



Consortium of Ohio
County Law Libraries

OHIO COUNTY LAW LIBRARY SURVEY

2018 Biennial Survey

The following report of the 2018 survey of Ohio county law libraries addresses library funding, finances, staffing, facilities, services, technology, information resources, marketing, and general concerns. The survey was administered in 2018, and responses were based on 2017 data.

2018 Biennial Survey

Thank you to all of the libraries who participated in the Consortium's latest survey effort. While this was a long and complex survey, the resulting data is valuable to the Consortium in its efforts to better assist each of you. The data is also valuable to each of you in many respects. Please remember that you can refer to this survey report when discussing important issues with your board, such as salaries or library services.

The 2018 survey was roughly the same length as the previous survey, which was administered in 2016, and most of the questions were the same. As a result, much of the analysis provided in the following report makes comparisons between then and now, and, as you will see, changes are nominal. However, the survey has been edited since last time, and some of the key changes to the survey include the following:

- **Addition of the *Solo Librarian* position as an option in the staffing section:** Because of this addition, staffing data is more helpful. About half of the respondents from the last survey who were categorized as *Director* or *Law Librarian* are actually solo librarians, and, as such, have vastly different responsibilities, hours per week, and salaries than directors. They also make up about half of overall survey respondents.
- **Deletion of questions about private associations or Ohio Regional Association of Law Libraries County Law Libraries Special Interest Group (ORALL-C SIG):** Questions about private law library associations are less helpful now than they were previously when many libraries were still trying to work out how their associations would function. Also, since this survey is a Consortium effort, a question asking respondents to provide suggestions to the ORALL-C SIG was deleted. However, the survey is still helpful for the SIG because it is mostly comprised of the same members as the Consortium.
- **Addition of questions about current concerns:** With proposed changes in notary laws, an increase in the number of libraries that purchase materials for other agencies, and declining participation in the Consortium's grant program, a few questions were added to gather helpful data on those topics. All of these topics have been areas of discussion on the listserv and/or in board meetings. Because some questions were deleted from the previous survey, these new questions could be added without adding length.

Overall, 43 libraries participated in this survey (compared to 46 participants in 2016); however, most questions were not answered by all respondents, and question-to-question comparisons between the 2018 and 2016 surveys show a similar level of responses.

If you have questions about the survey and the resulting analysis in this report, feel free to contact Jennifer Jones, Executive Director for the Consortium of Ohio County Law Libraries.

Thank you to the 2018 Survey Committee:

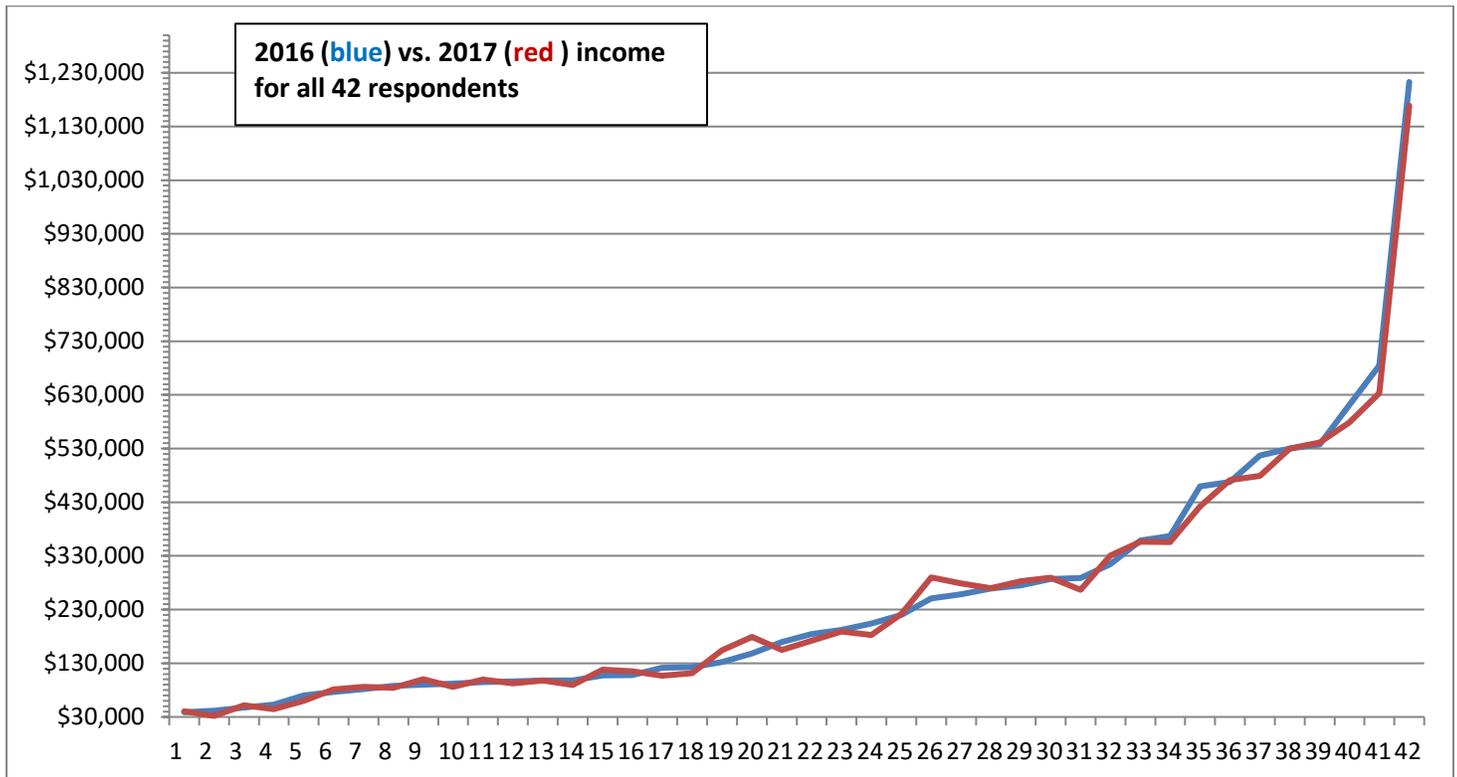
Amber Barnhart, Summit County Law Library
Kendel Croston, Stark County Law Library
Kim Crowthers, Clermont County Law Library
Kelly DelVecchio, Erie County Law Library
Melinda Guerra, Darke County Law Library
Jennifer Jones, Franklin County Law Library
Laura Novelo, Lucas County Law Library
Tara Treharn, Trumbull County Law Library
Ron Vest, Columbiana County Law Library
Deborah Ward, Hancock County Law Library

PART ONE: FUNDING & FINANCES

Q1
R=42

What was your library's statutory revenue for the past two years?

The statutory income for all reporting libraries declined slightly overall from 2016 to 2017. However, half of the respondents reported higher revenue in 2017 than in 2016. The following chart illustrates all revenue data reported:



Here is a breakdown of the numbers:

	<u>2016</u>	<u>2017</u>
Range	\$38,757 - \$1,212,888	\$32,010 - \$1,168,799
10 th Percentile	\$57,961	\$54,162
Median	\$177,202	\$175,575
Average	\$249,198	\$245,191
90 th Percentile	\$535,306	\$538,014

Based on the responses from 42 libraries, from 2016 to 2017:

- 20 libraries saw revenue increases ranging from .2% to 20.8%.
- 21 experienced revenue declines ranging from .6% to 23.2%.
- One reported the same income for both years.
- The average statutory revenue for the libraries at or above the 90th percentile was \$715,201 for 2016 and \$690,332 for 2017.
- The average statutory revenue for the libraries at or below the 10th percentile was \$45,235 for 2016 and \$42,136 for 2017.

The last survey, which examined 2014 and 2015 income, reported lower revenue overall than this survey. Therefore, despite some declines from 2016 to 2017, income has gone up. However, in both surveys, less than half of the libraries participated. Information available to the Consortium regarding county law libraries’ annual payment amounts indicates that while the libraries at or above the 90th percentile of revenue are represented well in the survey, many of those who would fall below the 10th percentile are not responding. For example, the lowest statutory revenue in 2017 was around \$19,000, but no library responding to this survey fell below \$30,000 in statutory revenue. Anyone interested in further analysis of law libraries’ revenue should keep this in mind.

Q2
R=42 **If your statutory revenue was down in 2016 or 2017, what measures have you taken to reduce expenses? Please check all that apply.**

<u>Answer Choices</u>	<u>Responses</u>
Not applicable/none	14 (33.33%)
Cancel titles	23 (54.76%)
Apply for grants	11 (26.19%)
Supplement with private funds	3 (7.14%)
Reduce staff	4 (9.52%)
Increase annual dues	2 (4.76%)
Increase charges for services	3 (7.14%)
Supplement with the county's general fund	3 (7.14%)
Solicit donations	0 (0.00%)
Other	6 (14.29%)

The responses to this question indicate that as many as 23 libraries have taken some sort of action to reduce expenses. With only 14 reporting “not applicable,” it would seem some libraries who have not seen declines in revenue are still taking measures to reduce expenses. Analysis of the cost-cutting measures shows that over half of the respondents had to cancel titles, but this raises an important question: Are the canceled titles ones that are still available to patrons electronically, or are they no longer available in any format? Also worth noting is that three libraries supplemented with private funds, which means their associations are likely still intact and available to offer some degree of financial support. Those who marked “Other” indicated they had canceled LexisNexis, switched to Library World, increased the amount of CLEs offered for a fee, and hired a part-time librarian (presumably a change from a full-time position).

Q3
R=43 **Do you receive or have access to monthly reports of the statutory revenue being paid into the law library fund from the revenue sources (municipal courts, municipalities, etc.) that assist you in verifying your income? Add comments to explain your answer if necessary.**

Yes	20	(46.51%)
Somewhat	14	(32.56%)
No	9	(20.93%)

There were a total of four comments to this question. Commenters generally indicated they receive monthly reports generated from the county financial program/county auditor.

Q4 **If you answered no to the previous question, what steps have you taken to verify your revenue?**
R=18

Those who responded reported the following efforts:

- Making telephone calls
- Contacting courts/judges
- Contacting the county auditor
- Monitoring monthly reports

Q5 **Do you think your library is receiving all the revenue it is due from statutorily mandated court, traffic, and liquor fines?**
R=42

Yes	26	(61.90%)
No	1	(2.38%)
Unsure	15	(35.71%)

Seven respondents added comments. Most of the comments indicated respondents are unsure if the library is receiving all of the fines and penalties, as the calculations are difficult/there is no way to verify whether all the monies are being received. One respondent indicated the library is not being paid by one of the municipalities and the library is waiting to determine if the board will take action.

Q6 **Did your library receive an appropriation from the county’s general fund in either 2016 or 2017? If yes, please explain.**
R=42

Yes	7	(16.67%)
No	35	(83.33%)

There were eleven comments to this question. Some respondents indicated that because revenue was down, the county appropriated funds. One respondent received a one-time capital fund amount for renovations, and one county provides salary/benefits for library employees. These comments indicate that most appropriations from the general fund are limited to unique circumstances; however, most law libraries operate with no additional assistance from the county.

Q7 **Does your county charge your law library for any of the following services? Please check all that apply.**
R=41

<u>Answer Choices</u>	<u>Responses</u>
We are not charged for any services or items from the county	17 (41.46%)
Rent/facilities	0 (0.00%)
Telephone services	13 (31.71%)
Technology support services	9 (21.95%)
Internet service	6 (14.63%)
Email	1 (2.44%)
Website hosting	1 (2.44%)
Postage	9 (21.95%)
Utilities	1 (2.44%)

Cleaning services	2	(4.88%)
Accounting system or financial services	1	(2.44%)
Other (please specify):	8	(19.51%)

Those responding “other” indicated the following costs:

- A portion of the liability insurance
- Long distance
- Parking
- \$64,000 for “indirect costs”
- A one-time cost for new accounting system software

While no libraries reported being charged rent and only one reported being charged for utilities, there is still some cause for concern over charges for “indirect costs.” Additional clarification would be needed to determine if those costs are allowed.

Q8 **Of the following services, are there any for which you pay an outside vendor directly, even if they**
R=43 **are available from your county? Please check all that apply.**

<u>Answer Choices</u>	<u>Responses</u>	
Telephone services	5	(11.63%)
Technology support services	8	(18.60%)
Internet service	12	(27.91%)
Email	5	(11.63%)
Website hosting	3	(6.98%)
Postage	7	(16.28%)
Utilities	1	(2.33%)
Cleaning services	1	(2.33%)
Accounting system or financial services	1	(2.33%)
None	21	(48.84%)

Respondents were also asked to provide the following information: **If any of these services are available through your county but you pay an outside vendor instead, please briefly explain why.**

There were a total of 12 comments. Many respondents indicated the library pays for various technology services (Wi-Fi, web hosting, LibGuides, or email) because the county does not provide them/does not provide adequate options or the public terminals must be kept off the county system. One respondent noted that cleaning services were more expensive through the county. Interestingly, nearly half (49%) do not pay their counties for any of these services.

Q9 **Other than statutory income, what was the amount of your library's 2017 revenue from all other**
R=40 **sources, if any? Please answer with a total whole dollar amount with no decimals or commas;**
enter 0 if you had no other income.

The responses to this question ranged from \$0 to nearly \$400,000. Fourteen libraries indicated they received no money beyond statutory income, which is an increase from nine such responses in the last two surveys (with less overall respondents for this survey).

Of the remaining respondents who did indicate receipt of non-statutory funds, two answers seemed unusually high when compared to each library's reported statutory income (one actually reported more in non-statutory funding). However, assuming all responses are correct, of the 26 non-zero responses, the amounts ranged from \$415-\$397,677, with an average of \$35,630 and a median of \$14,137. The 2016 survey reported two libraries with \$150,000-\$200,000 in non-statutory revenue and one with over \$300,000. In this survey, again only one library reported over \$300,000, but two libraries were over \$200,000 and one fell in the \$150,000 to \$200,000 range. While only six respondents reported over \$30,000 in non-statutory revenue in the previous two surveys, eight respondents on this survey surpassed the \$30,000 mark.

Q10
R=41

What were your sources of revenue in 2017 besides statutory income? Please check all that apply.

<u>Answer Choices</u>		<u>Responses</u>
Not applicable	12	(29.27%)
Annual subscriber fees	10	(24.39%)
Research services	1	(2.44%)
CLEs	2	(4.88%)
Advertising	0	(0.00%)
Sale of equipment or furnishings	2	(4.88%)
Investment income	0	(0.00%)
Sale of withdrawn materials	5	(12.20%)
Document delivery	1	(2.44%)
Photocopying	17	(41.46%)
Printing	10	(24.39%)
Faxing	7	(17.07%)
Notary fees	3	(7.32%)
Interest earned	0	(0.00%)
Rental of library space	3	(7.32%)
Bar association contribution	1	(2.44%)
Private law library association contribution	4	(9.76%)
Donations, monetary gifts from individuals	4	(9.76%)
Grants	10	(24.39%)
Reimbursements	10	(24.39%)

As in the previous survey, the source of the greatest amount of non-statutory revenue for county law libraries is photocopying, though only 17 respondents reported it as a source of revenue this time compared to 21 previously. More libraries are now reporting not applicable (12 this time compared to eight last time), which may indicate either a vastly different pool of respondents or a reduction in services for some libraries. Overall, responses were lower in all categories except research services (up from none to one), private law library association contribution (remained the same), and donations or monetary gifts from individuals, which is the only category with an increase (from two to four). One of the most notable differences is the drop from 15 to ten libraries that reported annual subscriber fees. Also, this survey added the category of reimbursements since it is a revenue line item for most libraries, and in the comments, three respondents reported other sources of revenue which were mostly some form of refund or reimbursement.

Q11
R=20

If you checked that you receive income from notary fees, please provide the following information:

	<u>Yes</u>	<u>No</u>	<u>Total</u>
Does your library collect fees for notarization of documents by staff members who are notaries?	1	19	20
Does your library process notary applications?	2	16	18
Does your library collect and keep any fees associated with processing notary applications? If so, briefly describe below.	1	17	18

This question was added to determine the extent to which Ohio's county law libraries could be impacted if the proposed changes to the state's notary laws are approved. Only one library reported charging for notarization, two indicated they process notary applications, and one receives and keeps fees from processing notary applications (described in the comments as fees collected from the sale of notary packets). Based on the level of response to this question, only one library would be negatively impacted if the proposed amendments to the notary laws pass.

Q12
R=42

Overall, was your library's 2017 spending higher, lower, or about the same as in 2016?

<u>Answer Choices</u>		<u>Responses</u>
Higher	13	(30.95%)
Lower	14	(33.33%)
About the same	15	(35.71%)

The responses to this question show little difference among the three categories, with slightly more respondents spending about the same than those who spent more or less than in 2016. Those reporting lower overall spending have increased from 23% in the last survey to 33% in this survey. As those spending less have increased, those spending more or the same have decreased.

Q13
R=41

How much did your library spend in 2017 for each of the following items? Please answer with a total whole dollar amount (0 if none).

<u>Answer Choices</u>	<u>Number of Responses per Category</u>	<u>Low</u>	<u>High</u>	<u>Median</u>	<u>Average</u>
Salaries	41 (2 reported \$0)	\$0	\$312,859	\$31,832	\$59,619
Benefits	36 (7 reported \$0)	\$0	\$142,471	\$7,483	\$22,428
Print materials	40	\$578	\$287,053	\$75,596	\$89,423
Electronic materials	39 (4 reported \$0)	\$0	\$375,412	\$43,000	\$70,051
Materials in other formats (such as AV)	27 (25 reported \$0)	\$0	\$1,000	\$0	\$52
Furniture	27 (25 reported \$0)	\$0	\$91,187	\$0	\$3,381
Computers and technology	33 (16 reported \$0)	\$0	\$48,077	\$55	\$4,536

Since the last survey, spending for salaries, benefits, electronic materials, and furniture has increased; spending for print materials, predictably, has decreased. Spending on computers and technology has decreased slightly. The highest increase was in furniture costs, but most of the expenses for furniture were reported by one library—presumably this was part of a larger renovation.

PART TWO: STAFFING

Q14 **Since 2015, has your library's staff size changed? If so, please explain why (increased or decreased funding or workload, retirements, etc.).**
R=42

<u>Answer Choices</u>		<u>Responses</u>
There is no change in library staff size.	31	(73.81%)
Staff size has increased.	2	(4.76%)
Staff size has decreased.	9	(21.43%)

While most (74%) libraries saw no change in staff size, a significant number (21%) did see a decrease. The number of respondents reporting a decrease (nine) is up from six in each of the last two surveys. Nine respondents provided comments, with most indicating they were affected by decreased funding and, as a result, chose to eliminate a position or not fill a vacated position. While only two libraries reported an increase in staff size, that number is up from only one such increase reported in the last survey.

Q15 **What is your library's current total full-time equivalent (FTE) staffing? Please enter as a number, using decimals as necessary. Take into account all full- and part-time staff (for example, one full-time employee and one part-time employee working around 20 hours a week would be 1.5).**
R=42

Low:	0
High:	6
Average:	1.49
Median:	1

- 15 libraries have less than 1 FTE, with 11 having .5 and the other 4 from 0-.25
- 12 libraries have 1 FTE
- 3 libraries have 1.5 FTE
- 4 libraries have 2 FTE
- 1 library has 2.65 FTE
- 3 libraries have 3 FTE
- 1 library has 3.5 FTE
- 1 library has 5 FTE
- 2 libraries have 6 FTE

The 15 libraries with less than one FTE represent 36% of respondents; likewise, 36% of respondents reported more than one FTE. The high and average numbers of FTEs on this survey are both slightly lower than those on the last survey. The median has not changed. This data, combined with the data from the previous question, shows overall decreases in staff size, which could be a cause for concern.

For the survey this year, respondents were given position descriptions to help them determine the best way to categorize each employee. They were also given the option to add additional comments to clarify any position that did not fit neatly into one category. Here are the options:

Solo Librarian: Manages all functions, which generally include but are not limited to the following: providing reference; managing the collection; cataloging; overseeing various user services such as training, newsletters, ILL, etc.; preparing the budget and monitoring spending; preparing reports and making recommendations to the board; negotiating with vendors; and consulting with courts and other county agencies.

Director/Law Librarian: Responsibilities generally include but are not limited to the following: long-range planning for the library; managing library space and facilities; developing and implementing the budget; hiring and supervising staff; developing policies and procedures; providing professional consultation to courts and other county agencies; negotiating contracts with vendors; participating on various boards, committees, and/or professional organizations; and making reports and recommendations to the board.

Assistant Director/Law Librarian: Responsibilities generally include but are not limited to the following: assisting the director in library management, including directing library operations in the absence of the director; assisting in personnel management and training; and developing programs.

Other Librarians: This category can include but is not limited to any of the following: catalog librarian, reference/research librarian, public services librarian, technical services librarian, etc.

Systems/Computer Specialist: Maintains the library's computers, network, and security; may assist with the maintenance of other technology; assists in long-range technology planning; and proposes technology and software upgrades and purchases.

Bookkeeper: Responsibilities focus on finance, accounting, or bookkeeping.

Library Assistant/Clerk: Responsibilities generally include staffing the circulation desk; checking books in and out; shelving books; providing general instructions or basic reference to patrons; referring patrons to appropriate librarian when additional assistance is required; filing loose-leaf updates and pocket parts; providing assistance in preparing and/or distributing materials such as pamphlets, newsletters, etc.

Also for this survey, in an attempt to encourage more participation and increase anonymity, respondents were informed that the upper and lower salary percentiles would be reported instead of the individual lowest and highest amounts. However, some still chose not to report salary data, and one respondent did not indicate hours worked per week. Also, some salaries were not reported as hourly. In these cases, averages and percentile figures are based on only the available data.

Solo Librarians: 20

With just over 40 respondents overall on this survey, nearly half are solo librarians. However, less than half of the solo librarians are full-time employees. This data is important since previous surveys did not distinguish between solo librarians and directors. As indicated in the data below for this category and the next, those with the title of director generally work more hours and have higher rates of pay than solo librarians. Also, the fact that approximately half of the survey respondents are solo librarians (working mostly part time) indicates that many of the law libraries responding cannot afford even one full-time staff position.

Of the solo librarians represented on this survey, 11 work less than 30 hours per week; of those, five librarians work ten hours or less per week. Their years of service and salaries cover a wide range. Thirty percent of the solo librarians who responded hold a BA or BS, and 20% have an associate degree. With the exception of a combined JD and MLIS, which had no responses, all other education levels are represented equally at 10% each.

<u>Education Level</u>	<u>Years of Service</u>	<u>Hours per Week</u>	<u>Hourly Pay</u>
BA/BS: 6	Low: Less than 1	Low: 5	10 th Percentile: \$13.23
Associate: 4	High: 40	High: 40	Median: \$16.25
JD: 2	Median: 9	Median: 21	Average: \$17.69
MLS/MLIS: 2	Average: 13	Average: 24	90 th Percentile: \$24.10
Other Professional Training: 2			
None/H.S. Diploma: 2			
Paralegal: 2			

Directors/Law Librarians: 20

With just over 40 respondents overall on this survey, nearly half have the title of director or law librarian. While the majority (15) work 35-40 hours per week, four work less than ten hours per week. While the average number of years of service for a director is 15, six respondents have less than five years of service. Thirty percent of directors/law librarians have an MLS or MLIS, 15% have a BA or BS, and almost all other education levels are equally represented at 10% each (the exception is associate degree at 5%).

<u>Education Level</u>	<u>Years of Service</u>	<u>Hours per Week</u>	<u>Hourly Pay</u>
MLS/MLIS: 6	Low: Less than 1	Low: Less than 5	10 th Percentile: \$18.17
BA/BS: 3	High: 40	High: 40	Median: \$28.43
JD and MLIS: 2	Median: 15	Median: 35	Average: \$30.34
JD: 2	Average: 15.5	Average: 30.5	90 th Percentile: \$42.00
Paralegal: 2			
Other Professional Training: 2			
None/H.S. Diploma: 2			
Associate: 1			

Assistant Directors/Assistant Law Librarians: 2

Only two libraries reported an assistant director or assistant law librarian on staff, which is a significant decrease from the five reported in the previous survey. One has both a JD and MLIS, and one has an MLS/MLIS. Their years of service range from two years to seven years, and they work 35-40 hours per week. Since this category only has two respondents, salary information cannot be reported.

Other Librarians: 9

Nine respondents indicated staff positions of other librarians who do not have the title of director or assistant director, three with an MLS/MLIS and one with a combined JD and MLIS. The other five do not have library degrees, though one has a JD. The responses indicate that many positions are much more aligned with the responsibilities of a librarian than of a clerk, regardless of education or training. Interestingly, for this category, only one response indicated less than full-time status (20 hours per week); all others work 35 or more hours per week, making this the category with the highest average and median hours worked per week.

<u>Education Level</u>	<u>Years of Service</u>	<u>Hours per Week</u>	<u>Hourly Pay</u>
MLS/MLIS: 3	Low: Less than 1	Low: 20	10 th Percentile: \$17.21
JD: 2	High: 33	High: 45	Median: \$22.58
BA/BS: 2	Median: 14	Median: 37	Average: \$24.13
JD and MLIS: 1	Average: 12	Average: 36	90 th Percentile: \$36.68
Paralegal: 1			

Systems/Computer Specialists: 2

With only two libraries reporting a library staff position of systems/computer specialist (which is one less than reported in the previous survey), this continues to be a position for which libraries rely on their counties, outside contractors, or perhaps no one with computer and technology training. Both responses indicated a full-time position (35-40 hours per week), and the two specialists have from 18 to 37 years of service. One has an MLS/MLIS, and one has a BA/BS. With only two positions reported, no salary analysis is possible, though the salary of computer specialists is most comparable to that of a director.

Bookkeepers: 4

Four respondents indicated a staff position with the primary responsibility of accounting or bookkeeping. This is up from only three such positions reported in the last survey. Not enough salary information was reported for this position to provide analysis.

<u>Education Level</u>	<u>Years of Service</u>	<u>Hours per Week</u>
Associate: 2	Low: 1	Low: Less than 5
Other Professional Training: 1	High: 10	High: 40
None/H.S. Diploma: 1	Median: 4	Median: 38
	Average: 5	Average: 30

Library Assistants/Clerks: 17

Over half (53%) of the assistant/clerk positions reported are full time (35 or more hours per week), and just under half (47%) have two years or less of experience. This category is represented by various education levels and a wide pay range.

<u>Education Level</u>	<u>Years of Service</u>	<u>Hours per Week</u>	<u>Hourly Pay</u>
None/H.S. Diploma: 5	Low: Less than 1	Low: Less than 5	10 th Percentile: \$10.06
BA/BS: 5	High: 30	High: 40	Median: \$15.30
Other Master's: 2	Median: 6	Median: 35	Average: \$14.87
Associate: 2	Average: 9	Average: 26	90 th Percentile: \$20.20
MLS/MLIS: 1			
Paralegal: 1			

In addition to these positions, two libraries reported positions of “other,” one of which is full time; however, there is not enough additional information to provide further analysis of these positions. One respondent also clarified that the assistant/clerk has additional duties such as cataloging, ordering, working with vendors, and verifying invoices. Overall, 76 positions were reported among approximately 40 libraries. These numbers, combined with the data gained from the addition of the solo librarian position to this survey, show that approximately half of libraries represented in the survey employ only one staff member.

Q27
R=41

Does your library provide benefits to its employees? Please check all that apply.

<u>Answer Choices</u>	<u>Provided for full-time employees</u>	<u>Provided for part-time employees</u>	<u>Not provided</u>
Professional dues/memberships	24 (60.00%)	7 (17.50%)	12 (30.00%)
Conference registration fees	23 (56.10%)	10 (24.39%)	11 (26.83%)
Travel expense reimbursement	24 (58.54%)	11 (26.83%)	9 (21.95%)
Medical insurance	24 (63.16%)	2 (5.26%)	13 (34.21%)
Dental insurance	23 (62.16%)	2 (5.41%)	13 (35.14%)
Vision/eye care insurance	21 (58.33%)	1 (2.78%)	14 (38.89%)
Life insurance	20 (55.56%)	4 (11.11%)	13 (36.11%)
Disability insurance	12 (40.00%)	2 (6.67%)	16 (53.33%)

Note: The percentages are based on the number of responses for each answer choice, not the overall number of respondents.

In previous surveys, this question did not distinguish between full-time and part-time employees. Since that distinction is a determining factor for many benefits, it was included in this survey. With the exception of disability insurance, most other benefits are provided nearly equally for full-time employees. The data shows that part-time employees rarely receive any insurance benefits yet many can travel to conferences and join professional organizations.

PART THREE: FACILITIES

Q28
R=41

In a typical week, how many hours is your library open to the public?

High:	47
Low:	4
Median:	35
Average:	29.1

Compared to the results of the last two surveys, this data indicates that library hours for public access are declining slightly. In 2016, the average was 29.4, and in 2013, it was 30.7. The median has remained the same at 35 hours per week. One respondent indicated "just as requested," but without more information, it is impossible to know how it is determined when the public might need access, or, if the library is open to the public at all.

Q29-30
R=41

Is your library open and staffed any evening hours? Is your library open and staffed any weekend hours?

Currently, no respondents offer evening or weekend hours at their libraries. In 2016, two libraries reported some evening and weekend hours, but it was not clear whether the libraries were staffed or simply offered after-hours access privileges.

Q31
R=41

Does your library provide 24/7 or after-hours on-site access when staff is not present?

Seventeen respondents (41%) indicated their libraries offer some form of unstaffed 24/7 or after-hours on-site access while 24 (59%) do not. In 2016, this response was an even 50/50 split (20 yes and 20 no), so it appears that the number of libraries offering 24/7 or after-hours unstaffed access is decreasing. Assuming the respondents are the same, three no longer offer the service. Of the 17 that still offer the services, 16 commented on how access is granted: Nine libraries offer keys/key fobs/keypad code access to current bar members, judges, member attorneys, or court staff; and seven libraries offer the same form of access but their comments did not indicate to whom. When these results are compared to the 2016 and 2013 survey data, the analysis indicates that all libraries offering such access likely restrict it to court personnel or member attorneys.

Q32
R=41

Where is your library located?

Answer Choices

Responses

In the county courthouse	24	(58.54%)
In a county building adjacent to or in close proximity to the courthouse	16	(39.02%)
In a private office space	1	(2.44%)
Other	0	(0.00%)

There has been minimal change in the location of law libraries since 2016. Of those responding, 24 are located in the county courthouses (58.54%), with 16 law libraries located in a county building adjacent to the courthouse (39.02%). As in the previous survey, one still remains in a private office space (2.44%), but no respondents indicated other locations (in 2016, one response indicated the law library was housed in the public library and, as far as the Consortium is aware, the location has not changed).

Q33 R=31	What is your library's total square footage?
Q34 R=41	How does the size of your library compare to its size in 2015?

	<u>2018</u>	<u>2016</u>
High:	15,192	24,980
Low:	200	170
Median:	1,500	2,646
Average:	3,057	4,517

Since questions 33 and 34 both address library size, their analysis is combined, and the 2016 survey data has been included for comparison. While 41 librarians responded to question 34, only 31 responded to question 33, which is most likely an indication that several do not know their square footage (and this would require some effort to determine). However, there is enough data to make several determinations. While 34 (82.93%) of the responding law libraries have remained the same in square footage, six (14.63%) reported a decrease in space. It would appear that those libraries hit the hardest are the larger law libraries. Two indicated they were reduced by half their size to make room for other offices, one was seized by the court and ordered to relocate, and another had to condense its collection to make room for another county agency. Only one law library had an increase in space (2.44%), the result of a move from a judge's office to an individual space.

Q35 R=41	Do you consider your library space adequate?
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Yes	38	(92.68%)
No	3	(7.32%)

These numbers are almost identical to the responses in the 2016 survey. Those dissatisfied commented that the law library is hard for even the bar members to find, space needs updated, and the law library is one big area with no private office space.

Q36
R=41

Is your library accessible by people with physical disabilities?

Yes	32	(78.05%)
No	0	(0.00%)
Partially	9	(21.95%)

These results show an increase in accessibility since 2016. While no libraries reported inaccessibility in this survey, two did in 2016. Either the accessibility issues have been resolved or those libraries did not participate in this survey.

Q37
R=40

Does your library have a disaster policy/procedures in place?

Yes	27	(67.50%)
No	13	(32.50%)

Though just over two thirds of respondents have a disaster policy in place, it is unclear if those policies are library-specific or if they fall under the county's procedures. Three of the four commenters to this question indicated that they fall under the county's policy, whether it is a security policy that includes a disaster plan or a specific disaster policy/procedure. One other commenter simply replied, "Somewhat." However, what is clear is that nearly a third of responding libraries have no disaster policies in place.

PART FOUR: SERVICES

Q38 **If your library offers an annual subscription for services, in 2017, was the total number of subscribers up, down, or no change from the prior year?**
R=39

<u>Answer Choices</u>		<u>Responses</u>
Not applicable	26	(66.67%)
Subscriptions were up	3	(7.69%)
Subscriptions were down	6	(15.38%)
No change	4	(10.26%)

Most respondents (66.7%) reported that their library does not charge an annual subscription fee. Of the remaining 33.3% who do have annual subscriptions, only 7.7% reported that total subscriptions were up from 2016, compared to 15.4% who reported that total subscriptions were down from 2016. The remaining 10.3% reported no change.

In the 2016 survey, this question also had 39 total responses, with the same number—26—reporting no subscription fees. Of the remaining responses, four reported increased subscriptions and five reported decreased subscriptions, while four reported no change. Compared to the current survey, the data suggests a downturn in memberships or subscriptions.

Q39 **If your library offers an annual subscription for services, what was your annual fee for 2017? Please enter as a total whole number with no decimals, commas, or dollar signs.**
R=14

- No annual fee: 4 (28.57%)
- \$1-\$50: 5 (35.71%)
- \$51 - \$100: 2 (14.28%)
- \$101 - \$150: 1 (7.14%)
- \$151 - \$200: 2 (14.28%)

Though 14 people responded to this question, four indicated a fee of “0,” leaving only ten responses that indicated an annual subscription fee. The annual fees are reported as follows: high, \$180; low, \$20; and median, \$63. Of those who do charge a fee, the low is the same as it was in the 2016 survey, while the high in that survey was \$250 (the 2013 survey high, however, was \$180—the same as this year); the median in the 2016 survey was \$100, so, overall, the annual fees have gone down.

Q40 **What is the estimated average number of patrons your library served weekly in 2017? Enter a number for each user type below, and include all users, whether served in person, by phone, or by email. If you do not keep user statistics, please provide your best estimate.**
R=36

- Government
 - High: 27
 - Low: 1 (though several did not respond, which may indicate 0)
 - Median: 5

- Attorneys
 - High: 318
 - Low: 0
 - Median: 20

- Public
 - High: 125
 - Low: 0
 - Median: 10

While county law libraries’ statutory duty is primarily service to government users, they constitute the lowest overall user group reported. In terms of individual libraries, the lowest overall use for a single library was reported as only one government user and no other user types. The highest overall use for a single library was a combined 425 attorney and public users (no response for government users). This question had no equivalent for comparison on the previous survey, but it provides important data about how much county law libraries are actually used.

Q41 **Which of the following services do you provide to the public, government officials, and attorneys? Check all that apply.**
R=40

<u>Answer Choices</u>	<u>Government</u>	<u>Attorneys</u>	<u>Public/Non-Attorneys</u>
Photocopy machines	34	37	32
Word processing	30	32	24
Internet access	35	38	25
Loan of circulating material	28	33	2
Reference services	36	36	27
Document delivery	23	24	9
On-site database access to Lexis or Westlaw	34	38	22
Remote access to Lexis or Westlaw	20	14	0
On-site access to other databases	24	25	12
Remote access to other databases	9	9	0
Wi-Fi	28	30	23
Research services	25	29	14
Meeting room use	31	32	17
Scanners	24	26	18
Notary services	16	18	17
Staff-provided photocopying	19	21	18
Faxing	22	26	16

The most popular services for all user types are photocopying and internet access. Interestingly, a review of only these cumulative numbers and not individual responses indicates that most services are either equally or more widely available to attorneys than to government users; the exception is remote access to Lexis or Westlaw. Also, public users have access in varying degrees to all services except remote access. Two respondents provided comments, one indicating that some of the services not available in the library were provided elsewhere in the courthouse and another indicating the library provided CLEs for all.

Though this question was asked on the previous survey, the user groups were defined differently (government, public, and other) and were changed on this survey for increased clarity. As a result, this survey provides a clearer picture of patron types served but does not allow for in-depth comparison to the previous survey. The primary difference is that the previous survey showed the most services for government users while this survey shows the most services for attorney patrons. However, on the previous survey, respondents could have considered attorneys to be either “public” or “other” patrons.

Q42 For which of the following services do you charge users a fee? Please check all that apply.
R=39

<u>Answer Choices</u>		<u>Responses</u>
None	16	(41.03%)
Annual comprehensive fee	7	(17.95%)
Per-use printing/copying	19	(48.72%)
Per-use faxing	10	(25.64%)
Notary fees	4	(10.26%)
Fees for CLEs	1	(2.56%)
Document delivery	4	(10.26%)
Reference/research	0	(0.00%)
Inter-library loan	1	(2.56%)

Sixteen respondents (41%) charge no fee, which is up from 2016’s survey (only ten respondents reported no fee charged). While 18% (seven respondents) charge an annual comprehensive fee, this number is down from the 2016 survey (which showed ten respondents charging a comprehensive fee).

Of the libraries that do charge fees, the most common fees are for per-use printing/copying (49%, or 19 respondents) and per-use faxing (25.64%, or ten respondents). In 2016, these two options were reflected as one, with 23 respondents indicating fees for per-use printing from copiers and printers and for faxing. Below is a comparison of the other categories:

- Notary fees are charged by 10.3% (four respondents), down from 2016’s seven respondents.
- Fees for CLEs are charged by 2.6% (only one respondent), down from 2016’s six respondents, though one library noted they charge fees for CLEs for non-subscribers only.
- Document delivery fees have showed no change since 2016.
- Inter-library loans are charged by 2.6% (only one respondent), down from 2016’s two respondents.
- No libraries charge for reference/research, down from 2016’s three respondents.

In addition, one commenter explained that the copying fees go to the private association because the association owns the copier (but only until the current one is replaced), and one indicated charging fees for conference room usage.

PART FIVE: TECHNOLOGY

Q43 **If you are using library automation software or an integrated library system, please list the vendors/suppliers/brands. (For example, Library World, EOS, Sirsi, WorldShare Management, etc.)**
R=18

Only 18 respondents answered, which implies that over half of respondents have no ILS. Out of the 18 responses, 13 indicated using only Library World, while two use Library World plus another system (one Sirsi, one EOS). Two use only EOS, and one uses only Sirsi. The ILS data is nearly identical to that of the last survey with perhaps a decrease of one EOS user.

Q44 **How many patron computers does your library have?**
R=39

High:	14
Low:	0
Median:	3
Average:	4

These numbers are consistent with those of the last survey. The only major difference is that one library reported no patron computers, while all respondents in the last survey reported at least one. Only two libraries reported more than ten computers, with over half of respondents (20) reporting three or less.

Q45 **Please respond YES or NO to the following questions.**
R=40

	<u>Yes</u>	<u>No</u>
Are your library's computers on the county's network?	23 (57.50%)	17 (42.50%)
Does the county provide your library with technical support?	27 (67.50%)	13 (32.50%)
Do you contract out library technical support?	14 (35.90%)	25 (64.10%)
In the past two years, have you made computer hardware or software purchases?	24 (60.00%)	16 (40.00%)
If yes, were those purchases paid for by the county?	6 (21.43%)	22 (78.57%)
Do you pay an employee primarily tasked with technical/computing support?	2 (5.00%)	38 (95.00%)
Does your library have a website?	21 (52.50%)	19 (47.50%)

Over half of responding libraries are on the county's network, and almost two thirds receive technical support from the county. Still, a relatively high number of county law libraries (36%) contract outside of the county for technical support. While most of the responses to this question are comparable to 2016's responses, one major difference is in the number of libraries reporting that they have a website, which, surprisingly, has gone down instead of up. While the decrease may simply be the result of a different pool of respondents, the issue does warrant further investigation.

Six respondents also added comments to their answers. Some indicated the county provides IT services for a fee. Others explained their hardware or software purchases: One was a joint project to get Wi-Fi in which the library paid one third, one was a technology purchase paid for with a Consortium grant, and one respondent indicated that although the library pays for its hardware and software, such purchases are provided through the county.

PART SIX: INFORMATION RESOURCES

Q46
R=39

Do you have a written collection development plan/policy?

<u>Answer Choices</u>	<u>Responses</u>
Yes	10 (25.64%)
No	24 (61.54%)
Don't know	5 (12.82%)

Based on the responses to this question, most county law libraries do not have a written collection policy. Since the last survey, yes or no responses have each declined around 3%, with nearly a 5% increase in those indicating they do not know.

Q47
R=20

Does your library collect and keep current any of the following types of materials? Please check all that apply.

<u>Answer Choices</u>		<u>Responses</u>
Foreign materials	0	(0.00%)
States other than Ohio	8	(40.00%)
CD-ROM	6	(30.00%)
Special collections	5	(25.00%)
CLE materials	10	(50.00%)
Audio (podcasts, MP3s, etc.)	0	(0.00%)
eBooks	6	(30.00%)
DVDs	3	(15.00%)
Local historical legal materials	12	(60.00%)

As in the previous survey, no library reported foreign or audio materials within the collection, and most other categories had less than ten responses with only two exceptions: CLE materials and local historical legal materials. Despite 50% of those who responded to this question indicating CLE materials in the collection, the number has gone down drastically from 74% reporting such materials in the last survey. The other major change is the increase from 39% to 60% of those with local historical legal materials. It is also worth noting that the percentage reporting materials for other states has decreased significantly (from 57% in the last survey). Some of the decreases may be worth exploring since they could signify overall cutbacks due to decreased revenue. However, this question had less overall responses than last time, which may also be the key factor in the drastic differences.

**Q48
R=39**

Answer the following questions regarding R.C. 307.51(G), which requires that county offices seek approval of the CLLRB for the purchase, licensing, etc. of legal information resources.

<u>Answer Choices</u>	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>	<u>Don't Know</u>
Do you feel other county agencies are aware of R.C. 307.51(G)?	9 (23.08%)	13 (33.33%)	12 (30.77%)	5 (12.82%)
Do you feel other county agencies abide by R.C. 307.51(G)?	8 (20.51%)	11 (28.21%)	12 (30.77%)	8 (20.51%)
Does your library contact county offices periodically regarding the provisions of R.C. 307.51(G)?	11 (28.21%)	8 (20.51%)	19 (48.72%)	1 (2.56%)
Does your county (not your library) have a policy or procedures in place regarding R.C. 307.51(G)?	3 (7.69%)	0 (0.00%)	16 (41.03%)	20 (51.28%)

For all questions regarding R.C. 307.51(G), responses indicate that counties are mostly unaware of the statute—at least from the librarian’s perspective. While the responsibility lies on the county agencies to contact the law libraries, almost half of libraries responding at least somewhat attempt to contact the agencies. Interestingly, half of respondents reported in the last survey that their county does have a policy in place, yet only three people indicated being aware of any such policy in this survey (one commented, “I am fairly certain it does not”).

**Q49
R=38**

Is your library paying for legal information materials for other county offices out of the county law library fund?

<u>Answer Choices</u>	<u>Responses</u>
Yes, we pay for all legal research materials for other agencies.	6 (15.79%)
Yes, we pay for some of the legal research costs for other agencies.	18 (47.37%)
No, the offices pay the bills themselves or reimburse the library.	14 (36.84%)

According to the 2012 survey, the amount of libraries paying for legal materials for other agencies was 52.6%. On the 2013 survey, those purchasing for other departments dropped to 36.4% but rebounded to just slightly less than 50% (48.72%) in 2016. Factoring in libraries paying both *ALL* and *SOME* bills for other agencies, on the current survey the number rises to 63.16% of those responding. It appears that the percentage of libraries purchasing legal materials for other offices has remained fairly steady over the years with a slight fluctuation that may be related to funding issues as referenced in the comments.

Several comments to this question over the years indicate that paying bills for other agencies is subject to change dependent on funding. On this survey, only four respondents provided comments, with one noting the library pays for most of the legal material for other agencies. Another provides Lexis, one pays only for judges and magistrates (yet notes it is subject to change), and one commented that due to decreased funding, the library is mostly reimbursed by the other agencies. It seems as long as there is sufficient funding, libraries that purchase legal materials for other offices will continue to do so.

Q50 R=24 If you do pay for any legal information materials for other county agencies, briefly list which agencies (e.g. municipal court, prosecutor, commissioners, etc.).

The majority of libraries responding to this question pay for materials for their judges, magistrates, courts, public defenders’ offices, and prosecutors’ offices over and above the rest of the county agencies. Perhaps a follow-up question on a future survey could ask how each library determines for which agencies legal materials will be purchased.

Here is an additional breakdown of all agencies reported:

- One library reportedly pays for ALL legal information materials for its county agencies.
- Nine libraries reportedly pay for courts and/or court personnel.

<u>Other agencies reported</u>	<u>Number of libraries reporting paying for the agency’s materials</u>
Prosecutor:	16
County/muni court:	13
Common pleas court:	10
Probate court:	7
Public defender:	7
Juvenile court:	4
Family/domestic court:	4
Commissioners:	3
 Sherriff, city solicitor, township fire/police, planning commission:	 2 responses for each agency
 Animal resource agency, auditor, board of elections, child support agency, clerk, court of appeals, engineer, human resources, justice center, recorder:	 1 response for each agency

Q51 R=24 If your library is paying for legal information materials for other county offices, estimate the percentage of your 2017 budget that went toward those purchases.

The range of responses varied greatly from 2% up to 90%, indicative of monies being spent vastly differently in each of the counties represented. Over half of the 24 libraries that responded are spending less than 30% of their budget on materials for other offices. Two libraries reported what is assumed are dollar figures (5,000 and 10,000) instead of percentages. Of the remaining 22 respondents:

- Eight libraries expended between 2% to 10% of their budgets on materials for other offices.
- Two libraries expended between 11% and 20% of their budgets on materials for other offices.
- Six libraries expended between 21% and 30% of their budgets on materials for other offices.
- Four libraries expended between 31% and 40% of their budgets on materials for other offices.
- One library expended 50% of its budget on materials for other offices.
- One library expended 90% of its budget on materials for other offices.

Q52 **Have you had to reduce funding allocated to other resources to meet the demand for**
R=37 **purchases for other agencies?**

<u>Answer Choices</u>	<u>Responses</u>
Not applicable	9 (24.32%)
Yes	5 (13.51%)
No	23 (62.16%)

The greatest number of responses indicates that meeting the demand for purchases of legal materials for other agencies has not negatively impacted funding for other resources. It is worthwhile to note, however, that in the comments, one library indicated the agreement with other agencies always depends on funding, while another may have to reduce funding for other resources in the future to meet the demand. The final commenter explained that online research costs for other agencies keeps on increasing and taking up more of the library’s budget.

Q53 **If your library does purchase legal materials for other county offices, which of the**
R=37 **following reasons have factored into your decision to make these purchases? Please check**
all that apply.

<u>Answer Choices</u>	<u>Responses</u>
Not applicable	13 (35.14%)
The library has sufficient funds to do so.	12 (32.43%)
Tradition—the library is continuing to purchase materials for other agencies because it has done so in the past.	17 (45.95%)
The library feels pressure from other agencies to make their purchases.	0 (0.00%)
The library feels obligated to make such purchases since becoming a county agency.	6 (16.22%)
The library makes purchases as a goodwill gesture to show its value to other agencies.	15 (40.54%)
Other (please specify)	2 (5.41%)

Prevailing reasons libraries provide legal materials to other agencies are tradition, demonstration of goodwill and the value of the library, and adequate funding. Few feel obligated to do so and none currently feel pressured by other agencies to purchase materials for them. Of the two who marked “other,” one commented that making such purchases falls in line with the mission of county law libraries, and the other explained the library only buys Westlaw (both for the cost savings and as a service to the courts).

Q54 R=30	Has R.C. 307.51(G) created the anticipated costs savings or efficiencies of operation in your county?
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<u>Answer Choices</u>	<u>Responses</u>
Yes	10 (33.33%)
No	20 (66.67%)

Twenty of 30 libraries responded that the anticipated cost savings or efficiencies of operation for the county have not been realized. Results are similar to both the 2013 and 2016 surveys, suggesting little has changed since R.C. 307.51(G) was created. Several comments to this question alluded to the respondent’s not having enough information to answer accurately and/or not fully understanding the question.

Q55 R=8	If you have seen increased savings or efficiencies as a result of R.C. 307.51(G), please explain briefly how you involved other agencies in costs-savings initiatives.
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The comments to this question fall into three broad categories of savings initiatives:

- Informed other agencies of volume discounts available on print materials: 5
- Consolidated contracts for better overall pricing (streamlined procedure): 2
- Used county IT services instead of contracting with outside vendor: 1

The eight libraries that reported seeing an increased savings or efficiencies of operation involved other county agencies by offering or participating in consolidated orders, contracts, and services. Collaboration between agencies is key to realizing the possible cost benefits under R.C. 307.51(G).

Q56-57 R=39	Please answer the following questions regarding Lexis and Westlaw. Do not include the number of IDs for other county offices.
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	<u>Lexis</u>	<u>Westlaw</u>	
How many terminals do you have with patron access?	High:	14	20
	Low:	0	0
	Median:	1	2
	Average:	1.38	1.89
If your library has staff/government access, how many seats do you pay for?	High:	77	45
	Low:	0	0
	Median:	0	0
	Average:	8.18	6.12

Two libraries reported neither Lexis nor Westlaw, and 17 have both. Of those with access to either database, only one respondent indicated no public patron access. Analysis of the data is problematic, though, as some interpreted “terminals” to be the number of computers available for patrons to use to access the databases, while others counted only the number of users allowed at one time (regardless of the number of computers available). One also reported the exact same high number for both patron access and government seats (20 of each for Westlaw), which is unlikely and indicates the question may need clarification on future surveys. Though these questions were worded the same way in the previous survey, the problems with varying interpretations were not evident.

Overall, the analysis of Ohio county law libraries' preference for one database over the other yields no clear winner. Westlaw is more accessible to patrons, with 68 total patron terminals reported (versus 47 for Lexis). However, Lexis government seats outnumber Westlaw government seats, 278 to 226. Among libraries that have only one or the other, Westlaw is more popular (12 libraries) than Lexis (eight libraries), yet 44% of respondents have both.

Q58 **Which child support calculation application or product does your library offer? Please**
R=38 **check all that apply.**

<u>Answer Choices</u>		<u>Responses</u>
None	16	(42.11%)
SupportWorks	14	(36.84%)
FinPlan	14	(36.84%)
Other	0	(0%)

SupportWorks and FinPlan are used equally based on the responses to this question, though it is more common for libraries to offer neither. In the previous survey, 46% of respondents indicated their libraries offered FinPlan and 33% offered SupportWorks. While access to FinPlan has decreased slightly and access to SupportWorks has increased slightly, the number of libraries offering neither has increased 6% (from 36% in 2016).

Q59 **Which public records application or product does your library offer? Please check all that**
R=39 **apply.**

<u>Answer Choices</u>		<u>Responses</u>
None	22	(56.41%)
Accurint	2	(5.13%)
Lexis Public Records	8	(20.51%)
Westlaw Peoplemap	3	(7.69%)
OPENOnline	7	(17.95%)
Other	0	(0%)

While it is most common for county law libraries to offer no public records application, for those that do, Lexis Public Records and OPENOnline are the most common choices. This is a stark change from the previous survey when Westlaw Peoplmap comprised 16% of responses (down to 8%) and Lexis Public Records only comprised 8% (now up to 21%). OPENOnline usage has remained fairly steady, and Accurint previously had no reported users compared to two now. The numbers suggest the libraries are offering more access to public records applications than in the past, though the increase is slight and may be only the result of different respondents.

PART SEVEN: MARKETING AND PARTNERSHIPS

Q60 **If your library has any social media accounts, do you generally find social media a useful marketing tool for your library?**
R=39

<u>Answer Choices</u>	<u>Responses</u>	
Not applicable	30	(76.92%)
Yes	5	(12.82%)
No	4	(10.26%)

Most libraries are not using social media for marketing. Of the nine that reported they are using social media, five find it useful and four do not. The comments noted a desire to make social media marketing more useful or that libraries were unsure of its effectiveness. Overall, since the last survey, the percentage of respondents marking “not applicable” has increased while the percentage marking “yes” has decreased. The change may only be due to a slightly different group of respondents, yet less reported overall use of social media is surprising.

Q61 **Does your library use any of the following free or low-cost marketing tools? Please check all that apply.**
R=38

<u>Answer Choices</u>	<u>Responses</u>	
None	14	(36.84%)
Print newsletters posted or distributed in library	9	(23.68%)
Digital newsletters	8	(21.05%)
Flyers, brochures, pamphlets, posters, etc. created by staff to promote events or services	12	(31.58%)
Other print materials created by staff (bookmarks, business cards, etc.)	10	(26.32%)
Email lists to send out announcements	18	(47.37%)
Programming conducted by staff or volunteers	7	(18.42%)
Meetings (in person or by phone) with other county agencies to promote library services	8	(21.05%)
Other	5	(13.16%)

Those who marked “other” were asked to specify, and the additional free or low-cost marketing tools they have utilized include information posted on the county web page, social media, the local bar association, events at the bar association, articles in attorney journals and magazines, and contests. While email lists are the most popular free or low-cost marketing tool for law libraries, the second highest response choice was none at all, which indicates many do no form of marketing.

Q62
R=39

Does your library spend money on any type of marketing? If yes, please indicate what approaches or services you use. Check all that apply.

<u>Answer Choices</u>	<u>Responses</u>	
Not applicable	35	(89.74%)
Imprinted items (pens, pencils, notepads, etc.)	3	(7.69%)
Print ads (bar magazine, newspaper, etc.)	2	(5.13%)
Booths at organization events	1	(2.56%)
Mailings	2	(5.13%)
Radio or television	1	(2.56%)
Online advertising	0	(0.00%)
Other	0	(0.00%)

Most libraries do not pay for marketing; only four of the 39 respondents to this question reported paying for it. Of those four, some have used more than one approach, which accounts for the nine total responses across all categories. On the previous survey, 33 of 40 respondents reported they did not spend money on marketing. The numbers have remained fairly consistent.

Q63
R=39

Does your library have any collaborative initiatives or partnerships with another library, association, or organization? Please check all that apply.

<u>Answer Choices</u>	<u>Responses</u>	
Not applicable	30	(76.92%)
Programs, speakers	5	(12.82%)
Legal clinic or self-help center	5	(12.82%)
Training or orientation for reference librarians	0	(0.00%)
Shared space	2	(5.13%)
Research guides, pamphlets	2	(5.13%)
Joint purchasing and/or processing of materials	1	(2.56%)
Shared staff	2	(5.13%)
Other	3	(7.69%)

Nine of the 39 respondents reported various collaborative issues. Other partnerships included the local bar association and the university law library (for mock trial, diversity initiatives, and book discussions). The major change in responses since the last survey is the drop in "training or orientation for reference librarians," which had no responses this time; previously, there were four.

PART EIGHT: COCLL AND LIBRARY ISSUES

Q64	How satisfied are you with the work of the statutorily-created Consortium of Ohio County Law Library Resources Boards?
R=39	

<u>Answer Choices</u>	<u>Responses</u>	
Very satisfied	18	(46.15%)
Somewhat satisfied	11	(28.21%)
Neutral	9	(23.08%)
Somewhat dissatisfied	1	(2.56%)
Very dissatisfied	0	(0.00%)

The responses to this question are very similar to the responses given in 2016. Those that are very satisfied increased slightly (by one response), and the very dissatisfied dropped from two to none. The main difference is that a new category of “neutral” was introduced this year, so the 50% who were somewhat satisfied in 2016 seem to have split between somewhat satisfied and neutral this year.

Q65	Which existing Consortium services have benefited your library the most? Rank the top three, with one being the highest.
R=38	

<u>Answer Choices</u>	<u># of Responses ranking this highest/#1</u>	<u># of Responses ranking this second/#2</u>	<u># of Responses Ranking this third/#3</u>
Discounts on database licenses	0	2	2
Training opportunities	1	1	2
Grants	10	7	3
Pocket part exchange	1	0	1
Inter-library loan	0	1	4
Listserv	5	10	4
Discounts on products (handbooks, eBooks)	12	7	4
Specific consultation (in person, by phone, or by email) for questions you have or issues your library has faced	3	1	8
Free access to Library World	6	5	3
Free access to eBook platform	0	2	1

Discounts on products and grants were overwhelmingly ranked the highest, with free access to Library World and the listserv also receiving high marks. In 2016, additional discounts on database licenses received the highest marks by far, with training, collection development guidelines, more grants, video tutorials for staff, and discounts on supplies all receiving a significant amount of votes as well.

The difference in the way this question was formatted between the 2016 and 2018 surveys may account for the very different responses between the two. In 2016, respondents were asked to check all suggestions for services, but the answer choices included both new and existing services. This year, respondents were asked to rank the top three among existing Consortium services that have benefited their library the most.

Q66
R=9
Please suggest improvements you would like to see to existing services, or recommend new services that you feel would benefit county law libraries and could be reasonably offered by/through the Consortium. Feel free to offer specific suggestions for purchases, discounts, or training topics.

There were only nine responses to this question, but one response was “none,” leaving only eight actual comments/responses. The low response rate may be because the question was open-ended vs. the check-all-that-apply approach of other questions. Of those who did respond, three referenced Lexis and/or Westlaw (citing negotiated pricing), a larger selection of books available at the Consortium discount, and/or training. Three respondents suggested assistance with marketing, and two commented on free books.

Additional suggestions included grant writing, strategic planning, management training, preserving historical materials, navigating the political system the library is a part of, continuing to provide hotel accommodations for the spring meetings, providing ideas for holding board meetings, eBook purchasing, and purchasing handbooks from vendors other than Lexis.

Q67
R=39
On a scale of 1-5, how satisfied are you with the Consortium's current grant program? If your ranking is lower than 5, please explain your answer.

1-Least Satisfied	2	3-Neutral	4	5-Most Satisfied	N/A, not familiar with the grant program
1 (2.56%)	3 (7.69%)	7 (17.95%)	8 (20.51%)	14 (35.90%)	6 (15.38%)

New questions were added to the survey this year to better gauge the overall sense of satisfaction with the Consortium’s optional grant program amidst declining participation. This question and the next three gave respondents opportunities to share their own suggestions or frustrations.

Q68
R=9

Please explain areas you would like to see the grant program expanded to cover.

One respondent referred back to comments on the previous question; of the remaining eight responses, five emphasized the need for funds to assist with operating expenses such as online databases, one indicated the grants should pay for furniture, one suggested outreach and marketing projects and materials, and one suggested discontinuing grants and giving money back to the libraries.

Most of these responses are similar to those mentioned during COCLLRB meetings regarding grant choice preferences. Perhaps more clarity is needed to explain why furniture and online databases are not included.

Q69
R=7

If your library has not applied for a grant in the past, why not? Please explain briefly.

Of the seven responses, most indicated no need, with only a couple indicating that the categories are not applicable to their needs. From these responses it is clear that many of those who have not applied simply have not had a need to do so.

Q70
R=4

Please provide any additional comments or suggestions you may have regarding the grant program.

Of the four responses, one was a simple “no,” leaving three responses that mostly provided positive feedback on grants. One suggested offering some type of award, such as a service award, to assist with books or database costs.

Overall, the responses from the grant portion of the survey (questions 67-70) show many respondents do not use the grant program and many would like the Consortium to expand the grants into more funding areas.

Q71
R=36

What are the most important issues facing your library. Please rank just the top three, with 1 indicating the most important.

<u>Answer Choices</u>	<u># of Responses ranking this highest/#1</u>	<u># of Responses ranking this second/#2</u>	<u># of Responses Ranking this third/#3</u>
Funding	20	2	1
Perceived value of the library	6	15	5
Use	5	7	14
Transition to online or electronic formats	1	2	8
Users' research abilities	2	1	1
Space	1	3	3
Staffing	1	3	0

These responses are very informative. The three main concerns (funding, perceived value of the library, and library use) could be addressed during upcoming seminars at ORALL County SIG spring and ORALL fall conferences or directly by the Consortium. While funding is the greatest concern, the funding section of the survey as well as other funding data available to the Consortium do not show any major overall declines; however, some individual libraries are seeing significant declines, and several have decreased their staff size—both areas of concern for the future.

Q72
R=3

Conclusion: Use the space below to add comments (optional) on anything not already addressed in the survey that you think would assist the Consortium going forward. You may also use this space to further explain any answers you have given.

One response indicated a desire to get the word out to vendors and law libraries about the work of the Statewide Consortium in order to encourage vendors to view our libraries as a whole when negotiating pricing. Another noted a reduction in most of the responding library's print materials due to space issues and general lack of use, and a final comment thanked the survey committee. Clearly, there is always something for the Consortium to continue working on in an effort to improve services for all member libraries.