

**CLLG Member Survey Report  
Submitted at CLLG AGM June 13, 2007  
Strategic Planning Committee**

In October 2006, CLLG determined that a membership survey was needed to:

1. Determine why CLLG is important to our members
2. Identify areas for growth and improvement

A survey committee was struck and its members developed a survey that was distributed to the membership in May 2007. CLLG currently has 70 members. Of these, 21 responses were received. In and of itself, a response rate of 30% indicates a very good interest on the part of CLLG members.

What follows is a description of how members responded to each of the survey questions. Should anyone like to see the numbers behind the comments, please contact one of the below listed Committee members, and they will be happy to provide them. Following the discussion, a number of recommendations will be made based on the responses described below.

**Question One** asked why CLLG was important (socializing; continuing professional development; day-to-day working advice). Based on the number of responses, socializing and professional development were seen as the most important attributes. A notable commentator observed that CLLG creates a community. Committee members considered the importance of social functions in an increasingly digital and disconnected world. In fact, it is the function of a community to gather over food to discuss matters of common interest.

**Question Two** asked about the individual's most satisfying CLLG event. Needless to say, food and drink played a prominent role. The Annual Vendors' Forum and other vendor-sponsored events during the fall present a timely opportunity to learn about new developments and products. The Christmas Social and AGM were also seen as important gatherings. Noteworthy lunch hour continuing education seminars were those with a particular relevance to the daily practice of law library work. The occasional nod went to events focused on personal life issues.

**Question Three** asked about willingness to participate actively in CLLG, either in Executive or Committee positions. Responses were divided, but those who responded in the negative provided common explanations. They included: a desire to see newer members to the organization take a greater role, past experience sitting on numerous positions within the Group, and time constraints due to professional/personal demands. The good news is that more than half of the respondents were willing to be active.

**Question Four** dealt with the role of vendors as members of CLLG. The majority of respondents felt that vendors' membership and participation were welcomed. The issue of undue influence in the promotion of products at lunch time seminars was also expressed. It was also felt that conflicts of interest had not been an issue in the past. Indeed, vendors play a vital role in CLLG, as do all of CLLG's constituents. A number of members responded that CLLG has a unique relationship with the vendors, and that the relationship is "symbiotic."

**Question Five** dealt with actively encouraging other Calgary library groups to become active members of CLLG. The Committee noted that there are currently no barriers to prevent individuals from joining CLLG. On the aspect of actively marketing CLLG to other groups, a significant number of members feel the focus of events should remain relevant to law library work. A few respondents

noted however, that co-sponsored events are successful because they offer opportunities to meet colleagues in other areas.

**Question Six** dealt with actively encouraging MLIS and Library Technician students to join CLLG. 20 of the 21 respondents answered in the affirmative.

**Questions Seven and Eight** asked what the members wanted to see for the future of CLLG. The overwhelming majority prefer the status quo and underscored CLLG's role in open dialogue (social events and continuing education). In fact, this question reiterated Question One and confirmed that CLLG members like to nosh and exchange ideas. Recommendation One (below) stands for this principal.

**Question Nine** asked for suggestions and the Committee learned that members appreciated the Website and Listserve. Members also felt the membership fees could be increased, but as an organization we could improve in making what the fee goes toward more transparent. The Events (Programming) Committee was seen as vital to CLLG. A series of Open Houses among the member institutions was also suggested and has been promptly forwarded to a representative on the Programming Committee.

#### **Recommendations:**

1. Because CLLG members view themselves as a community, opportunities for gathering (social or professional) should be seen as CLLG's chief function. This is consistent with CLLG's current Mandate.
2. Events should be balanced in favour of 2 large annual gatherings (December and AGM). Continuing education opportunities should focus on practical learning in law librarianship, with at least one annual life-balance session.
3. Given the need for CLLG to continue with effective leadership in the future, the Committee recommends that current and past Executive be encouraged to find and mentor replacements. Reasonable time commitments can be more effectively communicated this way.
4. Vendors' memberships are as likely to be subject to conflict of interest scrutiny as are the actions of any CLLG members. The Committee recommends that CLLG review its bylaws for a conflict of interest statement that applies to all members.
5. Co-sponsored events for other library groups in the city should be encouraged for special events, however, direct marketing to encourage a broader membership is not recommended.
6. That CLLG appoint one or more individuals to identify communication strategies to reach students and to offer reduced membership rates and event rates at the recommendation of the Executive.

Respectfully submitted,

**Strategic Planning Committee**  
Mary Hemmings, University of Calgary  
Holly James, Bennett Jones  
Candace Turner, Gowlings