consider offering master class research webinars to add higher level of training services

CONTENT

Print collection is crucial due to organizations drastically reducing their print subscriptions. Prioritize some print materials, other less critical print materials can be put in storage

PRIORITIZE SUPERSEDED MATERIALS

- High level of importance to members, so retaining these materials is crucial

MAINTAIN COLLECTION OF RECORDS & BRIEFS

- Membership relies on NYLI's collection because hard to obtain elsewhere

PUT SOME PLI COURSE HANDBOOKS IN STORAGE

- Less than half report this collection is important, but to 48% it's crucial

REVISIT ON-SITE ACCESS TO WESTLAW

- Low usage suggests behind the desk access is crucial to members
- Consider change to behind the desk availability

LOCATION

Location in Manhattan is essential for turnaround time for text and document delivery services, and for some, onsite access to services and collections

MAINTAIN CURRENT LOCATION

- Few use onsite services, and would be even less likely to do so if NYLI moved to Brooklyn or Queens
- Location in Manhattan crucial for lending texts and document delivery

NO NEED FOR ADDITIONAL SPACE

- Members expressed little interest in onsite workspaces

Acknowledgements

This survey is a collaborative effort based on the input and analysis of Law Library Management, Incorporated and The New York Law Institute.

Executive Summary

Lucy Curci-Gonzalez, Executive Director, The New York Law Institute

Survey Design, Data Analysis, & Report

Marjorie Jassin, Owner and Co-Founder, Law Library Management, Incorporated

Mark S. Schwartz, Director of Content Management, Law Library Management, Incorporated

Kate Jassin, Ph.D., Survey Research & Data Analysis, Law Library Management, Incorporated