

Stanford Law School

Robert Crown Law Library

Legal Research Paper Series

**Law Librarians and
LexisNexis vs. Westlaw:
Survey Results**

By

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As costs for research tools, both online and paper, continue to increase, librarians are often faced with the difficult decision of what materials can and should be canceled, and what new acquisitions can be made.

The survey, titled "LexisNexis vs. Westlaw," was designed to answer a few of our key questions: which database could be canceled?, what some of the effects might be from cancellation?, and what low cost or free legal research alternatives are available and recommended?

About the Survey:

We created the survey on Zoomerang.com and created a web-link for accessing and answering the survey. The survey was short -- eleven questions long -- and allowed users to both answer simple check box preference questions and fill in open boxes with longer comments.¹ Users did not have to answer all questions. A copy of the survey appears as Appendix A.

To get a representative set of law librarian responses, we e-mailed fellow law librarians using group listservs, including Law-Lib@ucdavis.edu (for members of the American Association of Law Libraries), LawLibDir@lists.washlaw.edu (for law library directors) and PrivateLawLib@lists.washlaw.edu (for private firm law librarians). A copy of the e-mail that we sent to our colleagues appears as Appendix B. In the postscript to the e-mail, we encouraged librarian-respondents to share the e-mail with other librarians.

We opened the survey up for responses on April 25, 2008. We closed the survey on May 5, 2008. During the time window while the survey was open, the online survey was visited 953 times. One hundred and twenty-two respondents partially completed the survey, and there were 723 completed surveys by May 5th.

¹ We set the design so that Zoomerang would only accept one response per machine. This restriction led a few respondents to ask if we would accept only one response per library. We regret that we were not more clear about this restriction as we wanted as many responses as possible.

Survey Results

Questions Regarding Library Type:

The first question asked participants to identify where they work by library type. Forty-eight percent of respondents were from law firm libraries, thirty-one percent were from academic law libraries, and court, county and other libraries were represented by much smaller numbers. The full breakdown for this question is seen in Figure 1.

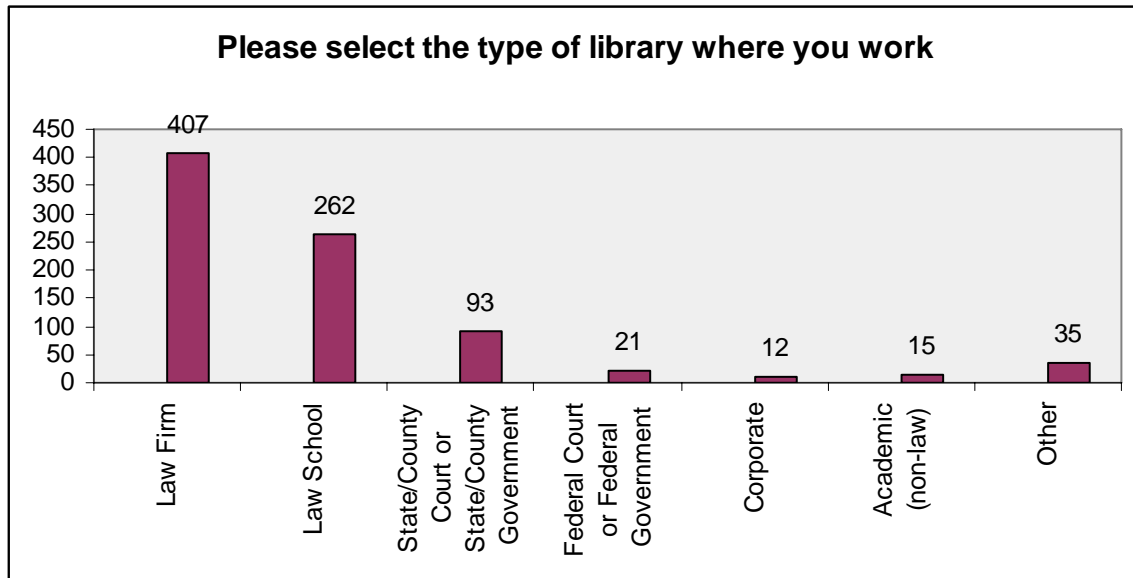


Figure 1

For all respondents that worked in law firm libraries, the survey instrument then prompted these respondents to describe the size of their firm (Figure 2). Over seventy-five percent of the respondents work in large law firms with over 100 lawyers. And, almost a quarter of the respondents work in offices with over 700 attorneys.

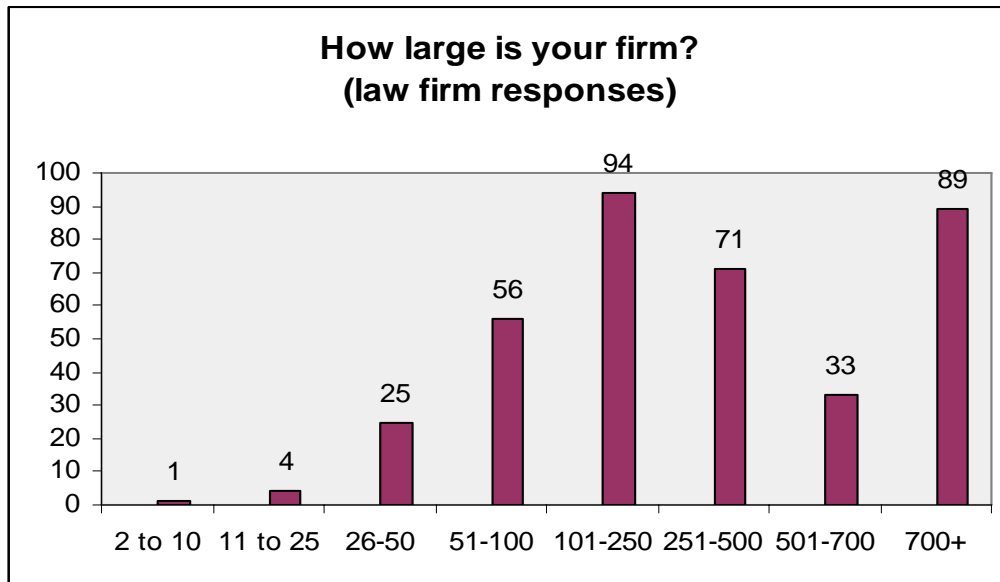


Figure 2

Law Firm Library Responses²:

Question three for the law firm respondents asked if their library/firm provided access to both Westlaw and LexisNexis (Figure 3). Eighty-four percent of the respondents said that their library/firm does provide access to both systems. The comments provided by respondents to that question included statements such as: my library canceled Lexis in 2006 or we are a Westlaw shop. The full text of the comments provided appears at Appendix C.

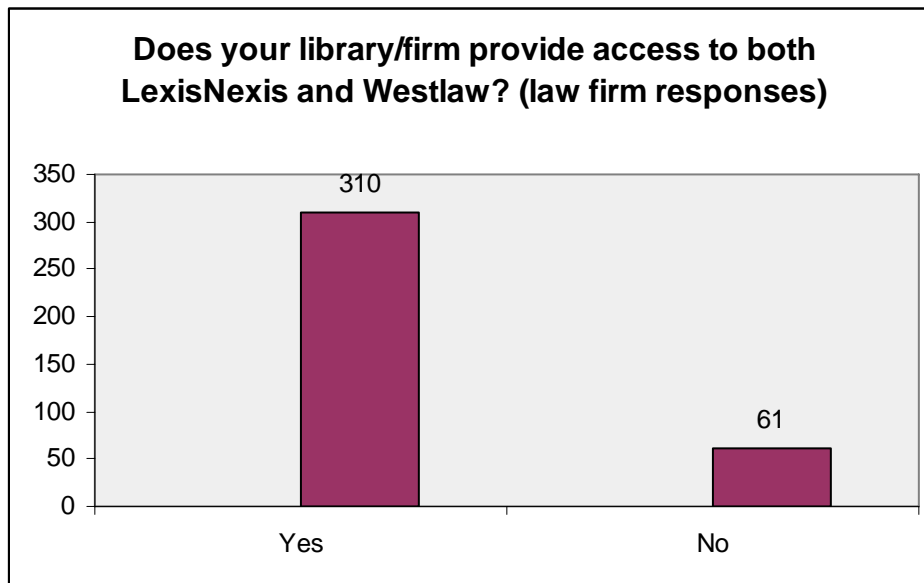


Figure 3

² For questions three through seven, we've divided the responses into three groups: law firm library responses, academic law library responses, and all other library responses (including federal/state/county court and government libraries; academic non-law libraries, corporate libraries and other libraries). If a reader would like to know the specific preferences for any of the sub-groups in the latter category, please contact the authors.

The next question asked the law firm librarian respondents: If a law school could only subscribe to and train law students on one CALR system, which one would you prefer? Seventy-three percent of the respondents answered that Westlaw was the preference (Figure 4).

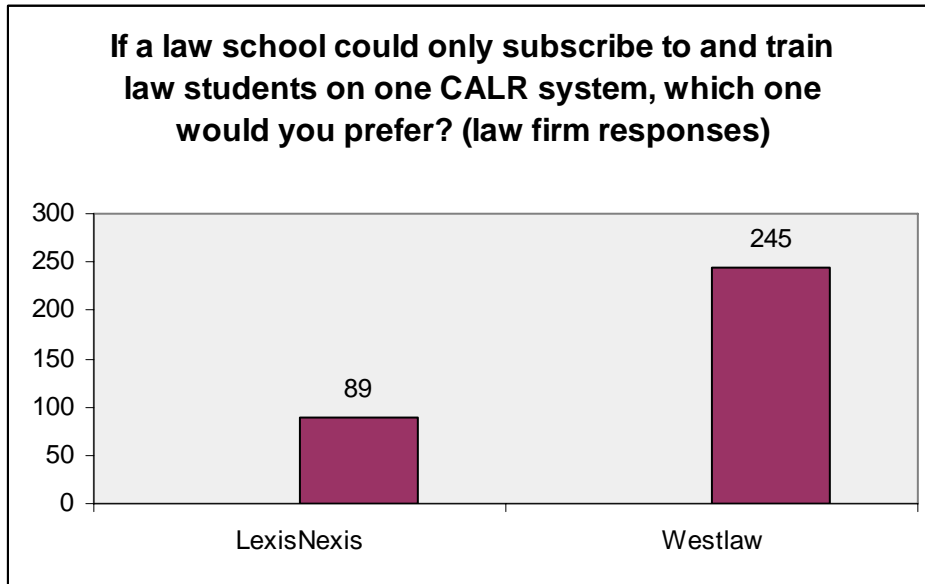


Figure 4

Question five asked if law schools were to only provide access to LexisNexis, would the lack of training on KeyCite be a problem. Question six asked the similar question: if law schools were to only provide access to Westlaw, would the lack of training on online Shepard's be a problem. And, for both question five and six, over two-thirds of the law firm library respondents felt that it would not be a problem (see Figures 5 and 6). For question five, thirty-one percent of the law firm library respondents felt that the lack of KeyCite training would be a problem, and for question six, twenty-seven percent of the law firm library respondents felt that the lack of online Shepard's training would be a problem. The comments provided by law firm library respondents to questions five and six appear in Appendix D and E, respectively.



Figure 5

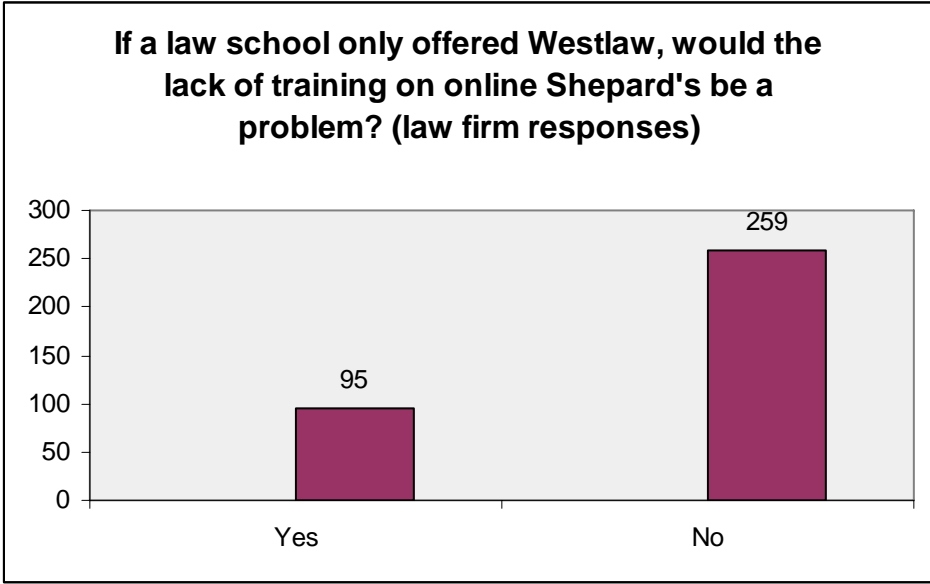


Figure 6

In question seven, respondents were asked which other online databases that they would like to have taught in law school. For the law firm library respondents, eighty percent wanted training provided on PACER, and fifty-eight percent wanted training provided on BNA and CCH (Figure 7). Free resources, such as Justia and LexisOne were also chosen by the law firm respondents. Seventy-three respondents supplied names of other online databases that they would like to see taught in law school. The list of these other responses appears in Appendix F.

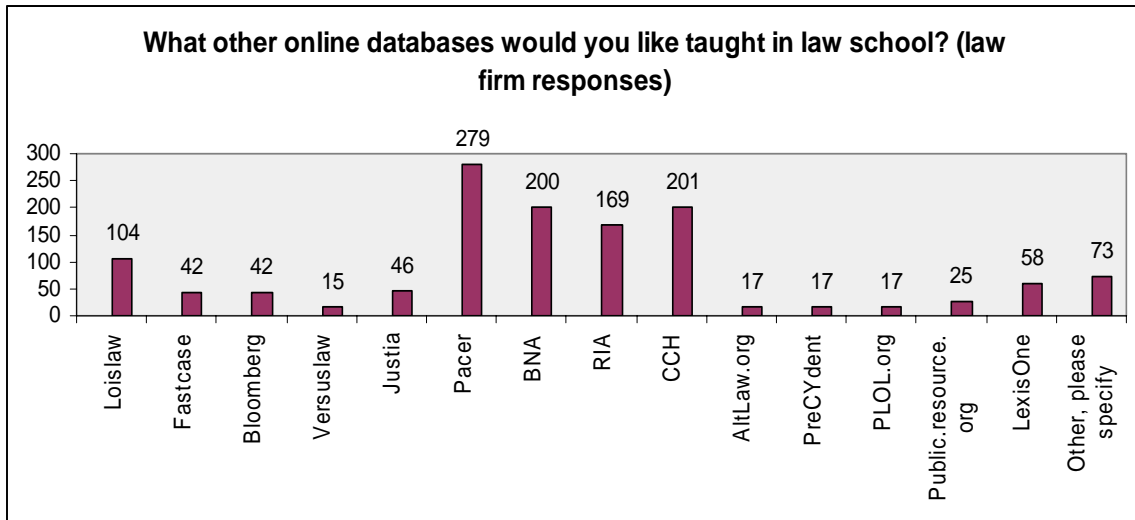


Figure 7

Academic Law School Library Responses:

Question three for the academic law school library respondents asked if their library provided access to both Westlaw and LexisNexis (Figure 8). All but one of the respondents said that their library does provide access to both systems. The comments provided by respondents to that question included statements such as: “Though we, too, are starting to think about cancel [sic] one of these systems” and “we provide access to both”. The full text of the comments provided appears at Appendix G.

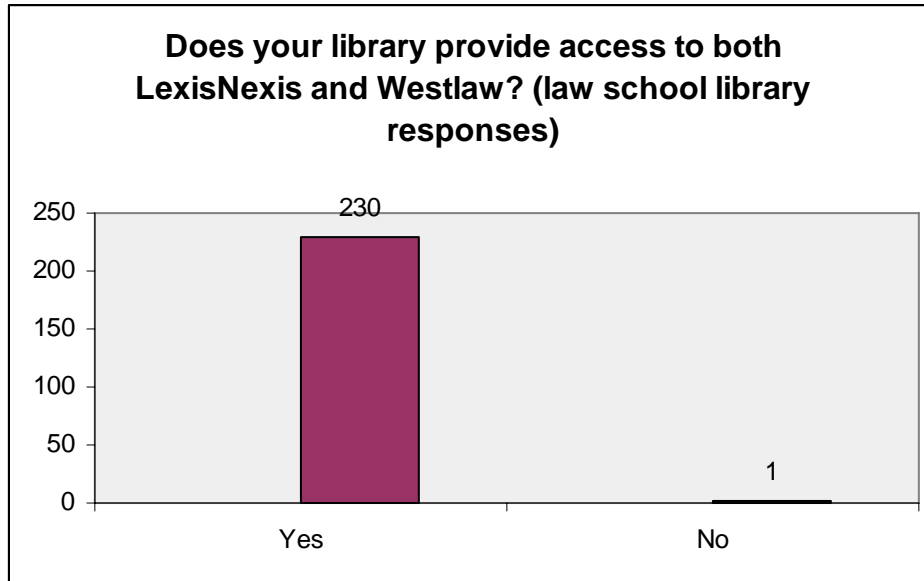


Figure 8

The next question asked the law school library respondents: If a law school could only subscribe to and train law students on one CALR system, which one would you prefer? While seventy-three percent of the law firm respondents answered that Westlaw was the preference (see Figure 4), fully eighty-nine percent of the law school library respondents replied that Westlaw was their preference (Figure 9).

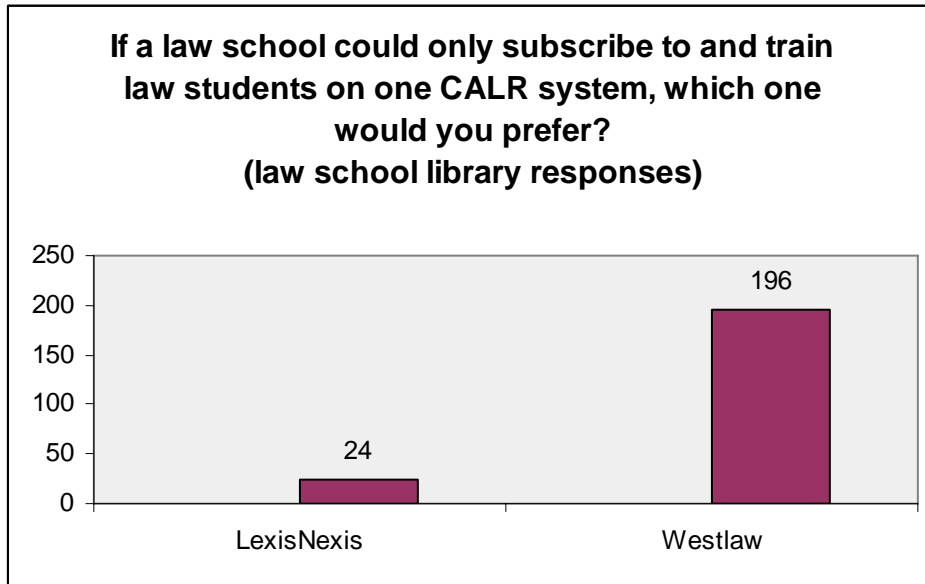


Figure 9

Question five asked if law schools were to only provide access to LexisNexis, would the lack of training on KeyCite be a problem. Question six asked the similar question: if law schools were to only provide access to Westlaw, would the lack of training on online Shepard's be a problem. And, for both question five and six, over forty percent of the law school library respondents felt that it would be a problem (see Figures 10 and 11). For question five, while sixty-nine percent of the law firm library respondents felt that the lack of KeyCite training would not be a problem (Figure 5), forty-one percent of the law school library respondents replied that it would be a problem (Figure 10). And, for question six, forty-seven percent of the law school library respondents felt that the lack of online Shepard's training would be a problem (Figure 11). The comments provided by law school library respondents to questions five and six appear in Appendix H and I, respectively.

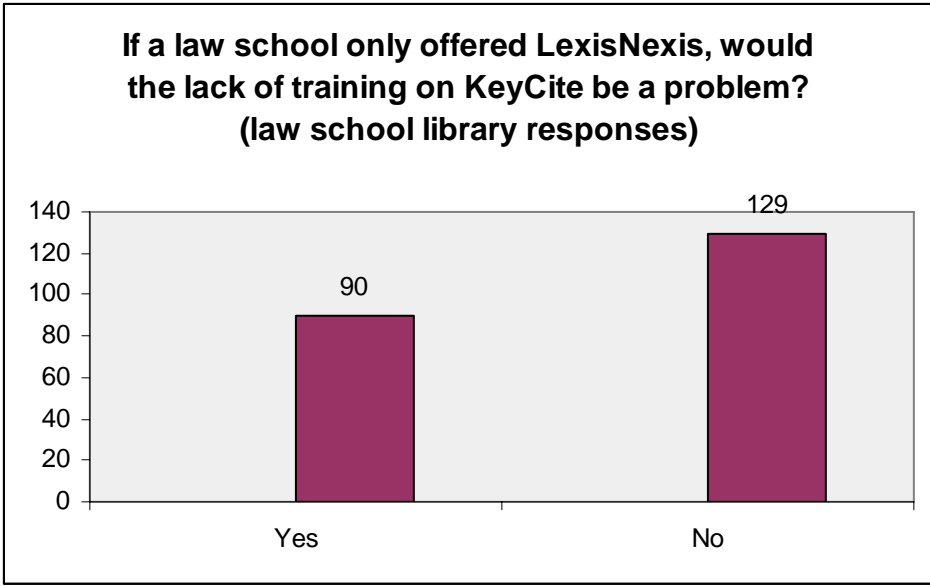


Figure 10

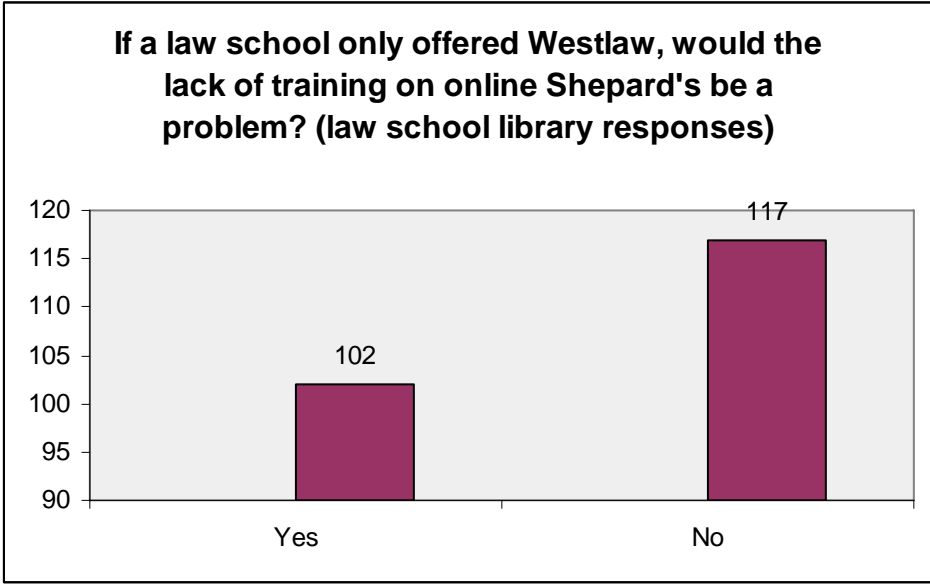


Figure 11

In question seven, respondents were asked which other online databases that they would like to have taught in law school. For the law school library respondents, seventy-three percent wanted training provided on PACER, and seventy percent wanted training provided on BNA (Figure 12). While thirty percent of the law firm library respondents wanted LoisLaw taught in law school (see Figure 7), over fifty percent of the law school library respondents wanted LoisLaw taught. Twenty-two percent of the law school library respondents supplied names of other online databases that they would like to see taught in law school. The list of these other responses, including HeinOnline and CaseMaker, appears in Appendix J.

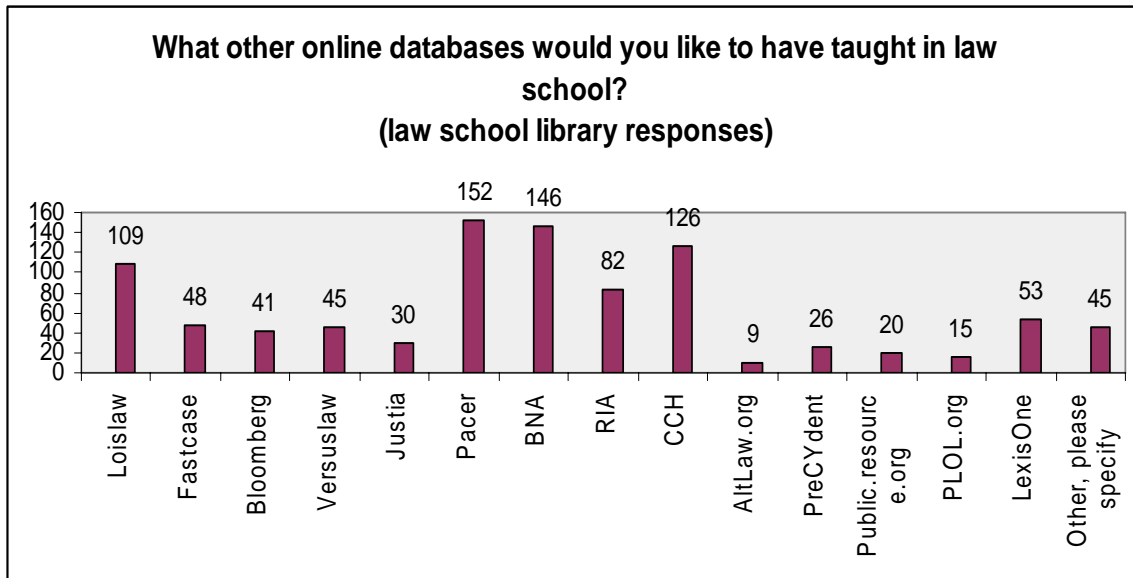


Figure 12

All Other Library Respondents:

Question three asked respondents if their library provided access to both Westlaw and LexisNexis. For the group of State/County/Federal Court and Government library respondents; corporate library respondents; academic non-law respondents and other library respondents (collectively referred to as “all other library respondents” going forward), sixty-nine percent provide access to both Westlaw and LexisNexis (Figure 13). Also, all federal court and government library respondents provide access to both Westlaw and Lexis, while a quarter of the state court and government library respondents do not provide access to both systems. The full text of the comments provided by all other library respondents appears at Appendix K.

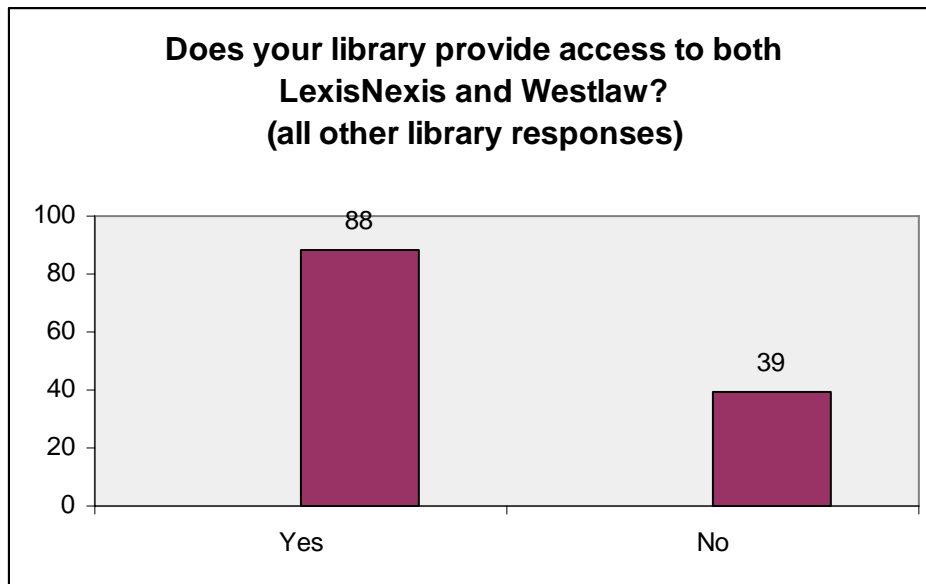


Figure 13

The next question asked all other library respondents: If a law school could only subscribe to and train law students on one CALR system, which one would you prefer? Seventy percent of the group of all other library respondents answered that Westlaw was the preference (Figure 14). And, within this group, eighty-one percent of the federal court and government library respondents preferred Westlaw and sixty-five percent of the state/county court and government library respondents preferred Westlaw.

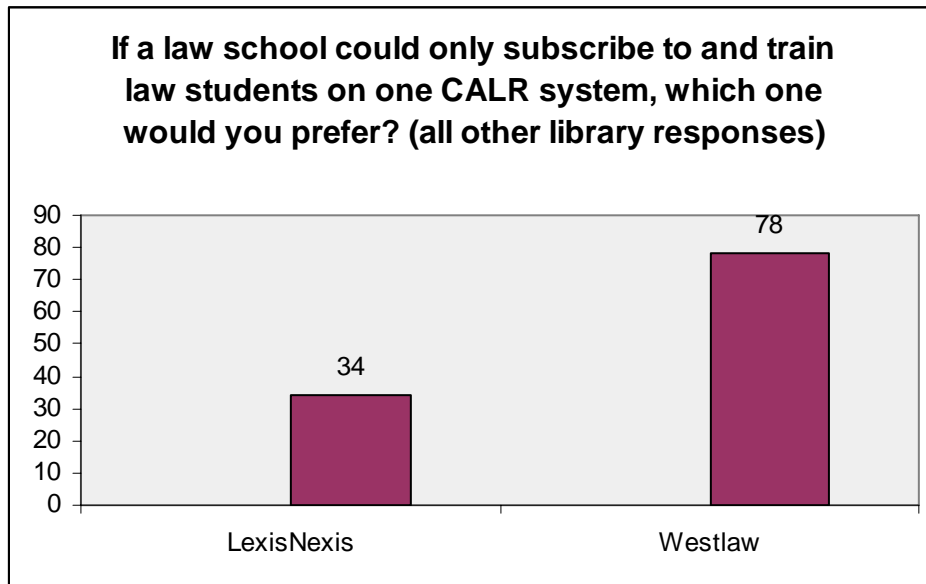


Figure 14

Question five asked if law schools were to only provide access to LexisNexis, would the lack of training on KeyCite be a problem. Question six asked the similar question: if law schools were to only provide access to Westlaw, would the lack of training on online Shepard's be a problem. And, for question five, seventy-five percent of the group of all other library respondents felt that the lack of training on KeyCite would not be a problem (Figure 15). For question six, sixty-five percent of the group of all other library respondents felt that the lack of online Shepard's training would not be a problem (Figure 16). The comments provided by law school library respondents to questions five and six appear in Appendix L and M, respectively.

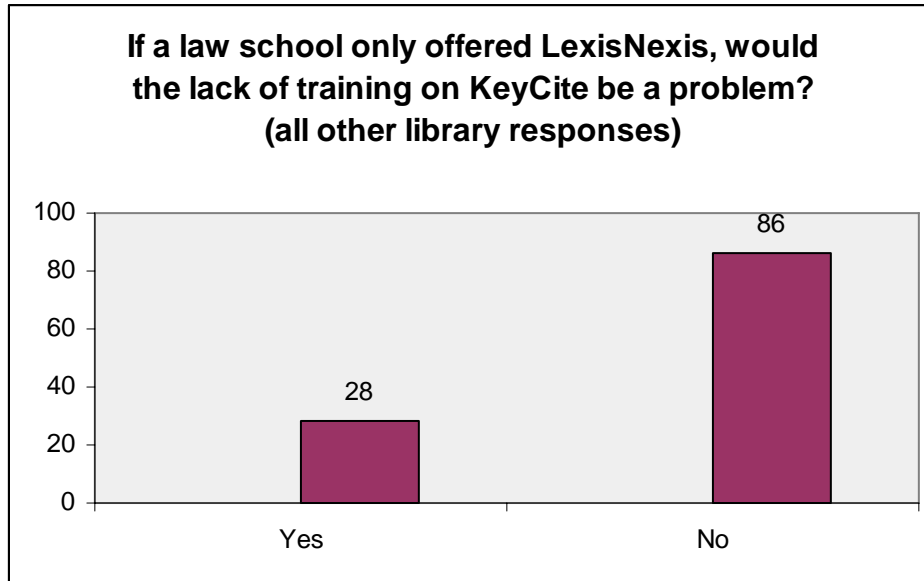


Figure 15

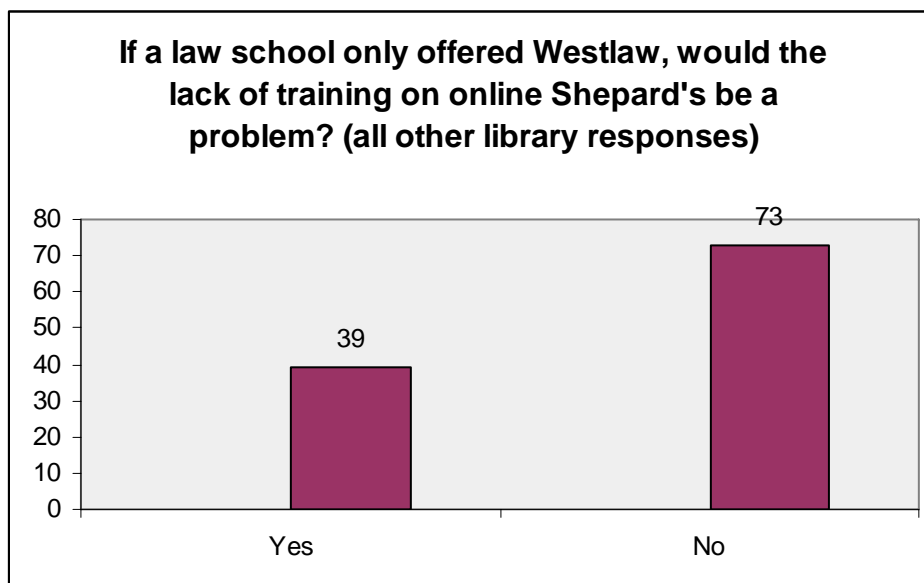


Figure 16

In question seven, respondents were asked which other online databases that they would like to have taught in law school. For the group of all other library respondents, seventy-four percent wanted training provided on PACER, and twenty-eight percent wanted training provided on FastCase (Figure 17). Twenty-four percent of the group of all other law library respondents supplied names of other online databases that they would like to see taught in law school. The list of these other responses appears in Appendix N.

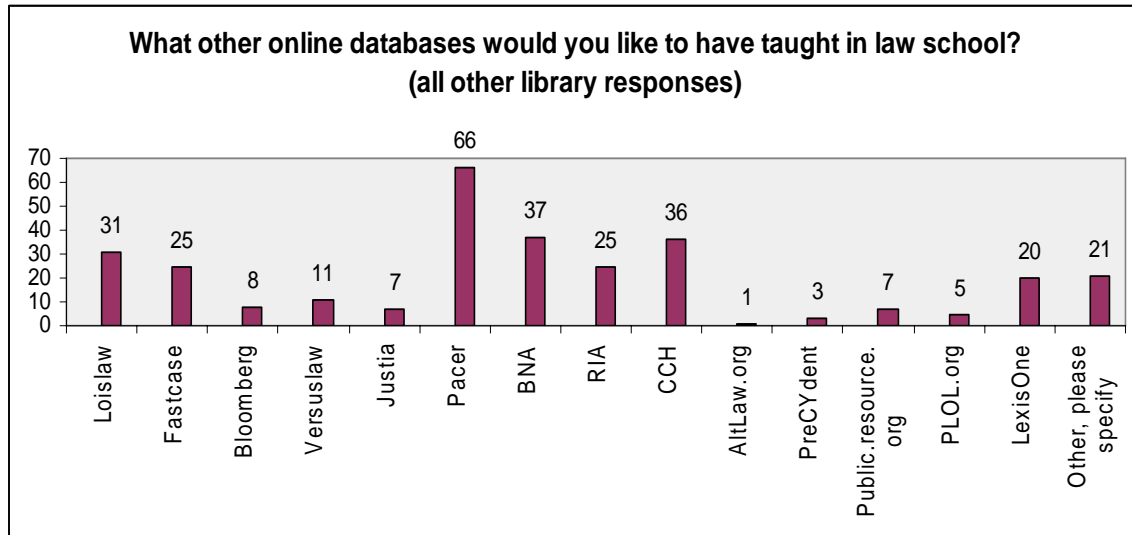


Figure 17

The last four survey questions asked all respondents about overall preferences and comments about both LexisNexis and Westlaw. Question eight asked all respondents: “Do you have a personal preference for one system, Westlaw or LexisNexis, over the other?” And, sixty-five percent of the respondents had a personal preference (Figure 18).

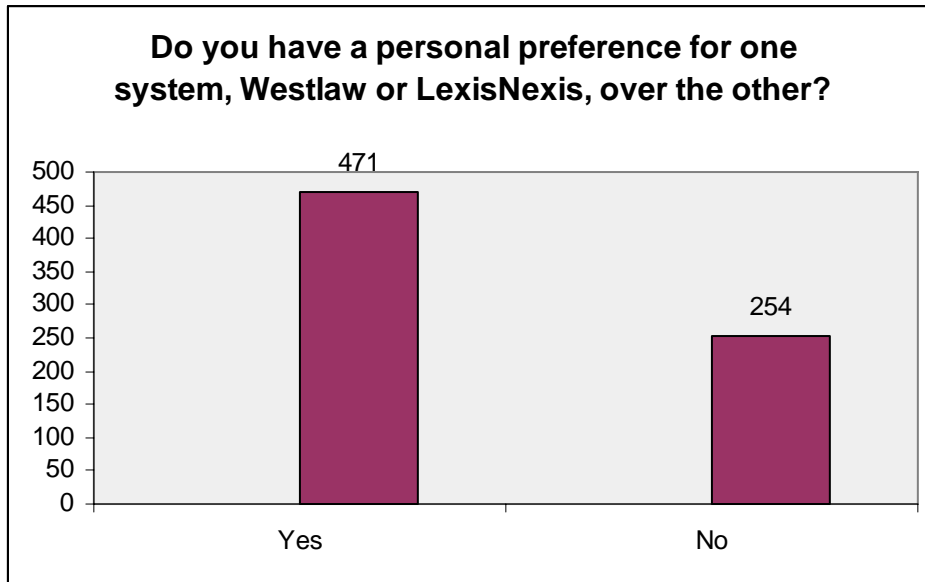


Figure 18

Question nine then asked the respondents which system they preferred, if they had a preference. Thirty-two percent of all respondents said that LexisNexis was their personal preference, and sixty-eight percent provided that Westlaw was their preference (Figure 19). Of the respondents who preferred LexisNexis, sixty-four percent of this group was comprised of law firm library respondents and twenty-one percent was made up of law school library respondents. And, for the group that preferred Westlaw, forty-four percent was from law firm library respondents and thirty-nine percent was from law school library respondents.

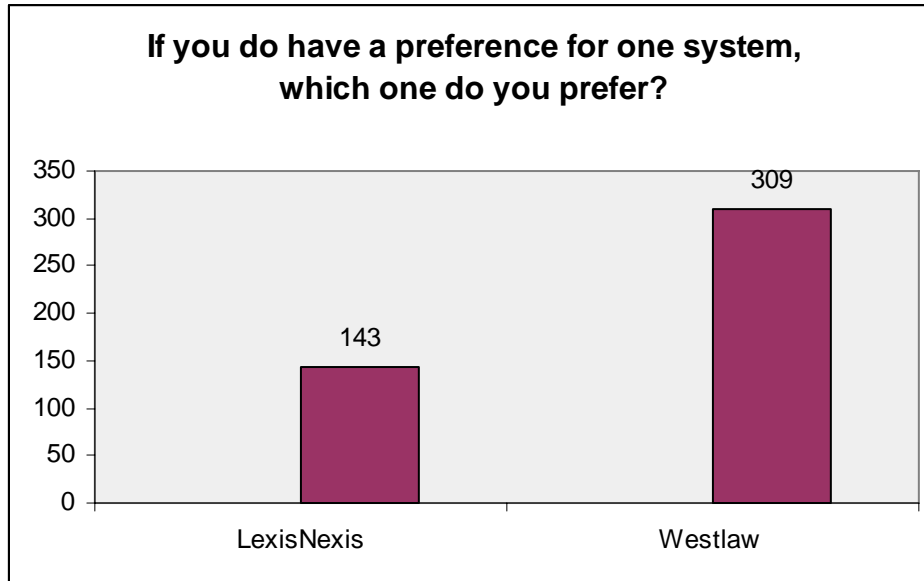


Figure 19

The law school library respondents preferred Westlaw at a rate of nearly four-to-one, and seventy-eight percent of the federal court/government respondents preferred Westlaw. And, sixty percent of the law firm respondents preferred Westlaw over LexisNexis. Of the library communities of respondents, no single group preferred LexisNexis over Westlaw (Figure 20).

If you do have a preference for one system, which one do you prefer?								
	Total*	Please select the type of library where you work.						
		Law Firm	Law School	State/County Court or State/County Government	Federal Court or Federal Government	Corporate	Academic (non-law)	Other
	452	227	149	44	13	8	5	6
LexisNexis	143 31.60%	91 40.10%	30 20.10%	16 36.40%	3 23.10%	2 25.00%	0 0.00%	1 16.70%
Westlaw	309 68.40%	136 59.90%	119 79.90%	28 63.60%	10 76.90%	6 75.00%	5 100.00%	5 83.30%

Figure 20

Question ten asked respondents to state why they had a preference between Westlaw and LexisNexis. These responses appear at Appendix O. Question eleven asked respondents to supply “any additional comments or practical tips that you would like to share with regard to LexisNexis vs. Westlaw.” The comments generated by Question eleven appear in Appendix P.

We cross-tabulated the responses to questions one, nine, ten and eleven. These responses, when looked at together, connect the user groups with their stated preferences. The cross-tabulation spreadsheet appears at Appendix Q.³

If you have any questions about the survey or would like additional information, please do not hesitate to contact either one of us.

Paul Lomio, plomio@stanford.edu
 Erika Wayne, evwayne@stanford.edu

³ Respondents who only answered question one were excluded from this spreadsheet.

Appendix A Survey

LexisNexis and Westlaw (and other database/book) price increases are far outpacing our budgetary increases here at Stanford. There may come a time when a law library will have to choose between these two computer assisted legal research (CALR) databases. To aid libraries in making this decision, we have put together a very short survey to determine, if push came to shove, which database could be dropped, what some of the effects might be, and what low-cost or no-cost alternatives might be available.

1. Please select the type of library where you work.

Law Firm

Law School

State/County Court or State/County Government

Federal Court or Federal Government

Corporate

Academic (non-law)

Other

2. How large is your firm?

2 to 10

11 to 25

26-50

51-100

101-250

251-500

501-700

700+

3. Does your library/firm provide access to both LexisNexis and Westlaw?

Yes

No

4. If a law school could only subscribe to and train law students on one CALR system, which one would you prefer

LexisNexis

Westlaw

5. If a law school only offered LexisNexis, would the lack of training on KeyCite be a problem

Yes

No

6. If a law school only offered Westlaw, would the lack of training on online Shepard's be a problem.

- Yes
- No

7. What other online databases would you like taught in law school (check all that apply)

- Loislaw
- Fastcase
- Bloomberg
- Versuslaw
- Justia
- Pacer
- BNA
- RIA
- CCH
- AltLaw.org
- PreCYdent
- PLOL.org
- Public.resource.org
- LexisOne
- Other, please specify

8. Do you have a personal preference for one system, Westlaw or LexisNexis, over the other?

- Yes
- No

9. If you do have a preference for one system, which one do you prefer?

- LexisNexis
- Westlaw

10. Please state briefly why you have this preference.

11. If you have any additional comments or practical tips that you would like to share with regard to LexisNexis vs. Westlaw, please use the box below.

Appendix B

E-mail sent on 4/25/08

To: privatelawlib@lists.washlaw.edu; law-lib@ucdavis.edu

Subject: [LAW-LIB:55395] Lexis versus Westlaw survey

All --

LexisNexis and Westlaw price increases are far outpacing our budgetary increases here at Stanford. There may come a time when a law library will have to choose between these two computer assisted legal research (CALR) databases. To aid libraries in making this decision, we have put together a very short survey to determine, if push came to shove, which database could be dropped, what some of the effects might be, and what low-cost or no-cost alternatives might be available.

While we are trying to mainly understand the impact such a decision might have on our students' law firm employers, all librarians are encouraged to take the survey so we can also gauge preferences (there are different questions for different types of librarians -- academic, state, federal, and corporate, as well as law firm).

The survey should take less time to complete than it took you to read this e-mail!

To take the survey, please click on the following link:

<http://www.zoomerang.com/Survey/?p=WEB227Q7G8Y4VT>

When the results are compiled, we will share our findings. If you have any questions, please let us know.

Thank you,

-- Erika Wayne and Paul Lomio
Stanford Law Library

PS - Please feel free to forward this to your colleagues, listservs, blogs, etc.

Appendix C

Comments provided by law firm librarian respondents to question three

3. Does your library/firm provide access to both LexisNexis and Westlaw?	
1	We are Westlaw-preferred but have a contract with both.
2	I have been at a firm in the past that only offered Lexis. The limitations of the attorneys only having one resource are awful.
3	We are a Lexis-preferred firm, but access to Westlaw is available.
4	we are lexis preferred provider, and will use westlaw only when necessary
5	Multi-year contract with Westlaw; pay as you go with Lexis, so prefer attorneys use Westlaw
6	I do NOT believe that you can ONLY offer one or the other. Encourage the ABA to allow you to CANCEL hardcopy resources.
7	We currently have a contract with Lexis and encourage our attorneys to use Westlaw only when Lexis does not provide the source they need.
8	Primary use with Lexis, closed system with Westlaw
9	The actual answer is yes and no. We have access to both but only have a contract with Westlaw. Access to Lexis is only recommended for LexisNexis specific databases with the understanding that the charges are at the full retail rate and must be billed back to a client.
10	Westlaw only. We had both but encouraged the use of Westlaw because of our contract. Eventually all usage was Westlaw and we dropped Lexis
11	Primarily a Westlaw shop.
12	We have a "preferred" usage contract with Westlaw.
13	All timekeepers have access to Westlaw; only librarians have access to Lexis
14	mainly Westlaw with LEXIS access only for a few attorneys and librarians
15	Flat-rate w/ Westlaw. Pay-per-use for Lexis. All legal research done on Westlaw. Use Lexis only for news, jury verdicts, unique databases.
16	The librarian is the primary person that accesses Lexis, but an atty can search it if they need to do so
17	We merged with another firm that had both Westlaw and Lexis. Prior to the merger, we only subscribed to Westlaw. We are accepting contract proposals from both and will only accept one.
18	However, special k with Lexis and very very limited access to WL
19	We have about 70% users on Westlaw and 20% on Lexis
20	only the managing partner and librarian have Lexis passwords, everyone else has Westlaw
21	However, our Westlaw usage is much higher.
22	We did not renew our Lexis contract at the end of 2006.

23	WL is too expensive but litigators prefer it because of tie-in to on key number digests.
24	Three years prior we went to a Lexis only contract. When West remove their content from Lexis we negotiated a new Westlaw contract.
25	We have a flat rate with Westlaw. Id's are not given out for Lexis, but it can be used if necessary at full rates.
26	Yes but not for long
27	Our attorneys are assigned Westlaw IDs because that is our main flat rate contract. If Lexis research is needed, the librarians efficiently perform the search and bill the cost to clients. We do not have a flat rate for Lexis.
28	Westlaw is our primary resource; Lexis is secondary for treatises only
29	95% of usage is on Westlaw due to our "flat rate"; Lexis usage is straight retail - no discount
30	We are on a "flat rate" with West, but do maintain access to Lexis to be used when needed.
31	Equal access, no preference to either
32	We have an excellent contract w/ Lexis. Westlaw would not give us a comparable plan. Decidedly, we want to get the full value from our Lexis program, so Westlaw is out...except for my assistant director and me. We have Westlaw id's for obtaining PLI articles and WL only citations.
33	My preference would be to have both.
34	We used to subscribe to both but gave up our Lexis contract several years ago because we couldn't come to terms on pricing
35	Our lawyers only have Lexis on their desktop. The librarians have both Lexis and Westlaw.
36	We are a Litigation firm. Westlaw leaning, but Lexis does have a strong base within the firm.
37	We only have access to Westlaw.
38	Our contract is with Westlaw; while Lexis is available we tell the attorneys there's no discount for the client.
39	We have a flat contract with Lexis. Westlaw is pay-for-play.
40	We are also considering dropping universal access to both services. The cost is terrible and our clients are unhappy. We may choose to drop one and not bill out the other.
41	Contract with Westlaw that everyone can use - only a small set of people have access to Lexis and only use it when absolutely necessary (things not available on Westlaw or anywhere else)
42	Not only for information, but also for liability reasons
43	We find that attorneys use the two databases in two ways. Either they are used to one and use it exclusively. Or, they find one provider good for one topic and the other for another topic.
44	We provide access only to LexisNexis, although we do have a Westlaw account that only the librarians can access, if necessary, which is very rare.
45	Westlaw is the preferred provider, Lexis IDs are given to those attorneys that have a need for them.

46	We had Westlaw for the longest time, but about 5 years ago our contract was up and LEXIS came in and pitched a great package at a very good savings for the firm
47	90% WESTLAW
48	Not enough money for both. AND this gives greater bargaining power during the contract renewal period.
49	We have a monthly dollar cap on our Westlaw research.
50	flat rate contracts with both
51	We have a "special contract" with Westlaw; not with Lexis
52	Westlaw only, although the library staff and two or three attorneys have LexisNexis passwords.
53	Flat fee contract with lexis only. We discourage Westlaw usage unless absolutely necessary. No individual passwords for W - most ask me to do searches.
54	However, we have only a 20 user license with Westlaw at this time. The firm wanted to test whether or not having only Lexis would work for most of the attorneys. We have a firm wide Lexis contract.
55	Westlaw is our preferred provider
56	Just LexisNexis -- we need the business information and don't do any litigation.
57	But we have a reduced rate with Westlaw. We pay full-price for Lexis.
58	We are an IP firm so only half of our attorneys use either Lexis or Westlaw. While caselaw is available on both, the value of having access to both is in the different treatises that they own and make available electronically.
59	Westlaw - contract that gives us a discount on certain databases (it is our primary provider). Lexis - pay as you go. We used to have a contract but they raised their prices so we didn't renew our contract. We've been fine with this arrangement.
60	All of the attorneys and paralegals have access to Westlaw. I have access to both Lexis and Westlaw
61	We have a flat-fee contract ONLY with LEXIS
62	Attorneys and paralegals have access to both and are given logons for both when they start with the firm.
63	We have a flat rate with Lexis and pay-as-you-go with Westlaw. Use very little Westlaw.
64	We have an Elibrary (Cal;Fed;Insurance; News;Forms;Treatises;KeyCite) from WL; a transactional account with Lexis and no flat rates. Elibrary is our "flat rate."
65	We have a subscription with Westlaw and pay-as-you go with Lexis, but we are negotiating.
66	Flat fee contracts for most content
67	However, since we just have a contract with Westlaw and not Lexis, people are strongly encouraged to just use Westlaw.
68	Consistently, Westlaw usage far outdistances Lexis usage at the firm.

69	Mostly Lexis. Our contract with them far exceeds our Westlaw one.
70	Legal staff get the option of transactional or hourly billing for Westlaw. The default is transactional billing for Lexis but if someone asks we will also get them a connect-time ID. There is generally more use of Westlaw, but some practice groups (like Tax) prefer Lexis.
71	WE have a contract with Westlaw. Only me, the librarian can use Lexis.
72	Contracts with both vendors, but Westlaw has the biggest usage and cost.
73	We were a lexis-only firm until this year, when we renegotiated our contract. Given the number of volumes we've had to cut from our library (due to escalating prices), and Westlaw pulling their materials off of Lexis, it was necessary.
74	The contracts are similar, so there's no official preference.
75	We used to. Now it's Lexis only.
76	We have a flat-rate with Westlaw, a non-flat rate pricing plan with Lexis.
77	Most attorneys prefer one to the other.
78	We also have negotiated a 'flat rate' on selected databases for each service.
79	The library has access to both but the attorneys do not.
80	Westlaw only, with a slice of Lexis on a customized web page.
81	We have a contract with Lexis. If one has a need for Westlaw we do provide ids.
82	Most research through Lexis, only a small number of databases on Westlaw but we are looking to switch to Lexis probably exclusively at the beginning of next year.
83	We have an attractive contract with Westlaw, noe with Lexis. Lexis usage is minimal.
84	Flat-rate on Westlaw. LEXIS is transactional only.
85	We have a big flat rate contract with Westlaw and by-request access to Lexis with a less favorable contract.
86	we were forced to drop Westlaw when a new Lexis contract was signed. It was the library's preference. We wanted both.
87	But only library staff has access to Lexis
88	We have both, although the older attorneys prefer Westlaw. The younger attorneys are moving to Lexis.
89	Only Westlaw is Flat Rate; Lexis is only for "as needs" basis - hardly used
90	Use of one is far greater than for the other, but we provide both to have access to exclusive materials.
91	Canceled Lexis passwords about 3 years ago and went with a Westlaw contract.
92	Flat rate Westlaw. Standard rate Lexis.

93	Lexis only as it publishes the Official Code of GA Annotated.
94	Firm wide access to Westlaw. Only the librarians have access to Lexis.
95	Everyone has Westlaw passwords; only the Librarians have Lexis passwords.
96	This was not the choice of the librarians
97	Westlaw only
98	All attorneys, librarians and paralegals get Lexis and a limited number of attorneys and all the librarians get Westlaw.
99	We are in the middle of 3 year contracts with both providers.
100	We crossed this bridge some years ago and decided Westlaw was more reliable, far easier to use, and gave us more bang for our buck. Our attorneys agreed.
101	Our major package is Westlaw. We only have a few electronic versions of print titles on Lexis.
102	Flat fee for both
103	Westlaw is considered our primary provider and Lexis is considered our secondary provider (more of limited access contract).
104	Icon on desktop--each work station
105	All legal staff have Lexis access. There is limited access to Westlaw by legal staff. The library staff has both Lexis/Westlaw access.
106	We have both transactional and hourly ids.
107	LexisNexis is our legal provider of choice.
108	only lexis. We do have a Westlaw ID but it is used only once in a blue moon and we have no special contract that gives us any discounts.
109	LexisNexis is firm wide. Westlaw access only by librarian
110	We have flat-rates with both Lexis and Westlaw, but tend to be heavy Westlaw users.
111	We have a flat-rate contract with Westlaw but do permit Lexis access on a case-by-case basis.
112	Flat rate contract with Westlaw
113	Westlaw only
114	But we are primarily a westlaw firm with very limited access to Lexis.
115	WESTLAW only
116	We are currently in the midst of renegotiating contracts and may be dropping one of the two.
117	we've used both, but never concurrently
118	We have a monthly flat rate fee contract with Lexis so we encourage use primarily of Lexis. We do have access to Westlaw on a transactional or hourly fee basis.

119	just dropped flat rate on Westlaw; will only allow certain people access to Westlaw
120	The systems are diverging quite a bit and we expect them to diverge more. If you get rid of one or the other, I would suggest that you focus more on teaching students to use treatises.
121	We have a very small subscription to Westlaw. Our primary subscription is with Lexis.

Appendix D

Comments provided by law firm librarian respondents to question five

5. If a law school only offered LexisNexis, would the lack of training on KeyCite be a problem	
1	Some people want reference to West Headnotes, not the Lexis Headnotes that Shepards follows. For a lot of people hearing that Lexis had Shepards remove reference to West headnotes was a death blow to Shepards usage. Can't follow a logical seamless research path when you are using the West Reporter System and you can't trace the headnotes so yeas KeyCite is crucial for many people.
2	You need something in between; it would be something that could be overcome through training at the firms.
3	N/A
4	Lexia has Shepards
5	It doesn't really matter: we train on both once they arrive at the firm.
6	I suppose Lexis does have Shepard's, so that is a workable solution.
7	Don't know--maybe
8	We would train here.
9	Lexis has good citation tools as well.
10	Shepards is better anyway
11	The systems are fairly similar - would require some training on how to search westlaw but learning curve should be short.
12	given our IP practice KeyCite's patent coverage is superior to Lexis' and therefore very important
13	Not to mention--Westlaw is better for primary law research
14	I have concluded that attorneys will adapt out of necessity and economic necessities of the firm.
15	Not a big problem if the atty then goes to a Westlaw firm where a training rep can easily train him/her on KC
16	Lexis has Shepards
17	No - it's very similar to Shepard's so I don't think it would be difficult for the new lawyer to make the transition.
18	Can always learn it on the job, if necessary.
19	A lexis-only attorney would have no idea of the underlying conceptual structure that KeyCite and KeySearch inherit from the digest system, which is far from dead.
20	keycite includes too much useless garbage
21	Since Westlaw is what we use here.
22	Yes but it does work in books just get the concept in their heads

23	I think we could get new associates trained on Keycite quickly.
24	There would also be a hardcopy research problem. Since we have canceled most of the West reporters and digests and secondary tools like ALR, they need Westlaw for key number research and the main secondary sources.
25	We just have to retrain them so they couldn't hit the ground running. I find that most law students tend to use Lexis more. This may be due to the nice premiums/points that LN gives them.
26	As long as they have similar training.
27	They could learn this later. But they should be taught the philosophy of updating and that two systems exist.
28	Students can get up to speed on KeyCite with minimal effort.
29	The basic purposes for using either tool remain the same. Once they've learned one, it's easy to transfer to the other.
30	Not generally, as long as there would be Shepard's training.
31	You must do the whole digest thing.
32	KeyCite is fairly straightforward and training could be handled by library staff or with the help of Westlaw account representatives.
33	We would end up retraining at the Firm
34	Here in the Mid-West you will learn Westlaw sooner or later.
35	Lexis has headnotes too. Students rarely use the print digests and so searching by key number isn't used as much online.
36	You don't offer a choice or neither or either above. I don't really care which they learn in fact, I don't care if they use either. I, and our hiring partners, would rather have students who can research and "think" in print rather than have exposure to either. The student never research well online anyway. At least they would know how to do something. Research skills are astonishingly poor..
37	In our experience, Litigators prefer Westlaw and most litigators use KeyCite rather than Shepards.
38	they would have Shepard's training. The problem would be coming into an environment later on where KeyCite may be the "name of the game".
39	No necessarily. In my experience, most attorneys choose one system or the other and use the citation service offered by that vendor. I know many organizations prefer that attorneys use both services to make sure they didn't miss anything that could affect their case, but in reality, most only use the one they are comfortable with.
40	I always make sure that new associates are comfortable using both Westlaw and Lexis. If they are not, I set them up with training before they receive a password.
41	Shepard's has always been the standard in citation checking, not KeyCite.
42	LEXIS has Shepard's, which seems to be the preferred. Even when we had a WL account the attorneys preferred to use the Shepards
43	It's the digest system that's important. A cite checking service is easily learned.

44	Students don't seem to have a full understanding of the citators when they get here. We usually need to explain how important they can be for research.
45	If the law firm has a strong litigation practice, the key number system is still quite useful when researching. KeyCite ties into this very well.
46	To the extent that the new associates would then have to take the time to learn KeyCite.
47	Shepard's and KeyCite are actually two products that are fairly interchangeable. Although each one has its different ways of getting at information (i.e., where the links are located on the screen), the functionality and content is pretty much the same.
48	Both Lexis and Westlaw give good new associate training with followup help on their databases.
49	Since we do Lexis and Westlaw training with the new associates anyway, we could make sure KeyCite is included.
50	Since we don't do litigation, not a problem
51	We provide training to all summer clerks and new attorneys, so if they know Lexis, we show them the similarities and differences on Westlaw, and vice versa.
52	We need to train new associates on how to use CALR here anyways since our contracts are different then at school. It cost money to use CALR at a firm so the associates need to be smarter about their research. Keycite & Shepards are easy to learn and somewhat similar.
53	Not really; as long as students are well-trained on the concepts behind Shepards/KeyCite, they should be able to use either tool with a little training.
54	If they understand the concept, the specific tool can be taught.
55	We end up having to train most students on one or the other systems. Keycite takes about a ten seconds to explain.
56	No, all incoming attorneys are put thru training by our Westlaw and Lexis reps prior to receiving their passwords.
57	Even if the students don't have access to the service, they could still be trained on KeyCite to prepare them for future employment scenarios.
58	LEXIS has an equally good taxonomy structure
59	Shepard's is a far superior product.
60	Perhaps, but most law students could easily use KeyCite with free use/training on our eLibrary.
61	So long as the basic concept of cite checking is understood, re-training on the other vendor should be a minimal issue
62	When doing legal research because the attorneys gravitate to Westlaw for case law and headnotes, lack of knowledge of KeyCite would be an issue.
63	not quite sure that law school grads have the full understanding of tracking a case through process. Would like to see them be able to use the case reporters more effectively.
64	To some degree, but it's not hard to learn the differences if you pay attention.
65	KeyCite is fairly straightforward to learn, and at our firm, Shepard's is still the standard for checking the

	currency of a case.
66	We generally have to show them how to use it anyway. It's mostly paralegals who do citechecking at our firm.
67	I think not being trained about the West Digest system and the key numbers would be more of a problem.
68	The Westlaw Reps could train them on that one aspect very easily.
69	Though I don't see why the service couldn't be 'covered' - even if only as a comparative.
70	They are very similar and easily learned.
71	We still use Shepard's as the standard
72	Lots of our partners ask the associates to keycite cases and I've had a few come to ask me what that is!
73	Bringing graduates up to speed on KeyCite would not be difficult.
74	Don't know, really.
75	I always recommend Shepards over KeyCite when asked my opinion.
76	As long as you impress on them the importance of cite checking
77	It all depends on the culture of the firm.
78	Lawyers should be familiar with both major online legal research services.
79	I think KeyCite and Shepard's are pretty interchangeable. If you learn one, you can easily use the other.
80	Training would then occur at the firm.
81	Shepards and KeyCite should be used to insure nothing is missed.
82	Our Westlaw rep is pretty good about getting us the training we need.
83	Keycite is the benchmark
84	There's no big mystery here - if you've Figured out Shepard's, you can Figure out Keycite.
85	KeyCite captures more cases than Shepards.
86	The person needs to understand what all the colored flags mean when they look at the keycite report.
87	It would be, since there is a possibility that the law students could gain employment at a law firm or other organization where there is access to only Westlaw.
88	Students should know about Keycite. The choice of Lexis or Westlaw is tough in an academic setting.
89	The firms would just need to be aware that the students have not had Westlaw and there would have to be intensive training before they could get an ID. Attorneys wouldn't like this because it would take away billable working time the associates would have. It's all about the dollar in the real world.
90	We can train.

91	No, it's the West headnotes I would worry about.
92	Any Shepards training should transfer easily to using KeyCite.
93	not sure
94	Not if were able to train the associates when they started but it would be nice if they understood the differences between the two systems.
95	Probably not, as long as they understand the purpose of the citator service.
96	Lexis provides Shepards.
97	my litigation partners prefer Westlaw, including keycie
98	We haven't been able to get Lexis CheckCite to reliably work on our network. Westcheck works just fine.
99	Law students must have access and training on BOTH systems. It is imperative.
100	KeyCite wouldn't be a problem as it's similar to Shepards. However, the lack of West headnote/key numbers would be a problem as they are often the only way to define issues which use very common English language terms and are thus hard to isolate in large database searches.
101	An intelligent person who was trained on Shepards should be able to adapt to KeyCite after leaving school
102	Only because I find KeyCite to be harder to navigate and learn than Shepards
103	Librarian and/or telephone assistance would suffice
104	Which ever product is not chosen, there will be problems. Westlaw users rely on the KeyCite system for efficiency.
105	KeyCite is much more than a cite checking tool. it provides access from a case to relevant regulations and statutes. It also provides access from statutes back to regulations, secondary sources, etc.
106	I would still make an effort to describe KeyCite as another type of citator - and to note any major differences
107	I think less and less young lawyers use it.
108	Shepard's on Lexis would perform a similar function

Appendix E

Comments provided by law firm librarian respondents to question six

6. If a law school only offered Westlaw, would the lack of training on online Shepard's be a problem.	
1	It's not that I am entirely in love with Westlaw. It's just that I have done research on more than one occasion and had citations missing from a Shepards history. I just believe that when it comes to searching caselaw West is more user friendly and more complete. That being said, I have been using Lexis more frequently for searches in secondary sources, non-caselaw materials that I can't find on West.
2	Not as much because most people I know get their cases from Westlaw and its a simple click to Keycite. Still some training would be needed on how to use Shepards in the off chance we need to Shep a LX only citation.
3	.. but I know some firms require both KeyCite and Shepard's be used
4	N/A
5	Keycite is a more reliable database
6	They're really interchangeable in my book, and I've never had an attorney complaint about one over the other.
7	Don't know--maybe
8	We would train here.
9	No, Westlaw's citing tools are sufficient.
10	a little bit. I believe a separate contract is available for Shepards only
11	Only be cause we mainly use Westlaw
12	They hardly understand or us it effectively now
13	KeyCite/Shepards are so similar
14	Keycite is comparable with Shepards
15	No - it's very similar to KeyCite so I don't think it would be difficult for the new lawyer to make the transition.
16	Can always learn it on the job, if necessary.
17	Shepard's is simple enough to learn OTJ
18	don't know
19	Don't use
20	Only the term, since attorney use the term as a generic
21	We rarely use Shepard's. Our document management system is integrated with West Check

22	This wouldn't be a problem, as we only use KeyCite.
23	Because we rely on Keycite.
24	As long as they have similar training.
25	See comment on #5
26	We still have print Shepard's
27	See #5 comments
28	KeyCite training would suffice.
29	We would simply teach them how to use Shepard's on Lexis.
30	We would end up retraining at the Firm
31	Both Shepards and Keycite are very similar and our new attorneys do not have a problem switching between them
32	Here in the Mid-West, yes.
33	West has Keycite, a similar product to Shepard's.
34	See comment to #5
35	see above and think reverser
36	See comments to question 5
37	see above
38	Because I truly believe it is the standard.
39	See above.
40	No, if for the only reason I believe KeyCite is more useful. There are instances when I also check Shepards, but those are rare.
41	It is becoming less so in my geographical area because Westlaw is the dominant preference and those attorneys who were once familiar with LexisNexis now do little or no research.
42	See comment above.
43	Easy enough to learn when they arrive
44	same as #5
45	partially. KeyCite is very good.
46	See comments above.
47	Not really; as long as students are well-trained on the concepts behind Shepards/KeyCite, they should be able to use either tool with a little training.
48	See comment above

49	We end up having to train most students on one or the other systems. Shepard's takes about a ten seconds to explain.
50	No, all incoming attorneys are put thru training by our Westlaw and Lexis reps prior to receiving their passwords.
51	Even if the students don't have access to the service, they could still be trained on SHepard's to prepare them for future employment scenarios.
52	There are still some things you can't "Shepardize" online - such as Trademarks or Copyrights. We actually still have these books. If you have no context for knowing what "Shepardizing" is, you would miss out. Shepards is more historic too!
53	Yes.Shepard's is a far superior product than Keycite.
54	Since we use WL most of the time, this would not be problem.
55	We haven't had the print for years.
56	So long as the basic concept of cite checking is understood, re-training on the other vendor should be a minimal issue
57	But not as much of a problem if they don't know KeyCite. Over time, I think the need for training on Shepards will lessen.
58	see number 5 comments
59	Same comment as for KeyCite.
60	Shepard's is less intuitive, and the attorneys trust it more (though I think this is a holdover from book research, and KeyCite is a better system). We can train the new associates and summer associates on anything, but Shepard's has a fairly steep learning curve that's best dealt with in law school.
61	We generally have to show them how to use it anyway. It's mostly paralegals who do citechecking at our firm.
62	Same rational as previous comment.
63	see above comment #5
64	They are very similar and easily learned.
65	They are similar enough, and the databases are both intuitive.
66	No, keycite seems to be comparable
67	Don't know.
68	It all depends on the culture of the firm.
69	KeyCite offers the same information.
70	Law students should know both.
71	The phrase Sheparize a case is still used and if there is no context for that using actual Shepards, it might be confusing

72	Training would then occur at the firm.
73	Shepards and KeyCite should be used to insure nothing is missed.
74	Both systems are pretty self explanatory/interchangeable (although I see where checking both is a good idea if you want to double check the precedential value of a primary law resource), however, you'd have to explain and give a definition for "Shephard's" no matter what, because old-school legal professionals use that word as a catchall for any citator, whether KeyCite, Shephard's, etc.
75	We still use print Shepards, that's what should be taught in school to understand the process.
76	For the same reasons as #5.
77	It would be, since there is a possibility that the law students could gain employment at a law firm or other organization where there is access to only Lexis.
78	Students should know about Shepard's as the term "to Shepardize" is used by many in a practice setting.
79	Same comment as #5, the firms would just have to do more training.
80	We could train.
81	That can be fixed with one visit from a Lexis rep at the firm.
82	Not if were able to train the associates when they started but it would be nice if they understood the differences between the two systems.
83	See above
84	Cases on Westlaw indicate with a red flag those cases that have been overruled, and a yellow flag indicates dissention, and the case history is easy to view and download.
85	my corporate partners prefer Shepards
86	Law students must have access and training on BOTH systems. It is imperative.
87	An intelligent person who was trained on KeyCite should be able to adapt to Shepards after leaving school -- if you are concerned about this, perhaps you can offer training in online KeyCite and print Shepard's concurrently
88	we have one practice group that only uses shepard's, but cite checking is ususally a library/clerk task.
89	I think Shepards is easier to understand, but I would want students to come out at least knowing that it exists and that it's comparable to KeyCite
90	Librarian and/or telephone assistance would suffice
91	See my answer to #5. Shepardizing has improved tremendously over the past 3 years. Just click the proper link, and it's done.
92	I would still make an effort to describe Shepard's as another type of citator - and to note any major differences
93	Shepard's is not the only way to check.
94	KeyCite would perform a similar function

Appendix F

Responses supplied by law firm library respondents to question seven

What other online databases would you like taught in law school (check all that apply)	
1	Get real - teach them the stuff they need to know.
2	Internet legal resources
3	gpo access for Federal Register and USC
4	teach that the web is not comprehensive/free
5	HeinOnline
6	HeinOnline
7	Dialog
8	HeinOnline
9	you need both and Dialog STN (for patent law)
10	Be aware of state bar members online options
11	Hein Online
12	Accurint.com/ChoicePoint
13	Securities Mosaic
14	That there are others and most dont pay for all
15	Hein Online
16	HeinOnline
17	NONE OF THEM! I would rather control the training
18	Use of secondary sources online, including digests
19	HeinOnline
20	AccessPlus
21	NOT Bloomberg
22	Courtlink or CourtExpress, GSI Westlaw Business
23	Teach them to use your print resources
24	HeinOnline.
25	Bender via Lexis - the best set of treatises

26	Westlaw Business (LivEdgar)
27	LIVEDGAR
28	Casemaker and a database like CourtsExpress
29	HeinOnline
30	Casemaker
31	Westlaw Business/GSI
32	Findlaw. And some emphasis on court websites!
33	EDGAR filings databases - LivEdgar, 10k Wizard
34	BNA RIA & CCH are also pricing themselves out
35	How to find cases & statutes fast on the internet
36	How to evaluate the free sites they use
37	Don't bother... we provide training on the systems
38	Livedgar or SECnet (transactional forms)
39	HeinOnline and 10-K Wizard,
40	Some general introduction to DIALOG
41	None
42	More training on less expensive resources
43	none of the above. Train in eval. site authority
44	Cornell Legal Info Institute
45	RIA for tax
46	Securities Mosaic or other Public Filings database
47	Hein Online
48	Hein Online - Federal Register and Law Review Sec.
49	findlaw ie free cases, links to state codes, regs
50	Securities like Securities Mosaic, LivEdgar
51	Livedgar, Securities Mosaic, Capital IQ, Hein Onli
52	HeinOnline, LivEdgar/GSI, USPTO
53	gpo access or thomas.gov

54	verdictsearch.com
55	HeinOnline
56	Casemaker
57	Any free legal resource available on the web.
58	LexisNexis CourtLink
59	Hein Online
60	Dialog
61	Casemaker
62	General Internet literacy and search skills
63	any subject-specific database depending on class
64	Local docket searching service - Courtlink, etc.
65	Heinonline
66	Westcheck!
67	Heinonline
68	GSI LivEdgar
69	Accurint
70	(i have a long comment but i am about to get cut o
71	All alternatives should be considered.
72	RIA CheckPoint for tax attorneys only
73	book research. Power lines get cut, brief is due

Appendix G

Comments supplied by law school library respondents to question three

Does your library provide access to both LexisNexis and Westlaw?	
1	and the pricing on both has just gone up.
2	We also have access to LexisNexis Academic and Westlaw Campus through our university.
3	We facilitate access to students, but the vendors provide access directly. We do not distribute IDs/PWs, and we do not train on these systems, save for occasional reference queries.
4	Though we, too, are starting to think about cancel one of the systems.
5	Only to Law Students and Faculty
6	And, we have two public access stations for alum access and student summer access.
7	I'm in favor of tying student usage to training - the more training you get, the more hours per month.
8	We provide access to both. The University Library provides access to Lexis/Nexis Academic.
9	Each law school student, faculty, and staff member has his/her own Lexis and Westlaw passwords. The law library pays for these subscriptions, but access is through individual passwords.
10	We offer both but Westlaw holds a wide margin in users. I believe it's because the first year Legal Writing and Research instructors use it almost to the exclusion of Lexis. Students only become really familiar with it if their summer jobs or internships force them to learn it.

Appendix H

Comments supplied by law school library respondents to question five

If a law school only offered LexisNexis, would the lack of training on KeyCite be a problem?	
1	The concept could be taught with Shepard's, but Keycite is not the superior product in terms of the amount of information linked to each case, statute, etc.
2	We teach both. I think KeyCite is inferior to Shepard's.
3	If anything, it would be less confusing to only have to deal with one service! The two services are now similar enough that either one should be sufficient for training
4	I think if fundamental research skills are taught an attorney/law student can train themselves in a short amount of time on any database or reference material.
5	Law students far and away prefer Westlaw over Lexis.
6	Not a serious problem because of the similarity of the systems, but it would pose a problem of some kind with user expectations and desires.
7	The differences between KeyCite and Shepards are virtually nil. A red flag or a red stop sign both mean the same thing.
8	I don't think so. They can also get such training when they really need it, in their first job - IF the employer has Westlaw.
9	I prefer Shepard's, and the loss of it would be my major regret re: not having Lexis.
10	What will our students be using in the Firms and court offices? We need to train them on both systems.
11	(see comments on question 5)
12	It's the work of a moment to show people experienced with Shepard's how KeyCite works.
13	Lack of training on citator usage is ALWAYS a problem with teaching law students legal research.
14	KeyCite, no. Key Numbers, yes.
15	Not as far as we can tell. We also have Public Access Westlaw.
16	The distinction between "history" and "citing references" on KeyCite can easily confuse new users.
17	yes, because most of the law firms in our area use Westlaw
18	But it's difficult to measure the extent of the damage.
19	Maybe. Many of our local firms use Westlaw. However, Keycite is not hard to learn, particularly if you've learned Shepards.
20	We would make other arrangements for training on Shepards (hard copy or electronic).
21	because we subscribe to Keycite as a stand-alone product for the public

22	I think you mean key numbers, not key cite. If so, instruction would rely on print resources which are not favored by students or faculty.
23	Of course
24	We have public-access terminal that includes key cite - students could train on that.
25	If students learned to use Shepard's, they could learn to use Keycite with very little training.
26	The principles of cite checking are the same.
27	<p>The two databases really have a ton of variation in what they include within their secondary sources. The ALR wouldn't even show up on the Lexis Shepards results anymore, for just one example. Personally, I prefer Keycite over Shepards, and I do like the fact that it is graphical, as many people are visual learners.</p> <p>Generally when we do get into a classroom (which is not as much as we like) I think many of my colleagues tend to show Keycite rather than Shepards.</p>
28	Yes, because Lexis does not update statute and has a different system of categorizing citing cases.
29	We have a public access subscription to KeyCite, which we could use to train students. However, that would not be particularly effective.
30	Here it would be since our courts and 9/10 of the largest firms subscribe to Westlaw only.
31	I'm really not sure.
32	Because West's db ties into the major print legal research resources, not having access to KeyCite is problematic.
33	Can teach the same principles and very similar methodology with Shepard's
34	Would possibly impact use by students in summer jobs
35	though shepards is now missing the headnotes from the national reporter system, which might offer some problems. the concepts are the same, however, with shepard's LN headnotes.
36	The training should not be a training if you teach the concept behind the use of citators.
37	can't do key numbers for the federal supplement or the federal reporter.
38	Not that Shepard's isn't an excellent product, it's just that students need training on both because the two products don't cover exactly the same things. Also, sometimes one gets the subsequent history or petition history wrong.
39	Most students graduated without understanding the intricacies of either system at an advanced level, and skills can be brought up in short order.
40	I am not sure
41	Shepard works fine, for the most part, with the possible exception of administrative law coverage.
42	Students should know how to work with both databases.
43	Somewhat, as I feel that students should see both of them so that as new attorneys they don't need to be retrained on a different system.

44	Initially perhaps but I don't think so in the long run. If they got a little training they'd be up to speed very quickly.
45	Not KeyCite in specific, but lack of training in the key number system would be.

Appendix I

Comments supplied by law school library respondents to question six

If a law school only offered Westlaw, would the lack of training on online Shepard's be a problem?	
1	Same reason as above. However, I believe students would be unhappy if we trained on only one system. In my Adv Leg Research class, I split time about 75/25 between Westlaw and LexisNexis. Students expressed interest in getting more Lexis training. They recognize both are used. In retrospect, I think they are right.
2	Yes. One of several.
3	I'd see this as more of a problem than lack of training on KeyCite-- they're functionally equivalent now, but Shepards is still the original (and better, in my opinion).
4	I think if fundamental research skills are taught an attorney/law student can train themselves in a short amount of time on any database or reference material.
5	We no longer teach Shepard's in print. If the student winds up at a firm that uses Lexis, not having been trained in law school on Shepards could be problematic.
6	Not a serious problem because of the similarity of the systems, but it would pose a problem of some kind with user expectations and desires.
7	See comment to 4 above.
8	Same comments as #4
9	Probably not for the students, since KeyCite accomplishes the same thing, but maybe for the professors and people like me. I'm a dinosaur and trust Shepard's more.
10	Similar to each other but still different enough that both are needed for some sort of training.
11	It would be a problem, but we don't live in a perfect world and cannot be all things to all people. Law students and their employers would have to deal with it and get training directly from the vendors or from firm librarians.
12	Again, the functionality is so similar that applying the knowledge in a slightly different environment should be easy enough to teach.
13	Lack of training on citator usage is ALWAYS a problem with teaching law students legal research.
14	In many ways, Shepard's is easier than KeyCite. At very least, you don't have to remember to click into the citing references to get the full report.
15	We also have LexisNexis Academic which includes Shepard's.
16	with the caveat that it would hurt those going to law firms that use Lexis.
17	Same comment as in #4, mutatis mutandis.
18	See comments above.
19	We still offer modest training on Shepard's hardcopy and electronic.

20	Many practitioners still consider Shepard's to be the preeminent citator.
21	No. Because we are a lexis academic subscriber and shepard's is available in that subscription for the entire campus.
22	Key cite is a similar verification tool.
23	Of course
24	We have public-access Shepard's. Students could train on that.
25	If students learned to use Keycite, they could learn to use Shepard's with very little training.
26	The principles of cite checking are the same.
27	So many practicing attorneys, I think, still use Shepards, so to have a student go out and not know about it might be very detrimental to them in practice. Also, there have been times where I have seen the same case treated differently between the two databases.
28	Somewhat.
29	The University Libraries (we are not a part of that library system, but cooperate with them) provides access to Lexis Academic, which includes Shepard's.
30	Possibly. To the extent that Shepardizing is available through our University library's subscription to LexisNexis Academic, we could actually do some training.
31	Again, not sure. Sorry.
32	Yes, but a minor one. It is bad for students to rely only on one source, since both are flawed and subject to errors. They need to be familiar with both.
33	Can teach the same principles and very similar methodology with KeyCite
34	A problem? Yes, of course. Insurmountable? No, of course not. Instruction would have to focus more on conceptual understanding of research methods and less on the mechanics of particular research tools--a good and much-needed change, in my opinion.
35	but see above
36	Shepard's is still supposed to be better than KeyCite, as I understand it.
37	No again - you must teach the concept behind citators not the particular system.
38	Same issue for official California reporters.
39	See response to 4 above
40	Most students graduated without understanding the intricacies of either system at an advanced level, and skills can be brought up in short order.
41	Perhaps
42	We could show them Shepards in the books, and then train on KeyCite. The functionality is basically the same, although the features differ. I prefer the KeyCite product, and would rather show that to students.
43	I am not sure

44	KeyCite's covers more primary material than Shepard.
45	Students should know how to do both KeyCite and Shepard's.
46	see above.
47	No. See my comments to question 4 above.
48	No, KeyCite works in a similar way. The goal of both systems is the same.

Appendix J

Responses supplied by law school library respondents to question seven

What other online databases would you like to have taught in law school (check all that apply)	
1	Casemaker
2	Casemaker
3	Findlaw
4	Hein Online and the legal periodical indexes
5	Casemaker
6	Hein
7	HeinOnline
8	It's going to vary from school to school
9	Vlex, WRDS, Findlaw, official state/federal source
10	HeinOnLine
11	Hein online
12	LexisNexis Congressional
13	Casemaker
14	I teach our students how to use most of these now
15	Casemaker
16	Thomas, GPO Access, Lexis Congressional
17	Several foreign law databases
18	Hein, Justis, UN Treaties, UN Docs
19	Heinonline
20	Casemaker
21	Casemaker
22	law related and non-legal
23	CEB
24	CEB's OnLaw
25	CASEMAKER

26	any other legal information database
27	CaseMaker database for this state
28	assumes do not already teach as part of LWR
29	Teach an "awareness" of all databases ... and use
30	Casemaker - because the state bar provides
31	Casemaker
32	LN Congressional
33	Either 10Kwizard or LivEdgar
34	courtlink, smartrules, timekeeping software
35	Findlaw
36	Casemaker
37	Hein Online, Findlaw, variety of government sites
38	HeinOnline
39	Casemaker, HeinOnline
40	Accurint or some other public records database
41	LII - Cornell's Legal Information Institute
42	Hein, non-legal DBs such as EBSCO, free resources
43	Hein
44	HeinOnline
45	HeinOnLine

Appendix K

Comments supplied by group of all other library respondents to question three

Does your library provide access to both LexisNexis and Westlaw?	
1	Just Lexis
2	Lexis limited to 12 Matthew Bender titles, Shepards & our state laws
3	But very limited LEXIS access.
4	For the public, we only have Westlaw access although there is some Lexis content access (no searching capabilities)through our public access Shepards account. The court actually has subscriptions to both
5	Lexis available to everyone - we have a flat-rate account. WL restricted to Library staff because we cannot afford both.
6	We just terminated our lexis accounts
7	Westlaw only
8	Judges, law clerks, and managers has access to LexisNexis and Westlaw. However, the public has access to LexisNexis.
9	Department has access to Westlaw. Library staff has access to both.
10	Westlaw
11	Westlaw is limted.
12	only to Westlaw
13	our court/judicial patrons, as well as students and general public, seem to find Lexis much easier to navigate
14	Weslaw-Primary Authority, Keycite, Law Reviews and practice material Lexis-Primary Authority, Shepards, Matthew Bender
15	but our subscription to Lexis is limited to our state plus federal circuit.
16	Public access to Westlaw on two computers and access to Shepard's. Staff has access to the entire Lexis database.
17	Westlaw only
18	We have Westlaw only in the law library, as the court has Westlaw only.
19	LexisNexis - Shepard's only
20	Westlaw only
21	We only have Shepards from LexisNexis
22	Our budget constraints will not allow for both.

23	Staff have access to both; the public only has access to Lexis.
24	LexisNexis only
25	We used to have just Lexis, but some of the attorneys wondered why we didn't have Westlaw, as that is what they learned on.
26	The public gets Westlaw, the court gets Lexis.
27	Our primary service is Lexis/Nexis. We have a less comprehensive contract w/ WL.
28	only the Library staff searches Westlaw; we have corporate access to Lexis.
29	But only to judiciary personnel
30	Our LexisNexis is currently staff use only, but that will change when our Westlaw contract ends.
31	contracts are negotiated nationally for all federal courts
32	In my previous firm, we had to limit access to Lexis and dropped the flat rate contract we had with them. It can be done; major issue was that the news sources are truly better and more comprehensive on Lexis than Westlaw.
33	limited Lexis access (shepardizing only)
34	The attorneys, paralegals and agents have access to Lexis only. The librarians have both
35	We had both until last year when due to budget cuts we had to drop one. Our Lexis contract expired first.
36	We have public access terminals and fuller access accounts for our judiciary staff.
37	as a law library consultant, I can only afford one. Probably 80% of what is on one is on the other excluding Nexis
38	Limited version of Westlaw is available to patrons and staff
39	Westlaw is full text searching; Lexis is "Shepards Public Access" - only get a document by citation; users can keyword search within a list of citing documents (a focus search)
40	I prefer Westlaw, but if I had to choose for the public, it would be Lexis.
41	Public Access Terminals
42	We find that our users like having both options, since some have a preference.
43	Only Westlaw and Shepard's.
44	Westlaw and Shepard's, not full Lexis/Nexis
45	Modified Lexis (Shepard's)and most US Westlaw sites
46	But we are also facing budget cuts and are considering cutting back on one system.

Appendix L

Comments supplied by group of all other library respondents to question five

If a law school only offered LexisNexis, would the lack of training on KeyCite be a problem	
1	Not really, the principles and goals of KeyCite are the same as Shepards. A short workshop with the West trainer should bring someone who was trained on Shepards up to speed with Key Cite
2	It is so easy to use that it would not matter
3	Most students do not understand the value of KeyCite or Shepards
4	They are sufficiently similar that there is a carry over from one to the other
5	yes, b/c it seems many attorneys here in WY are most familiar with KeyCite, even though they were exposed to both systems.
6	Still not a strong proponent of keycite. That said, with Shepards no longer using the key number system, that would be a major problem for users who could not cross reference with print material.
7	I think once you are trained on one citator system, the other could be easily taught later because you have the concepts.
8	It is easy enough to learn to use the other citation checking system once you have learned what one does.
9	I think you have KeyCite and Shepards reversed in the questions, but the answers would not change
10	KeyCite is very easy to use.
11	because I would do the training here that they need
12	As Lexis is still shepardizing, then the student would be able to understand that checking the cite for good law is always a responsibility they must bear. As the person got into the firm, they would need to identify to the Librarian that they needed Westlaw training.
13	Westlaw loves to do trainings, it would be something to focus on.
14	KeyCite is easy to teach, I often instruct new users on the basic concepts with a two minute speech and a small cheat-sheet.
15	Maybe
16	The problem would be in the topic, key numbers and the statutory annotations

Appendix M

Comments supplied by group of all other library respondents to question six

If a law school only offered Westlaw, would the lack of training on online Shepard's be a problem.	
1	If someone is trained on Keycite, a short workshop with the Lexis trainer should bring them up to speed with Shepards
2	Most students do not understand the value of KeyCite or Shephards
3	Same comment as 4
4	It's pretty easy to explain to patrons.
5	Shepard's is still the king, even without West key numbers. Also, many libraries only have Shepard's in print, so it is important to know how it works, etc.
6	It is easy enough to learn to use the other citation checking system once you have learned what one does.
7	We hget Shephards
8	Online Shepard's is not difficult to learn if someone needed to pick it up on the fly.
9	we could provide training on Shepard's
10	because I would do the training here that they need
11	same comment in reverse
12	lots of old school firm attorneys only understand shepardizing. lexis would need to provide better training for its use, I Think.
13	In our area Lexis and Shepard's appear to be the standard.
14	since no law firm keeps Shepard's in print it would be a problem for them to be unprepared
15	Possibly
16	Shepard's can be subscribed to separately at a reasonable cost for county law libraries.

Appendix N

Responses supplied by group of all other library respondents to question seven

What other online databases would you like to have taught in law school (check all that apply)?	
1	Casemaker, which many bar members receive free
2	Factiva
3	HeinOnline
4	HeinOnline
5	Live Edgar
6	Complinet Regulatory Insight
7	CEB On-Law
8	OnLaw – CEB
9	HeinOnline
10	hein online
11	Heinonline
12	Casemaker
13	CEB ONLAW
14	HeinOnline
15	LawMoose Subscriber Edition
16	Mergent Online
17	Thomas
18	Courtlink
19	Heinonline
20	At least mention Pacer and do a demo.
21	Google

Appendix O

Comments supplied by all respondents to question ten

Please state briefly why you have this preference.	
1	I prefer Westlaw for legal research and Lexis for news research. I like the headnotes and print delivery options in Westlaw.
2	Westlaw is used more heavily in general in the legal community. In my state, Westlaw is used by 85% of attorneys, Lexis by 45%. Keycite is superior. More and unique features, such as RegulationsPlus, statute indexes. The Directory is FAR superior. I prefer the West digest.
3	Our firm is Lexis preferred so I have more experience conducting research on Westlaw. Although Westlaw does have some advantages like Keycite and the ALRs online, our library carries the West Federal Practice Digest and ALRs in print.
4	Lexis is much better for public record research.
5	This is the system I primarily use for my own research needs. It is the system I was trained on first.
6	For legal research, Westlaw's Key Number system just can't be beat.
7	For the news databases, Shepards, and the way the cases are presented.
8	Smoother interface, cleaner design, integrated with TWEN.
9	ability to easily search for files
10	I prefer LexisNexis mainly because of their boolean syntax. In other words, I think it's easier to literally use "and" and "or" rather than trying to remember "okay, if I put a space in between two words, will that be treated as a phrase, an "and", or an "or". Most everything else is highly comparable.
11	1) It is the standard with the Reporters. When Lexis acquired Shepards and West and Lexis had their falling out over West Headnotes, Lexis came up with their own headnote system. I was done with Lexis for case research. I had to choose sides and went with the standard. The courts still prefer to read West Reporter cases. still think Lexis is better for public records and news. 2) Westlaw reference help is much more helpful than Lexis. I hardly ever get put on hold with WL and it seems to be the standard with LX to not know the answer and have to put me on hold.
12	basically it's our contract
13	I've been using Westlaw more because that's what our professors have been asking for. I also worked in Minnesota for 6 years and still have several friends who work in Eagan. Now that I'm back in Ohio and we have an incredibly good Lexis rep, my preference is migrating toward Lexis. You could say I'm currently purple and leaning red ;-)
14	The searching structure produces more accurate results - the ability to put a phrase in quotes, which Lexis does not provide.
15	Attorneys prefer it here. LexisNexis' strengths are in corporate research, which our librarians do for them using that, or more likely, other specialized databases.
16	Easier to use.
17	It's better for case research.

18	Cost of materials and interface. I find Westlaw's interface to be cumbersome and outdated. The materials on Westlaw usually have more depth, but that doesn't matter if you can't find them.
19	Strongly prefer case law system; overall preference for layout, ease of locating resources.
20	At our law school we use TWEN as our online course pages thus having Westlaw is very important to us for this purpose.
21	More materials available (i.e. AmJur, ALR)
22	Better coverage of international/foreign
23	I find Lexis easier to use and it has a more comprehensive news database. However, most of the firms I have worked for prefer Westlaw.
24	The key number and digest system is transferred from print to online. I would miss this system greatly if we didn't have access to Westlaw. I also prefer the journal/law reviews and the manner in which the case appellant/respondent briefs are added onto Westlaw. I also prefer the addition of the .pdf cases: I only hope that all the reporters are completed.
25	Lexis's interface has become too "dumbed down" and is not easily useable. For instance, without the old library;file address system (which may be on the way out--it's no longer shown in their directory), one cannot tell another (in class or at the Ref Desk) where to go in Lexis to find something.
26	Provides much better international and news/business information.
27	Tangible: attorneys like it better, legal content better organized, has ALM pubs which I use a lot. Intangible: my West rep is far superior to my Lexis rep, Lexis seems more overtly greedy than West, Lexis keeps trying to sell my attorneys stuff we don't have. The only things I would miss about Lexis are the interface, which is better than West's, and Shepard's.
28	More user friendly. Better layout. And cheaper.
29	Westlaw is a virtual monopolist and the viability of LexisNexis is essential to maintaining a competitive market.
30	Probably because I have used it for so long, it seems to me to be a little more intuitive. I also use the news and financial sources for much of my research and believe that they are stronger in this area.
31	Better product and service; preferred 2:1 by our students; fewer bonehead decisions by upper level management.
32	It took me a long time to favor WL, and many of our faculty do not. I like the headnotes, etc.
33	I think Westlaw is more user-friendly. I trust the results I get with Westlaw more often than those I get with Lexis (I've found numerous mistakes in LN results, particularly when running daily or monthly Alerts). Westlaw is more innovative than Lexis (e.g., annotated CFR) whereas Lexis tries to play catch-up where it's unnecessary to do so (and does it poorly, e.g., Lexis headnotes).
34	It's easier to teach and direct to, since it still names its individual databases. And I, like so many other lost souls, am prisoner to the Topic/Key# system. The PDF docs are a plus, too.
35	More case law and the news content is far superior.
36	Westlaw fits with the teaching we do on case research using the digests and reporters. Many print state statutes published by West, as well as the USCA have similar formats which help students understand the editorial enhancements available in both print and Westlaw.
37	Ease of use & better customer service

38	The key number system West has developed is far superior to what Lexis has developed. When I first began doing online legal research it was explained that, as faulty as they sometimes are, the headnotes offer an additional access point to the information in a case. For example, a case can discuss anti-trust without actually using the word "antitrust" (which was probably more true then than now). Lexis simply recycling the text of the case for their headnotes doesn't add anything (ie -- give me an additional angle of accessing the material). I've also found some difficulty in their hierarchial system. Just not (in my opinion) as good.
39	Easier for many people to use. Easy of finding what database to search. Reinvented the topic and key number system.
40	ease of use, key numbers
41	tie in to print materials
42	better menuing system, better non law resources, easier to access TOC
43	Specifically, access to Key Numbers, access to Digests, opinions in PDF format, Results Plus, Statutes Plus, Smart Tools, KeyCite's graphical ratings. Generally superior ease of use and navigability.
44	Greater depth in law reviews, newspapers, magazines and secondary sources; public records access; Shepard's; ease of use
45	Westlaw just seems so user-friendly--clean, uncluttered and intuitive. Customer Service/Ref Attys are much more knowlegeable and friendlier.
46	Over the years I have had better luck with Westlaw in training and online help.I like the text, periodicals, treatises available on Westlaw.
47	Headnotes, software is better, Keycite is better, support is better, segment searching is better.
48	Westlaw has more court documents and has pdf's from the West reporter system. Westlaw has ALR. I find KeyCite easier to use than Shepards. Searching IDEN is a more efficient way to find databases than using LexisNexis "Find a Source" (or whatever it is called).
49	I feel Westlaw is easier to use, more intuitive, and more comprehensive. I hate them both, really, in a business sense, but I'll take Westlaw if I must choose.
50	More experience--somewhat more intuitive--limited Lexis experience, but seemed harder to find something if you don't know its there/where it is.
51	Indices for statutes and regulatory codes, ALR, my experiencee with digests is still relevant in Westlaw. Mostly, though, Westlaw looked better when I was in Law School and thus I got into the habit.
52	more familiar with this system, so can perform searches efficiently; more international materials on both Lexis and Nexis
53	Many faculty members use TWEN and are more comfortable in using Westlaw.
54	The segment searching
55	Bluntly, it is probably because I first used Lexis years ago and am most comfortable with it. My law school however is a Westlaw school. Students and faculty prefer Westlaw to Lexis.
56	I prefer Westlaw's data and LexisNexis's interface.
57	I like the wholistic approach Lexis takes with its "Total" concept; i.e. Total Litigator, where a beginning researcher can get primary and secondary resources in one search, as opposed to knowing that Moore's is a treatise that I have to know about and go into separately when a new attorney is asking a

	federal civil procedure question.
58	I personally prefer Lexis over Westlaw as I believe it is more intuitive to use and offers more non-legal content which is more and more useful in a law firm environment. A caveat: most litigation attorneys handle their own research, typically Westlaw, so I am typically researching more non-legal matters.
59	I prefer Westlaw for case research and business research, but I actually prefer LexisNexis for statutory and news research. Both offer inadequate FCIL resources to US law students.
60	I've been a private law librarian for twenty years. My preference was always Lexis(software). I was a Lexis associate during law school. Six years ago the firm chose to go with one vendor for financial reasons. I do prefer Westlaw via the web. Lexis' web product is very difficult to use - it surprises me since my early preference was Lexis.
61	Reps. have usually been more interested in training versus selling; prefer Westlaw headnotes to Lexis' version of them.
62	Probably just because I am much more familiar with it.
63	The West Key Number Digest is far superior to Lexis' Headnotes and More Like This function for case research.
64	I used to prefer Lexis but in recent years I haven't seen the commitment to respond to user needs that Westlaw has shown i.e., pdfs for Westlaw and Lexis sticking with text. The vendors' trainers have always been stronger for Westlaw than for Lexis. Response time for printer repairs, etc. is better for Westlaw.
65	<ul style="list-style-type: none"> - Better interface - Key numbers - More treatises - Better navigation tools
66	content/training/reps
67	Over the course of the last 25 years, in several different areas of the country where I have been a law librarian, Lexis ALWAYS provided better and more responsive service than Westlaw.
68	I'm a law librarian who does mostly business development and competitive intelligence research - Lexis is FAR better for news, public record, and company data. But I said it would be more important to train students on Westlaw because Westlaw is better for legal materials.
69	I think the interface has a better design, so I use Lexis more often. For content, I think Westlaw has an edge, but I only use Westlaw when I need something that's not on Lexis.
70	digest searching
71	I have always found the information better organized, and I prefer the West statutes.
72	Better for primary law. No contest.
73	Easier website to navigate and simply habit of using it more often than Lexis
74	I confess that I'm more comfortable with Westlaw because I learned it first. My more considered answer is that I don't want to give up all the research permutations that come from the key number system and the considerable West editorial overlay.
75	I find the search syntax easier and I think it has better news offerings.
76	more user-friendly

77	Better coverage and more for the money.
78	Much better telephone reference assistance. Better news coverage.
79	headnotes, key numbers, db organization
80	I have been working in this database for quite some time. It seems more user friendly.
81	We are a New York Law firm and New York Law Journal (ALM Products) are exclusive to West. West also included more databases in basic contract. Where Lexis only includes caselaw in the basic contract. Therefore Lexis is more expensive. There is also more excluded charges at the end of the month with the Lexis invoice.
82	their key note system is superior as are their headnotes. I like the Reporters, customer service and reference attorneys
83	Customer support is exceptional with Westlaw! Ease of use, database offerings, and basic bang for the buck are better with Westlaw.
84	better system
85	Despite what I consider to be Westlaw's more ruthless profit making strategies, I think it's a better product overall (online statutory indexes, key number system, key cite, etc.). And I prefer the interface.
86	A law student trained w/o working knowledge of WL's key-number system is less likely to develop habits of work and thought required to success as a litigator.
87	"grew up" with it, find it easier to use
88	the way its organized. easy to find sources. can search for databases etc. the way lexis is organized, i find confusing, and i know i'm missing things, because i can't find what i need or think might be online. the lexis guide (.gui) is no longer available, and the substitute that they have provided is useless. the organization structure of the product has been dumbed down to pacify people who love to click around aimlessly
89	Westlaw has great primary materials gogin further back in time, with easy access to more secondary and practice materials. Lexis has more international, business and news related materials which I do not use that often.
90	I think the headnotes on Westlaw are much better than those on Lexis. Also, KeyCite is much better than Shepard's in terms of ease of use and special features such as Graphical Direct History.
91	We haven't had a Lexis contract for years and I believe it's because of the cost difference. Plus I do beleive most students use Westlaw & West print. Also we've found West reps are easier to work with.
92	Our flat rate is much less for Lexis then Westlaw. West has become increasingly difficult to negotiate with.
93	More practice-oriented system for lawyering
94	The one that is my best contract item that year. Just teach them not to expect both
95	Use it more so know it better. We've always gotten better customer service, training and pricing from West and only have a flat-fee contract with them at this point. Some of my attorneys still heavily use the digests & the key number system.
96	Easier for attorneys to learn and not as expensive when the attorneys go outside our contract. Much of our hardcopy which was predominantly Thomson/West has been able to be canceled and we use Westlaw for treatises and other materials.

97	I dislike the way KeyCite results are shown. Shepards displays prior and subsequent history and citing references in one screen, whereas KeyCite requires you to view these items separately.
98	Headnotes, keynumbers. Plus I've never liked the LN staff locally. They're too pushy and under-qualified.
99	Mostly habit; but also because students seem to find the slightly more structured form of w/l searching more helpful than lexis (an arguable, impressionistic only, conclusion).
100	We had Lexis for 7 years, but on our last contract renewal, Lexis could not compete because of the print discount offered along with the online service. We find that things are missing that we really liked, and many, many attorneys do not find West as user-friendly.
101	I think Lexis covers news and public records better, and I need those constantly. My firm has also just gotten Total Search, so we are really Lexis-committed. Westkm apparently is a 2d rate product, based on what my attorneys who've used it elsewhere, have told me.
102	For case, regulatory, legislative research I prefer Westlaw. However, I prefer Lexis for public records, and business research.
103	I find it easier to use.
104	Ability to tie into headnotes as an indexing tool to the legal concepts. Lexis headnotes are not as well designed or as informative regarding the legal concept at issue.
105	Just used most over time.
106	We continue a large print collection. We encourage combined print and online research. The West Topic and key number system, while imperfect, provides a good navigation system to move back and forth between print and online. West provides eLibraries as an option for us. eLibraries is a subset of Westlaw that corresponds to what used to be available on CD with premise for our state's library. This is an overhead collection of databases with a separate interface from the main Westlaw access. Our researchers do not even need to logon, since there is IP authentication.
107	I find it easier to use; most students prefer it; most faculty prefer it.
108	It was a well balance offering of all types of information. They are building practice specific offerings such as the Litigation and Tranactional Advisor which incorporates their other products.
109	LEXISNEXIS often has stronger News coverage, which is helpful for marketing research.
110	Mainly because it is the one our library has had for so long it is the one I feel comfortable teaching.
111	Contains some state specific news sources that are used regularaly which are not on Westlaw
112	Lexis is more intuitive to me. I've always appreciated the candor the the Lexis reps. They have more objectivity about their products. Westlaw reps are blind to any imperfections.
113	Much much better coverage of 2ndary lit.;key nos. capture legal concepts better than LEXIS;annotated CFR & legisl. hist. materials are unique to WL;fundamentally built from "legal thinking" vs. the "more & more fulltext sources" style of LEXIS
114	Probably mostly because I am more familiar with Westlaw, but my limited experience with LexisNexis and contact with their representatives have not been extremely positive.
115	Better content with ALR and AmJur titles; better basic technical support.

116	Topic and Key number searching and bow with the merger of Reuters the news should be much stronger
117	My customer relation have been better. We also got a better contract with Westlaw. Their only drawback is the news section.
118	Westlaw is much easier to use for the occasional user and the customer support is far superior to Lexis.
119	history of value-added features; ease of use;
120	More user friendly interface; better headnotes; key numbers; much better customer service.
121	While my firm has Lexis as a preferred provider, I would still choose it over Westlaw. I find Lexis.com much more intuitive and easy to use than Westlaw.com. (When West and Lexis had proprietary software, my preferences were reversed...Westlaw was much easier to use than Lexis.) Westlaw.com does have some nice customization features that Lexis doesn't have (My Westlaw for example), but is still not as user-friendly as Lexis.
122	My first firm had a Lexis-only policy. I learned it first and best and thus have a preference. Also, although I do some legal research I performed more non-legal research in past. Lexis is stronger in those areas.
123	Used twice as much as Lexis at my firm. Better support and customer service and training and more reasonable pricing model
124	Westlaw highlights your search terms in yellow so it is easier to browse through your search results and determine which cases/documents will be most useful to you. Also, I prefer the West Key Number system.
125	Easier to use; I used Nexis more than Lexis; I also prefer Shepard's
126	The nature of my research is business development, not legal research. Also, I first learned online research on Lexis AND I find the interface more intuitive.
127	broadest overall coverage
128	I find that news and tax information is better. Also, I find it easier to pull up cases when I don't have complete cite information.
129	the interface is much more intuitive and Yahoo-like, if you will, than Westlaw. The changes mad to Westlaw's interface in the last 9 years has greatly diminished it's user firnedlyness. LexisNexis appears to be much more in tune with ever changing web-user dynamics than Westlaw.
130	Worked for Lexis 25 years ago.
131	ResultsPlus feature; ALR and NYJur; standardization across statutory databases; depth of secondary content; NY legislative history materials
132	Prefer their content and inter-linking between their content...
133	Headnotes, Headnotes, Headnotes
134	As the Library Manager responsible for this account, they provide MUCH better customer service.
135	I used to work at a firm that had a flat Lexis contract and a retail Westlaw contract and the attorneys all preferred Westlaw, to the point that the ones who arrived with a Lexis preference switched over to Westlaw within a year or two.

136	Key numbers and the Texts and Publications Files
137	I've used it for eight years, but have never used Westlaw.
138	Tie in to so many other resources that West companies produce
139	Russian materials exist only on Lexis.
140	Westlaw has topic and key numbers - the best way to find cases, especially for new students. I also prefer KeyCite to Shepard's.
141	Cleaner interface; easier to determine out-of-contract charges; better customer service.
142	This is tricky. Westlaw is necessary because of the topic and key number system available for researching case law. I do think Lexis is a more intuitive database preferred by students.
143	I rely more heavily on Nexis. I did not answer the question of which system would be kept at the library because there is a difference of opinion regarding this among my staff.
144	LEXIS is the publisher of California Official Reports and Jury Instructions.
145	It really depends on the type of research - for litigation and case law I prefer Westlaw; for company and news research, I prefer Lexis.
146	keynumbers; long history with company; AmJur and CJS; ALR
147	its the original system i started me
148	key numbers and key number searching; KeyCite; the TP-ALL database is very good; we have public access WestLaw and nothing similar with Lexis
149	Partially because I'm more practiced at using it! Other reasons for preference include its parallels with the print system (key numbers) and many professors' reliance on TWEN.
150	More elegant layout and structure
151	I find it easier to use and it's what I started with years ago. It is also what is used most by the attorneys in this office.
152	in the private firm - the bootom line counts and Lexis is the better option for cost.
153	Westlaw is much easier to use. It's graphical interface is less cluttered. It is more intuitive and provides more access to information to your query results. Although content on both is still fairly comparable, we would never eliminate access to either of these systems.
154	Although I learned Lexis first, when it was basically "the only game in town" (Westlaw's database was so small) I think Westlaw is eaasier to use and has more/better information in some areas.
155	More user friendly
156	Not as expensive for our firm and no hourly charges
157	Lexis has gotten rid of most good foreign law databases and I'm finding their interface to be hard to use. I can't seem to ever find the database I want without searching the directory.
158	familiarity

159	Content and Customer Service. Lexis Customer Service is unsurpassed. West seems to only provide excellent customer service for law firms.
160	It's easier to use. The Westlaw reference attorneys are more knowledgeable and helpful than the Lexis ones.
161	Am more familiar with this service.
162	For case law I think it is more intuitive
163	For me Westlaw is more user friendly and our Westlaw rep is more accessible for help and training. Lexis seems to be leaning toward all telephone training and I prefer regular in-house training which is not a problem with Westlaw.
164	I am more comfortable with using it, and it is the preferred database for my firm.
165	West's case headnotes are still superior. Much easier to search for databases when you don't know the name. Greater overall coverage.
166	I feel more comfortable using Lexis.
167	Better relationship with the entity
168	personal experience; dislike for WEST marketing structure/monopolization of field
169	usability, then familiarity, then laziness.
170	Both services offer much of the same "standard" content for general and legal research purposes, however the Matthew Bender content is the main reason why I would choose LexisNexis.
171	It has consistently more users at my firm; case law annotations, key numbers important. The only thing I'd miss about not having LN would be the Bender treatises.
172	Easier navigation. Superior reference assistance.
173	Better metadata -- using atty editors for the headnote system instead of the "extraction algorithm" used by Lexis. Also better information organization. Focused on law, not business.
174	I like the headnotes and key number system. But mostly, it's because I learned Westlaw first and I use it more (because of our flat-rate agreement, I have to go to Westlaw first),
175	I learned legal research using mostly West digests and legal encyclopedias in print. The transition to Westlaw then is more intuitive for me than to L/N.
176	I do a lot of case law research and prefer the power of the key number system.....for non legal work I prefer Lexis
177	Actually, I prefer Westlaw for caselaw and law review searching but Lexis for public records and news. However, since we did not add on the Dow Jones databases, I am using Westlaw more for news.
178	For this firm's specialized practice LN is a better choice, at least from what I have seen. Westlaw seems to be better suited to a more general practice type of firm.
179	If you can have only one, attorneys prefer Westlaw because of the key numbers and headnotes. Plus it is what they are used to seeing in the books.
180	Although they both have their strengths, I prefer the Lexis search engine - they have more power user commands & I think Focus works better than Locate. Westlaw's screen has too many frames.

181	History, comfort level. Have used Lexis for years. However, I believe Westlaw has better navigational features and is more rationally organized.
182	<ol style="list-style-type: none"> 1. Westlaw's presumed "or" for a space between two words 2. I learned LexisNexis first 3. I'm more familiar with the databases 4. In spite of the fact that Lexis was first on the race track, I feel like West is ahead in the running. Lexis is the underdog. And West has treated Lexis and other legal data providers badly over the years.
183	It has more materials that are better integrated via Keycite -- program materials, court documents, treatises, etc.
184	Researchers find Westlaw more intuitive to use than Lexis and Westlaw is easier to administer than Lexis. Where resources are available on both systems, Westlaw is superior.
185	The LexisNexis legislative databases are more complete.
186	I am able to find relevant databases more quickly.
187	Lexis has a broader coverage of federal administrative materials and news sources. The segment search ing is much stronger on Lexis allowing for more targeted searching.
188	Much easier to do case law research, although I still like Lexis for some other facets.
189	I find it easier to use than Lexis, although I haven't used Lexis in several years so that may have changed. Also, I find the whole key number system to be invaluable.
190	We are an IP "shop". We have traditionally used LEXIS because they had more patent content earlier on than Westlaw. The LEXIS interface is MUCH better than on Westlaw.
191	While there are advantages and disadvantages to each system, I find the Westlaw interface easier to use, and the editorial content better for some types of research (e.g. caselaw and statutory research). I also find the Lexis has problems with updating file information and keeping extremely outdated secondary sources online. They are often unable to explain their content/offers when questioned.
192	It is easier to navigate and I can easily fax or email my results to a patron.
193	More familiar with, we have more content from them
194	LexisNexis is much more robust when it comes to news, company, etc. Westlaw lags behind.
195	I think it is a bit easier.
196	Key Number System
197	Interface is well organized and easier to use; representatives and customer service have been more responsive than Lexis has; Lexis reps have not come for inhouse training in over a year, since most of our searching is done on WL and they see no inroads to be made. I have a new rep, so this may change.
198	Two words: Key. Numbers. OK, two more: Key. Cite. (And the ability to easily find a database.)
199	Key number classification and searching is far more effective than Lexis's topic searching. Lexis' database descriptions are so bad. Many of Lexis' treatises are seriously out of date, but you have to read the fine print to know it. Lexis has its strong points, but I'd take Westlaw in a heartbeat if I had to choose.

200	I find it easier to use.
201	To me Westlaw seems more intuitive and it seems easier to find what sources are available.
202	Headnotes, ease of use, interface is much easier to intuit than Lexis.
203	As a librarian, I really need to use both. But if I had to pick I'd choose Westlaw--more functionality.
204	I learned Lexis first and like their search language
205	Headnotes are better and correspond to the West key number system. Also search syntax more intuitive.
206	For case law research, LexisNexis depends too much on automation for "Search by Topic or Headnote," its supposed answer to the Key Number System. If law school students are still taught to value classification as one method of case law research, only the Key Number System sustains the usefulness of classification.
207	incorporation of the digest system
208	I believe (based on some checking in the past) that Westlaw is somewhat more accurate than Lexis; beyond that, it is the one I am more used to using. My experience with young lawyers is that they each prefer whichever one they are most used to.
209	superiopr coverage
210	Ease of use, however, Lexis is still stronger in non-legal news sources and international access.
211	easier to use.
212	Ease of use; high level of trust in West; better reference attorney assistance. When we had Lexis we experienced difficulty obtaining reference assistance. (not returning phone calls, etc.
213	The system is user-friendly as compared to Lexis, the content is good, the vendor training support is good, the vendor continues to improve on the sytem with added content and databases, and they listen to customers' suggestions and ideas and act upon them.
214	More effective search interface.
215	This is kind of a conditional preference. Which one I prefer depends on what I am looking for. If it's foreign materials, I think that Lexis can be better in the scope of what they might include for a country, although generally they have a far more limited list of countries included in their database. However, Westlaw can make it look like they have a lot of countries included, and when you drill down a bit, you see that for the majority on the list, there's really not that much there. If it's news, I tend to think Lexis is better.
216	It is all about the digest system for me.
217	Ease of use in navigating, not content
218	Ease of use; we have cancelled more West print publications that we now rely on Westlaw to provide
219	WESTLAW IS EASIER TO GO FROM ONE PLACE TO THE OTHER
220	Better for case law research - headnotes
221	I like indexes and table of contents, which are more prevalent on Westlaw. I also think it's easier to find

	databases.
222	Outside of caselaw, they have more depth and breadth, more of a thinking man's tool
223	Lexis has a more intuitive interface. However, each has secondary materials the other lacks.
224	The better service in all ways. From best information available, best technology to best customer service.
225	I'm more familiar with Westlaw, and I also like the West-related features.
226	I like WESTLAW better because I think it is easier to use and key number search are important. Also there are more Law Reviews on WESTLAW. The only area on Lexis that is better is the newspapers.
227	I prefer Lexis because I find it easier to use and navigate, and the "Find a Source" section makes me feel like I've got a better handle on being able to access all the resources available on there (if I'm looking for something specific, and it's on Lexis, I can find it - Westlaw's iden database doesn't give me that certainty). I think that the number and quality of resources on Westlaw is better - but that does me no good if I can't find them.
228	Have appreciated the on campus people support they have provided over the years. In addition, I have located over time more of what I have needed on WESTLAW. Plus, I use TWEN.
229	I learned it first in law school.
230	I think it is easier to use - more logical and straightforward. I also like some of its features like the graphical aspects of KeyCite and statutes. Westlaw also has better telephone support. Most of my calls for reference or technical help put me in touch with really competent people. Both are very good about finding an expert if they cannot answer my question right off. However, LexisNexis has databases not available on Westlaw, so it would be very difficult for those of us in reference to do the research for faculty we do without access to both!
231	better interface, better support, more robust searching complexity, features easier to use, better organization
232	navigation seems clearer
233	it is tied into WestKM which searches our internal work product
234	Consistency, ease of use
235	My preference is for Lexis because I find it easier to use. I think that this may just be because it was the first one I was trained on.
236	I like LEXISNEXIS due to the NEXIS database.
237	It is more user-friendly for our "public" patrons. The only drawback we find is that it does not "Shepardize."
238	Only because I have used it more in the past.
239	Familiarity. I generally use Westlaw in my own research and have become very familiar with using it. I also use TWEN in my teaching. I cannot honestly say that one system is better than the other. They both have strengths and weaknesses.
240	I prefer Westlaw for legal research and Lexis for news and business research. However, I find the Lexis

	business model to be very pushy, while the Westlaw reps a bit less intense.
241	Westlaw for case research and legislative. LEXIS for everything else.
242	I'm more familiar with it from teaching our patrons how to use it. I also think Westlaw has gone backwards in ease of use. They used to have uncluttered, intuitive screens and searching while Lexis was more difficult to use. The two seem to be trading places on that score.
243	no
244	Quite truthfully, our contract with Lexis is significantly better than our contract with Westlaw. That makes it the database of choice for general case/statutory research. I also like its indexing for news reports, and feel it has better public records coverage.
245	More user-friendly esp. with case law.
246	Familiarity with the formatting and the Key Number system.
247	I like the West key numbers and headnotes, as well as enhancements such as Results Plus, Evaluator, Westlaw Business. I think that the new features that Westlaw has come out with are well designed and thoughtful, and seem more appropriate for large law firm practice than those of Lexis. I also like the Westlaw directory much more than Lexis -- much easier to find what you are looking for.
248	familiarity
249	Have always found it to be more reliable and easier to use.
250	I am a long-time LexisNexis user and find it easier. I also prefer their News content
251	At my previous firm the decision was made to eliminate either Lexis or Westlaw. Both were given the opportunity to present their case and Lexis offered a strategy that closely aligned with the firm's goals. While access to Westlaw was not completely banned, strict procedures were implemented on Westlaw use. Since then, I have become big proponent of Lexis especially with their task based approach to research.
252	For litigators, I think it is the better database. For public records, Lexis is undefeated, but in law school, teaching public records is more secondary.
253	Familiarity
254	It is what we use and I am most comfortable with. Plus, it has almost everything we need.
255	It's easier to use and has the key number system.
256	I think Westlaw is more intuitive for users--it also does a better job of linking resources without "cluttering" the main search screens
257	It is not an active, conscious preference. I just have realized that I tend to use Westlaw much more often. Originally it was because of duplex printing! Now it usually feels easier to navigate, and the primary substantive benefit is the key number system.
258	My biggest complaint with Lexis is frequent difficulty in getting to precisely the file I want to access. I find Westlaw easier to use in almost every respect.
259	Much more intuitive and has more useful sources
260	As I used to work for Westlaw, I'm just more familiar with it and work it better. I'm trying to get more familiar with Lexis, but when a student or faculty member is standing in front of me and wants help NOW, I go to Westlaw without thinking about it.

261	No indexes to statutes on Lexis Now Westlaw has the NYT WESTLAW has keycite of statutes and regulations
262	Key number system. Also, I have been to Eagan and have interacted with program developers. They have a philosophy there of doing what users want. It has always been my impression that LEXIS-NEXIS is perpetually behind the power-curve and is desperate to catch-up. It has always been my impression that they are much more profit-motivated and make decisions based upon that, rather than upon user needs.
263	It may just be that I am more accustomed to it, but it seems easier to navigate.
264	I think Westlaw is organize better.
265	old habits die hard
266	Westlaw has deeper roots in the soil of legal research and its practices seem to reflect that. For example, it does not use contract employees to write headnotes and other value-added material for cases.
267	West is our state's official publisher for primary legal.
268	I find it easier to navigate
269	Lexis was the system I learned first so I am more comfortable with it. I also think it offers a wider range of databases then Westlaw.
270	More familiar with West.
271	It is more powerful; more content; key numbers work; that being said, we wer a Lexis shop for 3 years and we managed just fine.
272	Much easier searching. Less complicated presentation
273	ease of use
274	I learned Lexis first.
275	Not doing legal research - like the breath of other topics on Lexis
276	Because we get much better service from them.
277	It is the system that most of my attorneys prefer, for some unknown reason.
278	I think it is easier for the students to use, particularly by providing the ResultsPlus material. That said, I personally like the flexibility in LN to combine databases and I think some of the LN products for law firms are very useful, even for students, especially CaseMap.
279	Westlaw is much easier to use, searching is more intuitive, Westlaw customer service is far superior than Lexis.
280	Westlaw is much easier to use - more intuitive.
281	We had Premise CD-ROM's for many years and without the pressure of per second billing, our West research skills and confidence increased. We are more familiar with Westlaw searching than Lexis. And now the Westlaw flat rate discount keeps us with West.
282	Content and ease of use

283	I use it more, so I am more familiar with it. Our contract with Lexis covers more databases.
284	I am more familiar with it. I think Lexis is better for news, but they each have their strong points.
285	There are a few things I prefer LexisNexis for, but overall I prefer Westlaw because of the digest/headnote system and better case annotations.
286	Easier to navigate and find the databases I am looking for
287	Although I don't approve of the monopoly-like control Thomson has over the market, I do prefer the Key Number and headnotes system in Westlaw. I have also had much better experiences with their representatives and trainers.
288	We find their reps. much easier to deal w/; they are generally more flexible and don't "nickle and dime" us as much.
289	I prefer the way it is laid out and organized. I also prefer being able to learn database identifiers to the oddity of Find A Source.
290	It's the database I learned initially
291	good case summaries, key number system
292	digest topic/key number
293	Westlaw gives better customer service than Lexis. Lexis in the past few years has had upper management problems. The customer seems to have to fight with management to during contract time. At the Lexis - they make negotiating very difficult.
294	I find it easier to navigate (the Lexis directory of sources is dreadful). However, there are databases on Lexis that our students need access to, and overall, if we had to choose one, I'd choose Lexis.
295	More user-friendly; you know what to put in to get the information you need without going through an enormous number of hits; the servers seem to be faster; the links work well, the Key Number system facilitates research into areas otherwise unknown; navigation using the regular explorer tool bar works fairly well when use is possible and warranted; "Did you mena" feature and synonym suggestions are helpful in crafting query properly; KeyCite signals are easy to understand; Graphical Statutes, ResultsPlus and RegulationsPlus features save time; etc.
296	Former LN employee therefore I am more familiar with the system.
297	Because they had the better Rep when I was learning the systems and I am more comfortable with how to find things there.
298	I find that Westlaw tends to be more advanced technologically and methodologically than Lexis. Tools like ResultsPlus and StatutesPlus greatly enhance the effectiveness of online research. On the other hand, Lexis is much, much better at user support, and it's hard for searchers to be effective without good training and support.
299	It's less rigid, databases are easier to find, the searching is more flexible. I feel very compartmentalized when searching in Lexis databases.
300	Mainly because of the customer service aspect - our Westlaw rep is so much more pleasant to deal with. She gives us the training we need, when we need it, and allows us 24 hour passwords to try something new or further our training. Our Lexis rep, however, has tried to push us to use a more expensive database when the same information was available through another database (i.e. Smartlinx v. Accurint - and Lexis owns both).
301	Better integration of databases.

302	Lower cost, easier use, less busy-looking website.
303	I prefer the public records and news databases.
304	TWEN; Results Plus; my own personalized home pages
305	Ease of use, much more intuitive. Lexis menu is very difficult to use and the Lexis directory sucks--it is very difficult to find a database. Westlaw searching is more refined and robust, and easier to use. I've been using both for 15 years and Lexis is still a pain in the ass to use. It could go away and I wouldn't miss it (if someone else picked up their unique dbases).
306	I began my legal researching on Lexis and used it exclusively for many years. After being introduced to Westlaw, I found it easier to use and over the years found the information to be more reliable than Lexis, although I can sometimes find an unpublished opinion on Lexis when Westlaw doesn't have it.
307	I like their search structure best, even though you can now interchange. I like the 'dot commands' capability, making me a dinosaur. But - it would be hard to do one and not the other since there are files on Westlaw not on LexisNexis and vice versa.
308	I find it more user-friendly; the interface is more intuitive; key numbers are great; solid finding tools.
309	Easier to use. Can customize so that links to databases outside your package can be deleted. Less likely to accidentally go outside of your flat-rate package.
310	Results are more predictable. Lexis Natural language produces bizarre results.
311	While there are areas in which I prefer Lexis, I was originally trained on Westlaw and find it easier to use.
312	Westlaw personnel are very responsive and we have a great Westlaw contract.
313	I find Westlaw more intuitive to use. The layout makes more sense. Westlaw seems to introduce more innovative features than Lexis. I always feels like I'm being taken for a ride on Lexis.
314	Easier to use.
315	I've been both WL only and LN only and I find, in general, equal facility with both systems. WL gives me the headnotes which I find expands my search capability.
316	I was trained on this system first and have always felt more comfortable with it--seems easier to use.
317	I think Westlaw is better organized and more fully integrates the process of legal research than Lexis. On the other hand, Lexis provides more and better treatises.
318	Westlaw is an outgrowth of the printed digests, case reports and the key number classification scheme that together for decades made up the print corpus of American law. That lineage makes instruction in Westlaw vital to an understanding of American legal research.
319	It's what I learned first but I've learned to adapt to the more cost effective Westlaw
320	Easier to navigate, better linking, for instance, an case will have a link inbedded to the law it is referencing.
321	Key Numbers
322	Lexis is superior in search features and functionality. Lexis has greater, more accurate coverage, and far better search options for public records, business and news sources. Lexis' boolean search techniques often return more relevant results.

323	Westlaw seems better because of the Key number system and for researching legislative history by having traditional tools like USCCAN and innovations like StatutesPlus with timeline of a statute, etc.
324	It was the first system I learned and I still prefer it over WL.
325	I think it is partly because that is the system I learned first and my office is mostly litigators and they prefer Westlaw over Lexis.
326	resultsplus, key number system, key cite much better with key numbers than Shepard's with Lexis headnotes, which are abysmal, ALR AmJur
327	Likely due to the preference for our Westlaw rep over our Lexis rep.
328	Began with Lexis/Nexis in 1972; and learned Westlaw somewhere around 1978. Have worked with both since those dates. Believe WL to be the more dependable resource collection. Certainly WL is considerably more navigable.
329	News content.
330	key number system
331	In law school I worked for Lexis so I became more adept at using it.
332	I like the keynotes features online much better than Lexis' headnotes; I am more familiar with search techniques; I think their directory is much easier to use than Lexis' Search > Find a Source
333	News coverage and business information is much better in Lexis and we use non-legal information a lot in our firm.
334	KeyCite is much more efficient for statutes, U.S. statutory law databases are normalized, meaning they appear similar in layout and have the same value added material. Lexis statutory databases look different depending on the jurisdiction you select. The directory function on Westlaw is light-years better than the find a source tab on Lexis--on Lexis you either get the same thing 500 times or nothing, even if you know it is there somewhere. Natural language searching on Westlaw incorporates terms of art searched as phrases (at least for case law), and Lexis does not. RegulationsPlus on Westlaw incorporates Federal Register citations into KeyCite--on Lexis you have to go looking for them.
335	The digest works better, the keycite feature usually works better (except for administrative law).
336	Westlaw is intuitive, easier to use, more friendly help available (Ref Attys).
337	It was the first service I learned on and I find it very intuitive, plus I think their information is very complete. I love Nexis. I also like dealing with Lexis as a company, easier to negotiate with than West.
338	I use it the most and thus more comfortable with it
339	Here at the law school I have gotten better support from the Westlaw representatives. That is the ONLY reason why I prefer Westlaw over LexisNexis.
340	Better foreign materials, better news sources, better public records sources
341	Westlaw: StatutesPlus, Law reviews and journals Lexis: news, public records, legal news, scientific materials; statutes at large Mostly the same for case law although LN had more unpublished decisions in the past; differences in treatises covered;
342	ease of use, more opportunities for training, 800 number folks do a good job helping me problem solve.

343	we buy and will continue to buy, more from west in print. We are dependent on lexis nexis congressional
344	I'm far more experienced and comfortable with Lexis.
345	2 reasons: 1) Lexis customer service is superior to WestLaw's. If it's not online, Lexis will still try to help find info.; 2) Lexis public records -- unavailable to most subscribers -- is vastly superior to WestLaw's, and vital to our work.
346	I prefer the human-generated headnotes and digest system to the computer-extracted Lexis analogues.
347	I believe the interface is easier to navigate.
348	Had a flat rate for Lexis for 6 years - they have better business info and I prefer Shepards, but if you had to choose I believe Westlaw is much better for legal research particularly for the key number searching. Most of my lawyers actually wanted to switch to Westlaw when the contract renewal was up for Lexis.
349	Because it mirrors print research in classic print resources (i.e., those using the Key Number system).
350	logically ties in to the print materials and West customer service/training have been superior to LN.
351	Depth and variety of secondary sources
352	It is more user friendly and I believe it is cheaper in the long run.
353	more familiar with it and the customer service and pricing
354	Customer service, superiority of product, easier to manage accounts
355	I feel, for resources that are available on both LN & WL, Lexis searching is easier.
356	My original Lexis trainer was better than my Westlaw one. (if I am looking for real estate material - Westlaw has more coverage of the type of info that I need)
357	For news and general ease of searching, I like LN, but if I could only have one system, I would not want to give up West headnotes.
358	I think Lexis has richer news and secondary resource content. However Westlaw does have better customer service.
359	Editorial enhancements fairly consistent over time provide greater control over search results, especially with primary sources.
360	Basically, I have had more exposure to it and am more comfortable searching it.
361	i like the navigation tree better; i particularly like segment searching by "summary"
362	Easier interface in my opinion.
363	1.better for state law research (which is what my firm does) 2.easier to learn/teach
364	I've used Westlaw only for the past 19 years. Before that I used Lexis only. The law clerks and new attorneys usually prefer Westlaw.
365	It's what I learned way back when

366	For many reasons, mostly related to quality; some for features. The topic and key number system must be learned in law school and it is only on WESTLAW. I think KeyCite is a better citator. Shepard's doesn't even follow WEST headnotes any longer. I have repeatedly found LEXIS to be slow in updating time sensitive primary law databases, and when questioned the company seemed unconcerned about this. At that point I began my clear preference for WESTLAW. There are useful databases on LEXIS, and I would prefer access to both, but if I had to choose one, it would be WESTLAW. It would be a superior tool for teaching law students.
367	Better customer service, better design
368	Better customer service
369	It provides better coverage for Native American law information - topical database coverage
370	organization
371	Westlaw - 1)all of the connections to regulations: KeyCite and RegsPlus links. 2) QLR, Amjur and Witkin
372	Our Lexis account is much broader than our Westlaw account. The Lexis reps are so much more responsive. But that being said I really am more familiar with Westlaw.
373	I prefer Westlaw because of its editorial enhancements to case law.
374	I used to prefer LexisNexis but I like the web version of Westlaw easier to use. I also like the Key number and digest system on Westlaw.
375	I do lot of business research related to "damages" and fraud. Nexis is indispensable and public records better on Lexis, at least for now. However, Lexis pricing for the bells and whistles has gotten out of hand.
376	As an international law librarian, LN has consistently and historically offered more resources. It also happens to be the system I learned first back in the 1970's
377	Easier to use: easier to navigate directory, easier to search, display, navigate, etc.
378	Key numbers headnotes are better than Lexis' headnotes. Though I do think Lexis's news coverage (of secondary concern at a law firm) is better than West's.
379	Better
380	Westlaw has key number search capability and excellent headnotes, ALR, Witkin, etc.
381	Prefer the formatting and search options.
382	News access; able to display 50 articles on the screen; prefer the formatting. It should be noted that I rarely do research on court decisions, rather strictly news and corporate information
383	key number system
384	keynumbers are still useful
385	I've used Lexis for a longer period of time.
386	Still like that it has the digest system and that it ties into the hardcopy digests as well as provides references to other West hardcopy books (like statutes, texts) that law firm libraries still provide to attorneys and encourage attorneys to use

387	length of time using it, ease of use.
388	More user friendly interface. Shepards.
389	It's the system I first learned and I like the layout better than Lexis, but I use both.
390	Easier to use better account reps better business practices
391	Their interface has always been better.
392	Westlaw contains more resources, is organized better and is more user-friendly. I am also a big fan of the West Digest system and Topics & Key Numbers
393	Too many to list
394	Actually, they both have strengths and weakensses and are heavily used in our library. I would chose LN if I had to choose.
395	far superior interface
396	I learned on Westlaw so it is more natural for me. I do like Lexis for directory and browsing, but prefer Westlaw's interface for searching.
397	I like the way the information is organized. It seems more intuitive for use.
398	I prefer Westlaw only because of the West citations and the ease of patrons going to the books to make photo copies.
399	I think it is an easier system to use and teach - the key numbers are still important in legal research and I think it is overall a stronger product
400	Lexis is what i used in law school and Westlaw is not as intuitive for my particular brain
401	Editorial content and better relationship with representatives
402	Easier to use, therefore, faster. More intuitive.
403	better customer support
404	The West Headnote System and the ease of use
405	Better support from West. Attorneys prefer the West headnotes/key numbers.
406	Ease of use, cross-database searching, news and current affairs, familiarity, Shepard's. If it wasn't for West's Key Number System, I probably wouldn't use West at all.
407	I find Lexis more intuitive, I like its news sources better (thought that may change after the Thomson/Reuters deal), and I like how easy it is to see all the databases you might want- I hate the way Westlaw displays only some of the databases available, and it's a pain to try to narrow in on a specific database
408	I think it is just because I have more familiarity with it and how it works, not necessarily because it is better or cheaper
409	I have been in the library field, at three different firm, for over 20 years. I have seen WL and Lexis battle over contracts and the results. WL has consistantly been better. Not just their prices, but their service, the honesty of their reps and overall support. I have had two occasions where Lexis did things that

	were bad form. When there were still dedicated terminals, they uninstalled WL software. The other time I had a high level manager yelling at me for not signing a contract. He was later fired.
410	More userfriendly, Get better support from rep, technical support team
411	I find the system far easier to navigate. I am far more confident in my knowledge of what databases are available. The keysearch and keynumber systems are excellent. The results plus options are very helpful as well. Westlaw also has broader docket coverage.
412	Cheaper; but I wish attorneys and summer associates would have learned to use Westlaw more efficiently, used Key No. searches. I think West headnotes better than Lexis' system;
413	Has more of the information I am looking for and easier to use.
414	I like blue better than red? Just been the one I've used most. I don't think it's markedly better though.
415	Can get the West headnotes
416	BNA database.

Appendix P

Comments supplied by all respondents to question eleven

If you have any additional comments or practical tips that you would like to share with regard to LexisNexis vs. Westlaw, please use the box below.	
1	I hope it doesn't come down to choosing. We need to train on both systems. I will cancel print primary materials and non "A list" treatises before I cancel either online service. PLEASE share the results. Thank you!
2	If/when we teach each service, be sure to point out the half dozen ways in which they ARE significantly different (e.g. using Westlaw techniques with Lexis, or vice versa, will give you a completely different result ... different treatment of a phrase search ... or what Lexis/Shepards means by a "Q").
3	Most firms have both services, though at least in some parts of the country, Westlaw is the preferred provider. By not providing training in both, your students may be at a disadvantage, since each has some strengths and weaknesses that would have to be learned on the job.
4	I find the online help for both services spotty at best. Internal quarks of the systems are not readily known or told to the user. An example would be searching the all england reporter. On westlaw certain years are not searchable, even though the description says they are.
5	Although I cannot imagine a time when we would cancel Westlaw, I would be hesitant to cancel Lexis in a budget crunch. I believe their expansion into practice management tools -- (CaseMap, Total Practice Advantage, Total Litigator) makes their services distinctive enough from Westlaw and with further refinement (e.g., the Total Litigator concept is great, but requires further development to fill in significant content gaps)-- is more reflective of the overall tools (research integrated into practice management) our graduates need. In a budgetary crisis, I would look to scale even further back than we have on looseleaf services before cutting Lexis.
6	The two systems are redundant for most of their coverage. Training on one, truly provides the user with training on the other. The differences between the two are virtually nil. If a student was proficient on WL and then entered a workplace that used Lexis, the time to transfer their skills would be minimal.
7	Too many students are only familiar with, and use, Westlaw because the professors use TWEN. I don't think it's because they feel it's better or easier than Lexis, it's just that they've been naturally fed into Westlaw's system through their courses
8	LexisNexis has lost a lot of content and that is why Westlaw would be my preferred. I still feel being able to double check one's research on each of these providers is very important to assuring one's work is correct.
9	Going with one major CALR service would be a serious mistake.
10	I think we have unrealistic ideas about the research skills that must be taught in law school, and that it is impossible to train students to hit the ground running with every employer. I think we should teach research methods, not research products.
11	I love the Lexis news databases, and some of their topical collections are richer than WL's. They each have their strengths, and I would hate to lose either. But WL is easier to teach, and LX presents more of its data in pop-ups, many of which get caught in our security filters, leading (inter alia) to increased student printing problems because students don't understand what just happened or how to correct it.
12	Lexis doesn't get promoted much in MN due to the presense of Thomson Rueters. I would like to see that changed.
13	This has to be a really difficult decision for you. Honestly, I can see a firm that is a "Lexis" firm deciding

	not to recruit from a law school that doesn't teach the online system they use.
14	I prefer Lexis, even though our students prefer WL, because of the use we make of Lexis for faculty. I would resist dropping either. I'd drop print and micrographics before cancelling either.
15	We found we could cancel more of our books and use online books via West more than we could Lexis and it saved us a great deal of money.
16	I have worked in all types of law libraries and find strengths in both services as far as which files they offer; I believe Westlaw still has strengths for the Texas jurisdictional materials (where I work); having been in jobs where I only had access to one or the other product, it seems you are always needing a file only offered by the service you don't have;
17	Tell them they'll be eating the seed corn if they make this stuff too expensive for law schools. One other thought: it seems to me that LexisNexis Academic has more universities than the Westlaw equivalent. You might lose less content by keeping Westlaw.
18	I have to say since Thomson-Gale purchased West, Customer Service has deteriorated. Fifteen years ago, there was a fiscal crisis that required the law library to drop one of the two services. At that time, West was willing to work w/ the law library regarding to payment but Lexis refused, so we dropped Lexis. I believe that the willingness of West to help during the fiscal crisis influences us in favoring Westlaw. I do not know whether the current ownership of West will extend that help now.
19	We encourage training and basic skills in both, and expert skills in at least one. In our practice area (energy regulatory law) we find certain tasks are handled better in one service, other tasks in the other, requiring an ability to switch between them. (Or the ability to know when to call a librarian.)
20	In private practice, the access to Nexis, to public records, is very valuable.
21	If a group of law libraries got together, informally, and away from the aegis of AALL, to coordinate a decision away from one vendor or another, such organization would wield tremendous marketplace power! By yielding to unreasonable price hikes without seriously exploring our purchasing power as a group, we allow ourselves (and our students) to suffer at the mercies and whims of the big two vendors.
22	Three years ago, prior to contract negotiation, we did a firm-wide test/comparison of Lexis vs. Westlaw - free access to both. Litigators unanimously preferred Westlaw. Firm preference (220 attys) was approx. 90% for Westlaw.
23	I do prefer Lexis' directory. Westlaw's click a database and type screens are misleading and foster bad habits by researchers.
24	preference for Lexis or Westlaw is so firm practice and region specific that not teaching one is a tremendous disservice to your students and to their eventual employers Read the law firm library literature and you will see that firms are moving away from the one vendor model It did not work for many reasons including attorney and client preference and most importantly financially - Lexis and Westlaw caught on and any incentive to be competitive was really lost in the long run
25	The issue is really practice, habit, availability, and familiarity. We law firms have the same issues (I was just talking to a law student today about this - thanks for setting a great sample of survey as we have are assessing. Odd that you did not ask the opposite? Would people miss the Lexis "headnote"
26	I think it is important to teach law students both systems if possible.
27	They have different strengths. It would be a shame if we were forced to choose.
28	For those of us who have to choose (we have Lexis) Westlaw is making it difficult; they are pricing Lexis out of carrying West titles (e.g. NY Jur & ALR)so that we have to either pay more to add the titles to our limited WL account or switch. Also hard to pare down the print collection in favor of online when you don't know how long a West title might last on Lexis.

29	I would suggest alternating year to year. eg. Lexis in even numbered years, WL in odd numbered years. Then make sure that each student has some exposure in a classroom setting to each.
30	I think not training them on both systems would be a disservice to the students.
31	While I think that students should learn Shepards, I believe that they MUST learn the Digest system; therefore, if you must choose only one system, I'd say you should go with Westlaw. (We find that Lexis's news offerings are much better, but we also don't expect our first years to know much about news searching, given the nature of the typical law school curriculum.)
32	Having both online services has it advantage. You have the best of both worlds. Having both services provides a researcher a wider variety information.
33	Both systems are constantly eliminating databases, some that were important parts of the contract. Counting on the web service to provide access when discarding print materials can be dangerous.
34	If you went with Westlaw - I would be concerned about the Matthew Bender information not being known. That is about the only section that we can't really duplicate with Westlaw.
35	We find that the usage of systems tends to split down practice group lines. Our litigators absolutely prefer Westlaw over Lexis. But we find that our transactional types--corporate, securities, ip attorneys, usually prefer Lexis.
36	Westlaw is the preference of faculty members, so we would opt for that over Lexis. At the same time, there are several die hard Lexis faculty users who would vigorously complain.
37	As I stated in my earlier comment, Realistically, I don't believe you can go with a single vendor any more, especially if you remove hard copy from the shelves and replace with electronic format.
38	Westlaw's pricing is not reasonable. Lexis offers a great price for what they have to offer.
39	Librarians and law firms need to take a stand against BOTH companies about the ever escalating costs. It's ridiculous what they charge and they raise their rates each year. We sign confidentiality clauses when we go with flat rate contracts so we really don't know what everyone else is paying. It's ridiculous! They have us over a barrell and they know it.
40	<p>Vendor training is strong and personal preferences does matter - at a top school you don't want to convey you have limited choices. You need to determine what your actual student preferences are and what the law professors favor. Ultimately, each school will have to determine what is best for them, regardless of what others do/say.</p> <p>If you want to choose one, start your research/analysis now and move the preferences to one vendor now - it may take 2-3 years and then the decision is a no-brainer. This will also give both vendors the opportunity to make it work for you and thru this process you will see who is a "partner" with you and who is not.</p> <p>Vendors will make it extremely difficult for you to choose only one and may resort to unbusinesslike tactics like writing your entire management and/or all your professors if you didn't choose them - the negative PR implications can be substantial. You must do your homework to determine what is best for the whole, and be prepared for an vendor attack!</p> <p>Good luck!</p>
41	Most students who arrive here, have no knowledge of HeinOnline. They pull material on Westlaw that could have easily been retrieved using HeinOnline. We see HeinOnline as an essential resource and wonder why it is not being taught. The CCH and BNA databases have also become essentials and we ask researchers to try those before going on Westlaw. The students do not know about all the alternatives.
42	They've both been going through redesign/repackaging of their content to such an extent that the competition has become ridiculous. We resorted to LoisLaw for just basic case/statute information for

	those partners who were uncomfortable with the bells/whistles/extras of the larger two. However, now that LoisLaw is being handled by CCH in our region, I know that it will increase marketing efforts against what I call the Big2 - pricing and content will also increase - but there will also be an improvement on certain quality issues.
43	I think the reference attorneys for both Lexis and Westlaw are excellent. I believe Westlaw and Lexis are more alike than different, in terms of content and usage.
44	Westlaw will always be the leader because of the enhancement of the headnotes and keynumbers.
45	I have observed that at least in this geographic area, Lexis is more responsive to training and technical issues that arise.
46	Both LN and WL are needed - for broader db coverage and for "my sense" of our responsibility to provide realistic exposure to the major information providers.
47	It is very nice to have the KeyCites, however, I do feel that the Lexis libraries are more complete. The other issue that arose is that ALRs are no longer available on Lexis, as West "took them back". That was difficult. The fact that Lexis will also be losing AmJur online may be a problem elsewhere. However, in our firm, attorneys really like the books.
48	It may help to check several years of alumni to see what they are using at their firms etc. If your grads go to a firm that only uses W but you only trained them in L, that wouldn't be good but I'm sure you have considered that. Perhaps L/W can trim the resources that you have access to the bare minimum so that the students have a feel for each. Or use L for only news and W for only cases. Perhaps they can cut out printing - just use email, then the cost of printing would be on the students. I would not recommend Bloomberg at all. Many new associates use Google, which is another whole issue. We use Loislaw (in addition to W/L) and it's great but not 100%, so it would be a good backup. We have both L/W and will continue to provide access to both but we are always looking for anything cheaper.
49	In the next 10 years, I predict that Westlaw will subsume Lexis. Thomson is meglomaniacal; they cannot acquire enough subsidiaries to enhance their empire. Their pockets are far deeper and their diversity of subsidiaries far broader than Reed Elsevier.
50	Since the companies don't release information on their market share, it's hard to tell which one has more subscribers in Indiana. The Indiana State Bar Association provides Casemaker free to its members, and so our smaller firms are using it.
51	It is important to be versant in both sources, but law firms will train on content specific to our practices when the associates arrive. Cost-effective search strategies are obviously important, and over-use of keyword searching in either service and neglect of secondary sources is my next biggest concern.
52	I think it is imperative that law schools continue to offer students training and exposure to both LexisNexis and Westlaw.
53	Good luck with the decision it is not easier. Another view would be Fastcase and Losilaw with their extension to the public at large.
54	Train the students to be very efficient online. The free usage of these services during law school promotes excessive usage, and excessive printing. A LRW research project limiting the student to \$100.00 of online time on a regular basis would be good training.
55	What I see in the foreseeable future is law firms choosing one service over the other based solely on price. We opted to keep Westlaw because that's what our attorneys were most comfortable using. Not too far down the road, I think firms will subscribe to a particular service based solely on cost.
56	I have a strong preference for Lexis but would teach just Westlaw if I had to choose. For practitioners doing case research, Westlaw is superior so I'd rather my students learn it first. They can pick up the other databases once they're comfortable with Westlaw and legal research.

57	Cost effectiveness factors in to which service a law firm chooses
58	In teaching 1st yr. assocs. here, I always recommend WL as the system to use.
59	WESTLAW support is much stronger and consistent
60	Westlaw has a much better infrastructure than Lexis. We have had problems with our monthly Lexis bill several times and it takes Lexis months to sort it out. With Westlaw we have not had these problems and when Quickview goes down, they are very good about keeping us posted as to when it will be back up. Lexis is not nearly as helpful with PowerInvoice.
61	Both vendors offer software and applications used by our firm beyond just the library. From accounting to litigation support to business development to KM initiatives, we rely on both vendors extensively and making a choice between the two would be very difficult.
62	With Westlaw, EVERYTHING is based on caselaw even when the question is a transactional one. Westlaw cannot answer them if there have been no opinions/decisions.
63	I find Lexis' customer service much better than Westlaw's. When I call Lexis, I usually get through to a person much quicker than Westlaw. I have usually had a much better experience working with Lexis customer service than Westlaw.
64	The services aren't the same but the students will adapt. As I've stated before, I would rather have students with an understanding of print resources. These are skills that can easily be transitioned to electronic resources. Finally, I think there is a severe disconnect between the resources (and bill-back methods) within the law firm and academic market. Everything in the law firm is NOT electronic. We have large print collections. Partners DO NOT WANT associates using primarily electronic resources because 1) they are more expensive, 2) produce inferior search results in the inexperienced searcher.
65	Students should be taught about the subscriber database in Westlaw and Find a Source in Lexis.
66	Since January, 2008. We have limited our department's access to just Westlaw. I have had only on request for a Lexis password. Library staff has access and did the research for the patron. I have found at least three state government sources that are on Lexis that are not on Westlaw. I think it is necessary for law libraries to have access to both but I do not see the need for everyone in the department to have access to both.
67	Our support from Lexis reps is very poor and has been for years. Westlaw provides much better support which may partially explain why students have a strong preference for WL. Also, we use TWEN because the Lexis equivalent is poorly supported and not as powerful. WL is clearly favored by our students, so I don't think that we could cancel it in favor of Lexis despite my personal preferences.
68	Federal courts have had exclusive contracts for either Lexis/Westlaw for years. You might want to follow-up with them specifically as to how that has worked.
69	Westlaw Docket is preferable
70	I don't have a preference for one system over the other as both have unique content that we as librarians need access to. It seems that the vendors are also trying to widen that gap by making new or specific content exclusive to their service (i.e., ALR on Westlaw). Still, I think both are necessary to provide access to the content we (and our legal staff) need to do our jobs.
71	Main issue with not having Lexis is the news and WSJ access. I understand that Lexis will charge a LOT for the wsj.com website if you don't have their Lexis.com system. But law school's may not need that as much anyway. I transitioned from Lexis only to Westlaw only at my last firm and we did have to add alternate sources for some missing content but overall it was fine except for News. But we can't buy Factiva as a law firm, as a law school you can so you have alternatives for the news.

72	I do think the prices are high, but I think this is a reflection of reality and a reflection of moving libraries into more of a business model. We pay a lot more for other databases and don't get half as much ... However, I do object to the way these two vendors implement their pricing plans. There is no arms length negotiation the way there is with my other vendors. And, I think the ABA should be more heavily involved in this discussion. Academics are being forced to resolve this issue by slashing budgets and wondering how the Bar is going to respond.
73	WESTLAW for Litigation LEXIS for News
74	In a recent conversation over yet another billing problem with Lexis, the representative stated that policies at Lexis "consistently changed". She saw no irony in the oxymoron that she had articulated. Somehow all of my business dealings with Lexis over the past three years have been awful, while my dealings with Westlaw are very smooth. My Westlaw rep anticipates problems and needs with little input. The choice for me would be very easy; I would choose the one that may cost more, but has been the best with which to conduct business.
75	Customer service WAY better for Westlaw, and the contract negotiation phase causes Lexis to turn downright vicious (personal experience, shared by a number of head librarians here is Seattle). Try adding packages together to increase the student's exposure to other tools, like Checkcite, FullAuthority, CaseMap, etc. Having only one database provider in the house is not for the faint-at-heart. Good luck!
76	I used to strongly prefer Westlaw. I thought Lexis would not be able to compete in the market. It was mainly because Lexis seemed to have a poor grasp of what they should be providing for law schools in the way of training, features, and pricing. They have come a long way in developing relations with law schools.
77	We are a state court library, open to the public, and they find Lexis much easier to work with. Also the fact that you can get e-mail alerts on legislation or cases to more than one e-mail account is a big plus for Village Justices or Attorneys at their Courts and at their private practices.
78	I would prefer that students learn both systems, but generally they have a preference by the time they get to the law firm.
79	I think it is silly to talk about cancelling either. The cost, when you look at use, justifies continuing to subscribe to both. I think this is just an attempt to get the companies to keep cost increases at more reasonable rates. Not a bad thing, but in my case, were I to make such an argument to either company I would be being intellectually dishonest. Cancelling all my state codes, or regional reporters, makes infinitely more sense.
80	I would opt to cancel BNA and CCH subscriptions long before canceling either Lexis or Westlaw. They give us much more for the annual fee than other electronic resources.
81	Our firm's contract with Lexis is slightly better than Westlaw's, so that's my preference for law school training. Also, more summer associates come in with a bias toward WL, so Lexis training would be a plus.
82	I have used both since the early or mid 1980s; I believe they both have strengths. However, they both, especially Westlaw, try to portray themselves as the one-stop shop and that is misleading to students.
83	Lexis tells you that to stop the clock, click on "help" but this is no longer the case. Nobody from Lexis communicated that to anyone at our firm, and in fact we only found out from someone by chance. Lexis is not upfront.
84	In the end, the important thing is that law students recognize that no matter what CALR they are using, it's not like Google, and they have to think about how they're entering search terms into the database to truly get the materials they need. Both Westlaw and Lexis will fight to remain in your library, since their demographic research shows that law firm usage is highly dependent on what the students learned and used during law school. Know that a Tier One school that feeds directly into AmLaw 100 firms may make both companies very willing to negotiate.

85	Even more than using the controlled vocabulary of the Topics and Key Numbers, teaching the concept of a controlled vocabulary in such a useful context is, I think, very valuable.
86	It would be nice if law students were introduced to the concepts of flat fee contracts, transactional vs hourly IDs, law firm pricing and client charges. Every firm is different but if they had some concept of how important these areas are in their online research choices before they get to their first firm I think they would listen more closely to this info during orientation.
87	For case law, I think Westlaw has the advantage. For news and public records, I think Lexis might be the better choice.
88	I appreciate your position very much. At my Firm we also struggle constantly with the cost of the online services (and print, too!) It is extremely difficult to choose between the 2 vendors and I hope they will see it is to their advantage to present you with affordable access to the services. Law libraries must continue to stand up to these price increases! And we should promote the use of the free websites! More power to them! Good luck! Please post your findings.
89	Prefer Westlaw for case law and law reviews (TP-ALL file), Lexis for news and public records
90	They will negotiate with law firms; I don't know about academic libraries though. We dropped LN for 1.5 years because they wouldn't meet our request to match the discounts we got from Westlaw. They came back ready to talk after that time and what we have with them now is extremely inexpensive. I think the day of big contracts with both services is on the way out.
91	The main problem, which I'm sure you've heard before, is that new lawyers have absolutely no sense of the cost of Lexis or Westlaw, and free access in law school provides no incentive to be efficient in their searching.
92	I hope you can continue to offer both systems by getting the vendors to bring down the monthly costs. Law schools are the best marketing gimmick they have and they should make it affordable so you can keep both services! Training on web-based services would be good so attorneys have a comfort level with the concept when they reach the law firm.
93	I hope it never comes down to a law school teaching only one database. That would be an extreme disservice to students, since firms may use either. Also, the failure of law schools to teach EFFICIENT and COST EFFECTIVE research methods does graduates no favors -- leading to some very hard lessons in the real world of firms.
94	I think it's time both consider the possibility they may become extinct sooner than later. As attorney's adapt a more free style approach to research, power features offered by Wexis will become unimportant
95	See previous comments.
96	We assume in our law firm that all students are introduced to both, if not proficient in both when they join the firm. This change would, therefore, be unwelcome here. To cancel one service assumes they are identical, when, in fact, they are less similar all the time because of the secondary source material which is very important to newbies who want treatises, etc. Law students research skills are already limited. I would hate to see them more so. The navigational features of the two systems are different, they need to be taught in law schools. To not do so would add to the stress of a new hires in firms.
97	I would like to see less dependence on these two resources. They are tools to help but they do not have all of the answers. Students need to know that Lexis and Westlaw are "masters of marketing and hype". Students need to learn the law through good research, not just how to use Lexis or Westlaw.
98	For many years the library had access to both and used both (although we have a flat fee contract with only one of the services). I have found the two services - over the years - to be growing functionally closer and closer. I think the learning curve of switching from one to the other is now very short. I have worked with new attorneys who have been trained or have primarily used only one of the systems and they have little difficulty making a transition to the other.

99	The other huge advantage of Westlaw is the ability to combine transactional and hourly with one id. Not being able to do this on LexisNexis severely hampers economical searching.
100	I prefer Lexis for some of their business databases, people-finder and some of their news libraries. But I personally use WL more for caselaw and keycite.
101	The ideal is still to have students exposed to both services so they better understand the differences in content and in the nuts and bolts of constructing a search. But if one must be chosen over the other, Westlaw is the way to go.
102	LexisNexis is less expensive for us, but if we choose not to receive the West case reporters, it would be good to have Westlaw.
103	Not teaching both is doing your students a great disservice. From the word "go" students should know the importance of using multiple resources and why as well as the advantages and disadvantages of each.
104	We are constantly trying to decide if we can do without one of the vendors. It's not just the online system these days, but the integration with their other systems - We use Westlaw more than Lexis, but we use the Lexis family of CourtLink, HotDocs, File and Serve, CaseMap, Interaction, BriefSuite, Publisher and firmwide access to WSJ.com. We also have firmwide access to Mealey's Litigation Reports through Lexis, these would be VERY hard to give up.
105	Westlaw continues to cover more in case law and has a stronger historical statute collection. However, their field searching is very weak and their alert service cannot perform the same searches that the user can ran manually.
106	<p>Stanford summer associates are pretty good, but most of the top academic law schools are sending us folks that need extensive help with basic research tasks. Most of the summer associates already have chosen Crips or Bloods, err, make that Westlaw or Lexis, and are totally blind about the other service. It wouldn't be so bad except that the ones that are the most firm about refusing to accept the existence of the other service are generally the ones that are really bad at the only service they acknowledge exists.</p> <p>If the students would acknowledge that they aren't omniscient when the associates and partners reviewing their work sends them to me to teach the tools of their trade, I can work with just about any skill level on any system that shows up. After 20+ years of working with the best and the brightest, the hardest part is getting the elite to accept that they can receive help from a schmuck.</p>
107	I'm trying to get associates away from case law research and into digests and treatises first. They run up big bills searching in big databases while trying to locate "the perfect case". They need to start with a subject or word index first, narrow down to a small number of cases, locate the best and then work backwards with Shepard's or KeyCite. We get much better results.
108	I could not answer questions 4 or 8 because there are things I like and dislike about both so I honestly couldn't say which I would give up.
109	For law school purposes, one vendor fo primary law should be sufficient. The law students of today are not going to be wedded to to one search methodology like the law students of the 90's.
110	Westlaw is in the business of offering "gateways" to other non-Westlaw databases - such as DIALOG, Delphion, DERWENT. These are very esoteric databases, requiring much orientation. When users wander into these databases on Westlaw with no prior training, they can come away with less-than-ideal search results.
111	Cost is an issue yes, but we need to ask the larger question -- what option best serves the missions of academic law libraries? Is it, as individual institutions, caving into the aggressive, monopolistic approach of Thomson West as our only choice? Collectively, couldn't academic law libraries come up with better options (i.e, putting our resources and talent behind Carl Malamud's open source case law) than a choice between the two top vendors?
112	I think it's unwise to go with a single system. You are doing your students a disservice. There is no way

	to know which they will have when they go out into the real world. And if you only offer one, you are forcing them to use a system that may not be the best one for them in terms of their learning style, etc.
113	I didn't answer the question asking which of the two databases I would prefer to keep. It's too complicated for a yes or no question. In addition to what our student need to learn, we would need to look at what the long term effects on the market might be. I would need to talk to many people in my law school and area firms before making such a decision.
114	I kind of don't care if we loose lexis.com because we have LexisAcademic on campus, so would retain many journal/news titles... but I can easily see them blackballing any lawschool who drops .com from the campus Academic subscription. Similarly, Lexis Congressional is indispensable - we'd have to keep that.
115	Thanks for doing this!
116	I have no preference for Westlaw or Lexis (although I used to be a Lexis-preferred searcher) because I need both in my work.
117	Providing students with less free access to the big, fee-based services might teach them to respect the cost issues and encourage them to use better organized, sometimes more efficient print resources. More experience with the smaller free and less expensive services would help spread those services to firms. That would be good for competition in the industry.
118	Losing Lexis would be a loss because of the Matthew Bender treatises and the Mega News, Negative News databases
119	No article has been published that critically compares the strengths and weaknesses of rival services on WESTLAW and LEXIS. For example, no one has assessed just how "Search by Topic or Headnote" - the new branding of LexisNexis Search Advisor - fails from overreliance on automation. Law firm librarians face a de facto ban on commentary in law library literature because their employers fear adverse business actions from Thomson-West and Reed Elsevier. Only academic law librarians have unfettered freedom of professional speech in these matters.
120	Expanding on the "other resources" training: Many, or most, law firms are skeptical of the authority of alternative legal research sites, and prefer the big two when a \$\$\$\$ case is on the line. Training in how to evaluate the authoritativeness of alterantive resources would be useful.
121	Lexis and Westlaw are expensive for law firms and their clients as well as for law schools. Teaching law school students alternate approaches to legal research helps to reduce our dependence on all electronic resources, including Lexis and Westlaw.
122	During the 80's & 90's especially, the two raced with each other to be the best, making each of them excellent in the process. I hope that both of them survive as thriving systems so that we don't have just one left, which might result in stagnation and loss of quality.
123	Westlaw hires attorneys to train attorneys. Lexis does not put as much value here but, it is extremely important. Lexis is in your face to make the sale but, the later ongoing support is lacking. Unfortunately, the decisionmakers look at the price tag of both and may opt for the cheaper (usually Lexis) but, it can be more expensive when it impacts attorneys' productivity. Finally, one thing should be remembered, that for all the overlap of content between the two systems, the two have "exclusive" content that you can only obtain by having both.
124	I think they are both here to stay and law schools will have to continue to subscribe to both. We do not provide extensive training to either of these services. In Advanced Legal Research, I try to teach principles of cost effective legal research, and include many low and no cost options so the students are introduced to the full spectrum of service that will be available to them in practice.
125	I would not consider one superior to the other. Anyone who feels this I would guess does not know both systems equally. The choice should really be made based on which provider would give you the best

	contract.
126	The bread and butter research - primary law - is a commodity. There is no reason for us to continue to provide access to both, except that there is an expectation that we will and there is too much fear of not providing both. Lawyers and law students will use whatever they're given, and they'll learn whatever their firm uses when they're hired. My own goal is to eliminate one of them in the next 12 months for public access, and supplement that subscription with a much-reduced, librarian/reference only access for the other so that my collection goals are met (and which should be much cheaper than general access). Thanks for doing this survey; the timing couldn't be better.
127	Law school students need to understand the cost of the service they are using. Currently working with First year associate who is resisting instructions from Partner to use print volumes to review cases.
128	I tend to use Westlaw for caselaw and journal searching. I tend to use Lexis to search administrative law materials, and statutes--especially since using the Table of Contents approach is free until to click a specific section link. Lexis also has the best news coverage--at least at the moment... My feeling is that students should learn both so they are prepared for wherever they end up, but I understand the budget pressure.
129	If Westlaw as dedicated provider, then no availability to all the Matthew Bender, etc. treatises on Lexis.
130	WESTLAW PROVIDES HANDOUTS. THEY HAVE ATTORNEYS AVAILABLE TO ANSWER QUESTIONS. LEXIS NEXIS DIDN'T HAVE ANYONE TO HELP/TRAINED RIGHT AWAY.
131	Our litigators tend to use Westlaw because they're used to the key number system, but that seems less important to the new associates - our tax, corporate and IP attorneys prefer Lexis
132	My main reasons to keep both Lexis and Westlaw would be: (1) Each has secondary materials the other lacks; (2) Our students need to be prepared to use whichever one their prospective employer has, and (3) Our students need to develop and maintain the mental flexibility and the ability to learn a new system. This flexibility and this ability can be helped by the use of the two systems.
133	Students can learn something about the Lexis approach to searching/syntax through their academic products, which hopefully can continue to be provided through the libraries of the parent institutions of many academic law libraries. Also, in my experience, I've noted that summer associates who prefer Lexis are Google-style searchers, whereas those who prefer Westlaw seem to have a better understanding of the structure of law and legal analysis. Perhaps
134	Teach more print resource research for secondary sources, rather than more databases
135	They should be forewarned that they may well price themselves out of the market.
136	I really think that law school training should include lots of information about the real life cost of these databases. I would emphasize the actual retail cost of doing searches in the various content. Even though firms have different contracts in place which call for different pricing structures, many firms, including mine, have chosen to bill clients at the retail cost. It's really incredible how much this information costs, and the bills I see going out to clients are extremely high. Law students have no way of grasping that it costs so much because, as far as I can tell from our Summer clerks, they never even think about the money side of it.
137	I don't know if Law Schools have the same options as firms, or if you must take "all or nothing" - if the students can learn how to find and pull cases and get shepard's reports on Lexis, they don't really need more from that resource. Westlaw's treatises and legal reference materials are far better. Maybe you can get a bare-bones contract with Lexis, lock the students out of any additional resources, and have them do the in-depth research on Westlaw?
138	My preference is not for one over the other, it is for the competition between the two to remain as robust as possible. As long as they compete, there is a chance that the pricing won't reach unattainable proportions. If a library the caliber of Stanford chooses one over the other, I'm afraid of the precedent and the message that sends to other libraries in far more vulnerable budgetary positions.

139	People out of law school seem to lack sufficient understanding of fundamental research preparation.
140	If we are limited to one service, I would try to alternate between the two so that students would have to learn both. We already introduce Casemaker, and would likely add other alternatives.
141	I think most attorneys would survive with one or the other but there are instances where you have to get something that is unique to one. Either can be learned by new law school students when they start practicing. I don't think the functionality varies too much and free training is always available
142	Most attorneys search only case law electronically in firms and leave all other types of research to librarians. Most firm attorneys still prefer Westlaw for case law research.
143	Our new associates usually come in with a preference anyway, so I really don't think it would be a huge disaster if they were only exposed to one.
144	It's tough to chose betwwen the 2 databases since each has services that the other does not.
145	I would keep both and cancel print titles before I was forced to cancel either Westlaw or Lexis.
146	I can't imagine either of them would price themselves out of your market. In school is when the get their "hooks" in the future attorneys
147	I use both; contents of each are complementary. Problem here in HI is that there's a distinct preference for Westlaw at this time. Our bar also concocted its own database utilizing the CaseMaker system, so we have to at least offer training in this as well (it's fairly intuitive). The bar will provide it for free to our students; included in bar membership for attorneys through \$30 hike in bar dues.
148	I do think in the ideal learning environment students should be exposed to both--and to as many different databases as possible, for that matter.
149	Westlaw and Lexis are very similar to each other. However, it is true that attorneys tend to prefer the one they learn first in law school. Which is part of the reason why the vendors both want their database to be available to students. Good luck to you.
150	I tend to choose one or the other based on the research task that I need to do. For Example, If I am pulling cases that I have cites for I prefer Westlaw Find and Print because I like to get each case separately rather than in one pdf; if I am looking for articles or corporate stuff I tend to go to Lexis first, because it seems to have better coverage for those things.
151	For strictly legal research, Westlaw seems to be best. Lexis is extremely helpful in searching news and company info, but from what I understand law school students don't have much exposure to corporate practice so Westlaw is likely best for their needs as students.
152	I prefer Westlaw for cases, statutes, and verdicts but prefer Lexis for dockets, bills, news and public records.
153	i guess I added that to the last comment.
154	Don't train on Bloomberg. It is too pricey AND many of the law firms are not using it.
155	West is too expensive. I use their products only when I have no alternative.
156	We consider both Westlaw & LEXIS/NEXIS to be part of the core collection. We would cancel many subscriptions before canceling either L/N or Westlaw.
157	This probably won't be very helpful to you, but I wish there was some way to deal with the situation other than cancel one or the other. I think that would hurt the students more than anyone, but it would also hurt Wexis in the long run. Maybe there's some way AALL can exert some pressure to make them realize that.

158	I think teaching the digest system still has value. While I'm sorry for your predicament, the cost of Westlaw has gotten completely out of control - they need a wakeup call.
159	why the fuss -- no one's going to cancel either one. they're easy targets but if one looks at the cost of monographic series, reporters, codes, etc., that are probably never used and probably never will be, it seems that there would be much easier targets.
160	I would prefer the law school to train on the online provider my firm has contracted with. As that can change every 3 years when my contract renews, I can't pick one over the other. Last year the answer was Westlaw. This year, and for the next 3 years it's Lexis. It's a 50-50 chance it will go back to Westlaw, if they want our business back and make the contract attractive enough to change. It's a business decision that has a lot to do with economics.
161	The problem is that more information is becoming proprietarily owned by one company or the other and you will need both. Example -- NYJur is now only available online from West. If you committed to Lexis as an online vendor a few years ago and discontinued print services for full coverage of NYJur -- now you have a problem.
162	Teaching about BNA etc. would be incredibly helpful - I've seen a lot of associates who have no idea how helpfull these resources are.
163	So much of the decision you are trying to make depends on the culture of the firm. Some really like WL, some Lexis. A lot depends on the city--often it's whichever company provides the best service. I do think both have to be taught, regardless of having to cancel one for research purposes. Threatening to cancel and lock them out should give you the leverage to get prices you can afford.
164	Both services are better because of the competition! We need both! Law schools should offer both.
165	I miss the software and dot commands. I do not like the slowness of the web interface.
166	More and more, they have unique databases, so this situation is not a good one. If you have only one, I think you might continue to teach about the other one at least as far as content is concerned.
167	part of the reason for selecting Westlaw is TWEN
168	Although Lexis & Westlaw largely duplicate each other's primary source material, in a large multi-practice firm, it is difficult to do without both for secondary material, much of which is exclusive to one or the other provider.
169	I am concerned about the "duopoly" situation with these two vendors.
170	For five years our firm was Lexis exclusive. This was a problem when some courts required all Westlaw citations. Also a problem when one service had a case on point the other did not have. This was found to be true more then once. We are now have flat rate contracts for both.
171	LexisNexis has more news and strong on securities law
172	My personal preference depends on the kind of information being sought, e.g. for case law, Westlaw. Westlaw has improved its news coverage substantially. Public records (usually need to search the free sources and then sometimes both Lexis and Westlaw) and treatises / info specific to each service are major reasons we subscribe to both, but I'm not sure I'll be able to have both next time around for financial reasons.
173	I have always felt that Lexis and Westlaw are like Coke and Pepsi. They both get you the results, but the ultimate decision is in the user. Business and Corporate types seem to prefer Lexis, whereas the Litigators seem to prefer Westlaw.
174	Westlaw is more expensive, but you get what you pay for as the adage goes. It's far from perfect, but it is superior to Lexis.

175	Ideally, we could offer Lexis one year and Westlaw the next - it would force students to learn both products and be equal to both companies.
176	For our state, Lexis has more errors in primary materials than Westlaw (not that Westlaw is error-free). However, Lexis has better secondary materials although they do not update online as fast as in print.
177	Our law firm tracks out-of-contract usage, and I find it annoying that Westlaw does not clearly indicate out-of-contract databases in its directory listings; the notice to users comes at the point of search execution. I can get around the 24 hours free access to research trail on Lexis by setting up an alert to gain access to a recent search for a distant date--but one has to remember to cancel the alert before its scheduled execution.
178	For us, Lexis is so much cheaper - most attys do not care which one they use.
179	Personally, I prefer Lexis since I'm generally doing business news research or looking for administrative materials and I think Lexis is stronger in both those areas, but the attorneys generally prefer Westlaw since it's what most of them were more exposed to in law school.
180	Lexis personnel are pushy and out of touch. They think their product is tops but it is not.
181	While I understand the concern over subscription price increases, I also see the vendors' side: law schools pay a highly discounted rate while accounting for a disproportionate amount of use. Are there other efficiencies that academic law libraries could identify to cover the cost increases from Lexis and Westlaw?
182	LexisNexis personnel try to go around the librarian directly to attorneys which causes lots of unnecessary work on our part.
183	The Lexis reps are more salesman-like than the Westlaw reps. They spend 10 minutes of each training session talking about the company's hierarchy. Really, who cares about that? Total waste of time. If I see the 5 pillars of Lexis one more time, I'll gag.
184	Depending on the focus of the firm, one may be better than the other - a firm that does a lot of medmal, for instance, would probably be better off with Lexis, but either way, I think the best thing is to focus on one program and train your attorneys to be good at using it.
185	LexisNexis has to lose the library/file set up. It's ancient, clunky and takes way too long.
186	I think it is important to expose law students to both products. However, if the school has to have a preferred, you should allow the other company to at least come in and show their product.
187	The only reason I prefer WL at this point in time is because of the ALR's and NYJUR (we are a NY law school) which are essential to our two semester LR class. I would sorely miss the Bender's Practice sets which surpass anything WL offers. In addition the immigration material in Lexis is also superior - it would be a hellish decision.
188	Economics in a firm drives the choice of provider. Students should really know how to search efficiently on either system. The practice of giving passwords by the vendors does nothing to help students be efficient and effective searchers. It is an issue in a firm because students generally have no idea of the costs.
189	In the firms associates will be mostly likely doing more than just litigation, especially in the early years. Lexis is great for IP and Tax and some transactional projects, Westlaw is tops for litigators in my firm.
190	I feel both are important because of the different coverage of secondary sources.
191	Westlaw seems to constantly rethink their products, and presents information logically and in a consistent format. Lexis just keeps hanging bells and whistles on their system, and their search by topic function is hideous. Shepard's should work better for statutes--once you tell students they have to keep coming back to the screen to shepardize each section and subsection of a statute they shy away from

	using it. And it drives me crazy that Lexis refuses to fix their find a source tab to make it work better-- you either get the same source in 500 different places or nothing even if you know it is there.
192	There are a few features that I like on Lexis more than on Westlaw. Lexis has a much stronger control of admin law than Westlaw, even though West does have a very good cfr index. I'd be very interested in subscribing to just part of Lexis or Westlaw, the way we separately subscribe to Lexis Congressional. I believe that our responsibility to be good stewards of our budget is more important than our need to train students to use both Westlaw and Lexis. I don't have a need to teach students to use both Westlaw and Lexis, but I do want to provide them with the tools need to effectively research the law.
193	Having negotiated contracts and analyzed costs for 10 years of both vendors for my previous firm, there is much that is not apparent about the cost of either service. I would strongly recommend that anyone analyze their bills and determine what the monthly rate per user is for the two services. Literally just take the cost per month before tax and divide by your headcount of users. That will give you a real number to work with. Then you can see where you think you can make adjustments to your contract. Otherwise you are never going to be able to compare apples to apples.
194	I wish LEXIS would return to their old format vis a vis the hardcopy Database Directory. The new one stinks
195	It might be helpful for a law school legal reserach class to include a section on "Alternative" legal research options to make students aware that they are available and that they may encounter them when they reach law frims.
196	When I'm researching Texas primary materials, I almost always head for Westlaw. When I'm researching Texas secondary materials, I almost always head for Lexis. I prefer the news coverage under Lexis, the law review coverage under Westlaw. I prefer researching medical and tax info with Lexis, business and company info with Westlaw. I love the graphical statutes on Westlaw.
197	Flexibility is the key...the systems are very similar, but sometimes one is better than another in a given situation. The most important thing is for students to be flexible in choosing the best option they have available to them -- either in law school or in the "real world." Sometimes that is print resources, sometimes Lexis/Westlaw, sometimes another online resource is the best choice.
198	It would be a real disservice to students to teach only one system, as the firm they end up with may use the other. They already regard books as antiquated items, but the need to teach cost-effective research is tremendously important to teach, just as a practical skill.
199	Law schools have to offer both systems for training. I would have that expectation at this time. I don't think we are at a point in time where one system will be the suvivor and there would be a combined LexisNexis Westlaw universe.
200	The biggest problem law firms librarians have with law students and LN/WL is teaching about cost. I understand the vendors make it hard for you to do this but every single law firm librarian has a story about a summer or first year associated spending \$5,000 in a single research session. It can have a huge impact on their career. Also, law firms who select to have a single service as their preferred vendor are also willing to switch when the contract is up for renegotiation. This is what will give us the best rates possible. We realize the attorneys can't be good on both services but we will provided the training when required. That is, afterall, our job.
201	Seems Lexis has really changed its philosophy and business practice over the past few years and not in a good way. Their customer service has really declined and their contract offers are sort of take it or leave it (we opted to leave it.) I know here in the Northwest there is no Lexis presence in Oregon law schools and barely any at Seattle University. Students seem to prefer Westlaw and most of my attorneys were happy that we changed over to Westlaw.
202	Westlaw rep showed me how to get around printing cost by cutting and pasting text, which I do on occasion.
203	Whatever the tool used the quality of training is the key to the students level success in the "real" world. Understanding fundamental legal research principals is the key rather than the tool used to locate the

	results.
204	The reasons I think Westlaw, if we could only teach the students how to use one of them, is that Westlaw offers practically all the state-specific treatises for our jurisdiction; also the key-number system is important -
205	I believe that large firms prefer Lexis and medium-sized firms prefer Westlaw, so it would be hard for a law school to pick one to prepare students for. The skills cross over to a great degree, however. I teach Westlaw in a local paralegal program and I tell the students which features are similar or different on Lexis. Most firms rely on vendor training, anyway.
206	I think they should both lower their prices....they are both way too high!
207	Law students must have access and training on BOTH systems. It is imperative. They will be at an extreme disadvantage if they graduate from a "Lexis School" and go to work at a "Westlaw Firm" and vice versa. Students generally choose one or the other that they like better while they are in school anyway, but they MUST be given a choice.
208	I like Westlaws briefs better, and Lexis charges a solo like me too much for access to Law Reviews.
209	West digest system still more well-developed and comprehensive than Lexis version.
210	This is really an "odious comparison". The two are both very valuable and to train our students in only one is shortchanging them and their employers.
211	I get nervous when large libraries start talking about offering only one service. Most people prefer Westlaw for ease of searching and user-friendly features. However, I rely heavily on Lexis for news and public record searching. As a researcher, I can't imagine having access to only one. On the surface they may seem the same but once you get beyond the primary law, they have unique offerings that are not duplicated. My ratio of Westlaw to Lexis use is 60:40.
212	I believe that all attorneys should be proficient in both Lexis & Westlaw. They will have to use both in their career and should know the difference of when to use Lexis or Westlaw.
213	We use Westlaw for case research, Lexis for news, tax, securities, corporate, public records. Students do not understand the difference between Keycite/Shepards and a Pacer Court Docket, how each updates a case...
214	Most libraries may have to choose Westlaw because they would need access to the ALRs.
215	I have been thinking about this very same issue for a few years now. Some good old fashion competition always helps keep the cost down and makes the vendors more responsive to our suggestions and complaints.
216	Although I still think of Shepard's as the primary cite checking source, I have found that in Shepardizing statutes, it returns a long list of all the different ways courts have cited the particular statute, so that a lot of toggling back and forth to check all possibilities is required. This is inefficient and very annoying. I find KeyCite easier to use, and I love the graphical format for statutes and cases.
217	If Lexis wants to garner a bigger user group here they need to get in and train the LR&W people and convince them that they should teach students how to use it alongside Westlaw. If all they know is Westlaw, then that's all they'll use because they think they both have the exact same content and they don't need both.
218	Whatever system you choose, insist on training from the vendor. We did not accept the telephone tutorial. We insisted on in-person training.
219	LexisNexis currently has the contract for official California opinions. Being in a court library, this makes a big difference in which source we use when a patron needs a citable or official source.

220	Although I think Westlaw organizes the information in a more accessible manner, I do prefer Shepard's to KeyCite. Also, my experiences with Lexis customer support have been better than with West. My Lexis representatives seem to be more willing to work with us on our very small budget and try hard to accomodate our needs.
221	I hope Westlaw and Lexis remain strong competitors in the hope that competition will ameliorate the pricing. Having them bid against each other each year might help? The federal court at one time would do that.
222	Generally, I favor Westlaw for legal research and LN for business research, although, I very much like the Matthew Bender treatise materials available on LN, too.
223	Emphasize time-efficient research strategy
224	are you an academic law library training new attorneys? if so, i don't understand why you would have to make a choice -- both companies should be providing their services to you for free -- if they are not, tell the more expensive of the two that you are going exclusively with their competitor and then see how long the more expensive of the two remains the more expensive of the two
225	Lexis is overly focused on marketing and their new academic head is very abrasive. Westlaw on the other hand seems to value relationships - although both companies should be ashamed of their price gouging.
226	We are mostly a Westlaw users firm.
227	We maintain access to both because there are still some resources on each one that are not available on the other.
228	One very useful tool that should be highlighted in lexis is headnote-specific shepardizing. Table of contents browsing in both systems should be stressed prior to conducting a general search or a retrieval where a table of contents is available. Also important is database choosing (for cost). The two most important cost and time-saving tips: (1)construct a very broad search which you can then focus/locate at will without incurring additional transaction charges; (2) call a lexis/westlaw reference attorney, they're available 24/7 and can save you hours of frustration.
229	Students should learn the difference between searching using "hourly" access and "transactional" access.
230	It would be hard for us to drop one of the systems since we have cancelled a lot of print materials and are relying on Westlaw and Lexis for treatises and other materials
231	The systems are useful for different things. Lexis is better at news; Westlaw at litigation activities. I suggest that you consider how to revamp your entire legal research training to be more practical, if you can only offer one system, like teaching different print tools and the process of finding the right print sources. Legal research isn't about online dbs. Online dbs are one tool of many. I think if you stop providing access to one system, you have to give the students the tools to succeed with any tools they are provided.
232	At first it starts out as a personal choice. The choice of info vendo will depend on jurisdiction and practice area.
233	Primary sources are increasingly available through low-cost or free services. The real distinction between the two systems is the availability (or not) of major secondary sources, which were a one-time (print) staple in law school libraries. Since print is seldom, if ever, used these days, it would be helpful to have students understand the difference between a paid subscription (e.g., a CCH subscription), vs. a system like Wexis which is charged back to the client on a per-use basis. We find that the students have a real bias toward Lexis & Westlaw, to the detriment of the pre-paid online subscriptions such as HeinOnline, CCH, BNA, etc.
234	While I prefer Lexis as the librarian, most of our attorneys prefer Westlaw because that is what they

used most in law school.

Appendix Q

Cross-Tabulation between question one, nine, ten and eleven for all respondents

(Respondents who only answered question one were excluded from this list.)

Question 1: Please select the type of library where you work.	Question 9: If you do have a preference for one system, which one do you prefer?	Question 10: Please state briefly why you have this preference.	Question 11: If you have any additional comments or practical tips that you would like to share with regard to LexisNexis vs. Westlaw, please use the box below.
Academic (non-law)	Westlaw	Because it mirrors print research in classic print resources (i.e., those using the Key Number system).	
Academic (non-law)	Westlaw	I think the headnotes on Westlaw are much better than those on Lexis. Also, KeyCite is much better than Shepard's in terms of ease of use and special features such as Graphical Direct History.	
Academic (non-law)	Westlaw	old habits die hard	why the fuss -- no one's going to cancel either one. they're easy targets but if one looks at the cost of monographic series, reporters, codes, etc., that are probably never used and probably never will be, it seems that there would be much easier targets.
Academic (non-law)	Westlaw	tie in to print materials	
Academic (non-law)	Westlaw	Westlaw fits with the teaching we do on case research using the digests and reporters. Many print state statutes published by West, as well as the USCA have similar formats which help students understand the editorial enhancements available in both print and Westlaw.	
Corporate	LexisNexis	Content and Customer Service. Lexis Customer Service is unsurpassed. West seems to only provide excellent customer service for law firms.	
Corporate	LexisNexis	more familiar with this system, so can perform searches efficiently; more	

		international materials on both Lexis and Nexis	
Corporate	Westlaw	Better	
Corporate	Westlaw	good case summaries, key number system	
Corporate	Westlaw	Westlaw has great primary materials going further back in time, with easy access to more secondary and practice materials. Lexis has more international, business and news related materials which I do not use that often.	Westlaw's pricing is not reasonable. Lexis offers a great price for what they have to offer.
Corporate	Westlaw		
Corporate	Westlaw		
Corporate	Westlaw		
Corporate			Since January, 2008. We have limited our department's access to just Westlaw. I have had only on request for a Lexis password. Library staff has access and did the research for the patron. I have found at least three state government sources that are on Lexis that are not on Westlaw. I think it is necessary for law libraries to have access to both but I do not see the need for everyone in the department to have access to both.
Federal Court or Federal Government	LexisNexis	As the Library Manager responsible for this account, they provide MUCH better customer service.	
Federal Court or Federal Government	LexisNexis	Better customer service	
Federal Court or Federal Government	LexisNexis	The LexisNexis legislative databases are more complete.	LexisNexis is less expensive for us, but if we choose not to receive the West case reporters, it would be good to have Westlaw.
Federal Court or Federal Government	Westlaw	Began with Lexis/Nexis in 1972; and learned Westlaw somewhere around 1978. Have worked with both since those dates. Believe WL to be the more	

		dependable resource collection. Certainly WL is considerably more navigable.	
Federal Court or Federal Government	Westlaw	Better metadata -- using atty editors for the headnote system instead of the "extraction algorithm" used by Lexis. Also better information organization. Focused on law, not business.	I hope it never comes down to a law school teaching only one database. That would be an extreme disservice to students, since firms may use either. Also, the failure of law schools to teach EFFICIENT and COST EFFECTIVE research methods does graduates no favors -- leading to some very hard lessons in the real world of firms.
Federal Court or Federal Government	Westlaw	I prefer the human-generated headnotes and digest system to the computer-extracted Lexis analogues.	It would be a real disservice to students to teach only one system, as the firm they end up with may use the other. They already regard books as antiquated items, but the need to teach cost-effective research is tremendously important to teach, just as a practical skill.
Federal Court or Federal Government	Westlaw	key number system	I feel both are important because of the different coverage of secondary sources.
Federal Court or Federal Government	Westlaw	key number system	
Federal Court or Federal Government	Westlaw	More user-friendly; you know what to put in to get the information you need without going through an enormous number of hits; the servers seem to be faster; the links work well, the Key Number system facilitates research into areas otherwise unknown; navigation using the regular explorer tool bar works fairly well when use is possible and warranted;	Westlaw is more expensive, but you get what you pay for as the adage goes. It's far from perfect, but it is superior to Lexis.

		"Did you mena" feature and synonym suggetions are helpful in crafting query properly; KeyCite signals are easy to understand; Graphical Statutes, ResultsPlus and RegulationsPlus features save time; etc.	
Federal Court or Federal Government	Westlaw	West is our state's official publisher for primary legal.	
Federal Court or Federal Government	Westlaw	Westlaw gives better customer service than Lexis. Lexis in the past few years has had upper management problems. The customer seems to have to fight with management to during contract time. At the Lexis - they make negotiating very difficult.	
Federal Court or Federal Government	Westlaw		
Federal Court or Federal Government	Westlaw		
Federal Court or Federal Government		Westlaw: StatutesPlus, Law reviews and journals Lexis: news, public records, legal news, sceintific materials; statutes at large Mostly the same for case law although LN had more unpublished decisions in the past; differences in treatises covered;	
Federal Court or Federal Government			We use Westlaw for case research, Lexis for news, tax, securities, corporate, public records. Students do not understand the difference between Keycite/Shepards and a Pacer Court Docket, how each updates a case...
Federal Court or Federal Government			Emphasize time-efficient research strategy
Law Firm	LexisNexis	"grew up" with it, find it easier to use	

Law Firm	LexisNexis	Although they both have their strengths, I prefer the Lexis search engine - they have more power user commands & I think Focus works better than Locate. Westlaw's screen has too many frames.	
Law Firm	LexisNexis	Am more familiar with this service.	It would be nice if law students were introduced to the concepts of flat fee contracts, transactional vs hourly IDs, law firm pricing and client charges. Every firm is different but if they had some concept of how important these areas are in their online research choices before they get to their first firm I think they would listen more closely to this info during orientation.
Law Firm	LexisNexis	At my previous firm the decision was made to eliminate either Lexis or Westlaw. Both were given the opportunity to present their case and Lexis offered a strategy that closely aligned with the firm's goals. While access to Westlaw was not completely banned, strict procedures were implemented on Westlaw use. Since then, I have become big proponent of Lexis especially with their task based approach to research.	
Law Firm	LexisNexis	basically it's our contract	
Law Firm	LexisNexis	Better coverage and more for the money.	
Law Firm	LexisNexis	BNA database.	While I prefer Lexis as the librarian, most of our attorneys prefer Westlaw because that is what they used most in law school.
Law Firm	LexisNexis	Both services offer much of the same "standard" content for general and legal research purposes, however the Matthew Bender content is the main	

		reason why I would choose LexisNexis.	
Law Firm	LexisNexis	broadest overall coverage	Westlaw Docket is preferable
Law Firm	LexisNexis	Cheaper; but I wish attorneys and summer associates would have learned to use Westlaw more efficiently, used Key No. searches. I think West headnotes better than Lexis' system;	
Law Firm	LexisNexis	Cleaner interface; easier to determine out-of-contract charges; better customer service.	
Law Firm	LexisNexis	Consistency, ease of use	Most attorneys search only case law electronically in firms and leave all other types of research to librarians. Most firm attorneys still prefer Westlaw for case law research.
Law Firm	LexisNexis	Contains some state specific news sources that are used regularly which are not on Westlaw	
Law Firm	LexisNexis	Content and ease of use	I miss the software and dot commands. I do not like the slowness of the web interface.
Law Firm	LexisNexis	Ease of use & better customer service	
Law Firm	LexisNexis	For this firm's specialized practice LN is a better choice, at least from what I have seen. Westlaw seems to be better suited to a more general practice type of firm.	
Law Firm	LexisNexis	History, comfort level. Have used Lexis for years. However, I believe Westlaw has better navigational features and is more rationally organized.	We assume in our law firm that all students are introduced to both, if not proficient in both when they join the firm. This change would, therefore, be unwelcome here. To cancel one service assumes they are identical, when, in fact, they are less similar all the time because of the secondary source material which is very important to newbies who

			want treatises, etc. Law students research skills are already limited. I would hate to see them more so. The navigational features of the two systems are different, they need to be taught in law schools. To not do so would add to the stress of a new hires in firms.
Law Firm	LexisNexis	I am a long-time LexisNexis user and find it easier. I also prefer their News content	
Law Firm	LexisNexis	I am able to find relevant databases more quickly.	
Law Firm	LexisNexis	I believe the interface is easier to navigate.	
Law Firm	LexisNexis	I dislike the way KeyCite results are shown. Shepards displays prior and subsequent history and citing references in one screen, whereas KeyCite requires you to view these items separately.	I think the reference attorneys for both Lexis and Westlaw are excellent. I believe Westlaw and Lexis are more alike than different, in terms of content and usage.
Law Firm	LexisNexis	I feel, for resources that are available on both LN & WL, Lexis searching is easier.	
Law Firm	LexisNexis	I find it easier to use.	
Law Firm	LexisNexis	I find Lexis easier to use and it has a more comprehensive news database. However, most of the firms I have worked for prefer Westlaw.	
Law Firm	LexisNexis	I find Lexis more intuitive, I like its news sources better (thought that may change after the Thomson/Reuters deal), and I like how easy it is to see all the databases you might want- I hate the way Westlaw displays only some of the databases available, and it's a pain to try to narrow in on a specific database	
Law Firm	LexisNexis	I find that news and tax information is better. Also, I find it easier to pull up cases when I don't have complete cite information.	
Law Firm	LexisNexis	I find the search syntax	

		easier and I think it has better news offerings.	
Law Firm	LexisNexis	I learned Lexis first and like their search language	Providing students with less free access to the big, fee-based services might teach them to respect the cost issues and encourage them to use better organized, sometimes more efficient print resources. More experience with the smaller free and less expensive services would help spread those services to firms. That would be good for competition in the industry.
Law Firm	LexisNexis	I like the wholistic approach Lexis takes with its "Total" concept; i.e. Total Litigator, where a beginning researcher can get primary and secondary resources in one search, as opposed to knowing that Moore's is a treatise that I have to know about and go into separately when a new attorney is asking a federal civil procedure question.	In private practice, the access to Nexis, to public records, is very valuable.
Law Firm	LexisNexis	I like their search structure best, even though you can now interchange. I like the 'dot commands' capability, making me a dinosaur. But - it would be hard to do one and not the other since there are files on Westlaw not on LexisNexis and vice versa.	
Law Firm	LexisNexis	I personally prefer Lexis over Westlaw as I believe it is more intuitive to use and offers more non-legal content which is more and more useful in a law firm environment. A caveat: most litigation attorneys handle their own research, typically Westlaw, so I am typically researching more non-legal matters.	
Law Firm	LexisNexis	I prefer Lexis because I find it easier to use and navigate, and the "Find a	I don't know if Law Schools have the same options as firms, or if you must take

		<p>Source" section makes me feel like I've got a better handle on being able to access all the resources available on there (if I'm looking for something specific, and it's on Lexis, I can find it - Westlaw's iden database doesn't give me that certainty).</p> <p>I think that the number and quality of resources on Westlaw is better - but that does me no good if I can't find them.</p>	<p>"all or nothing" - if the students can learn how to find and pull cases and get shepard's reports on Lexis, they don't really need more from that resource. Westlaw's treatises and legal reference materials are far better. Maybe you can get a bare-bones contract with Lexis, lock the students out of any additional resources, and have them do the in-depth research on Westlaw?</p>
Law Firm	LexisNexis	<p>I prefer LexisNexis mainly because of their boolean syntax. In other words, I think it's easier to literally use "and" and "or" rather than trying to remember "okay, if I put a space in between two words, will that be treated as a phrase, an "and", or an "or". Most everything else is highly comparable.</p>	
Law Firm	LexisNexis	<p>I prefer the public records and news databases.</p>	<p>Our law firm tracks out-of-contract usage, and I find it annoying that Westlaw does not clearly indicate out-of-contract databases in its directory listings; the notice to users comes at the point of search execution. I can get around the 24 hours free access to research trail on Lexis by setting up an alert to gain access to a recent search for a distant date-- but one has to remember to cancel the alert before its scheduled execution.</p>
Law Firm	LexisNexis	<p>I think it is just because I have more familiarity with it and how it works, not necessarily because it is better or cheaper</p>	<p>We maintain access to both because there are still some resources on each one that are not available on the other.</p>
Law Firm	LexisNexis	<p>I think Lexis covers news and public records better, and I need those constantly. My firm has</p>	<p>In the next 10 years, I predict that Westlaw will subsume Lexis. Thomson is meglomaniacal; they</p>

		also just gotten Total Search, so we are really Lexis-committed. Westkm apparently is a 2d rate product, based on what my attorneys who've used it elsewhere, have told me.	cannot acquire enough subsidiaries to enhance their empire. Their pockets are far deeper and their diversity of subsidiaries far broader than Reed Elsevier.
Law Firm	LexisNexis	I think Lexis has richer news and secondary resource content. However Westlaw does have better customer service.	Whatever the tool used the quality of training is the key to the students level success in the "real" world. Understanding fundamental legal research principals is the key rather than the tool used to locate the results.
Law Firm	LexisNexis	I use it more, so I am more familiar with it. Our contract with Lexis covers more databases.	
Law Firm	LexisNexis	I use it the most and thus more comfortable with it	I wish LEXIS would return to their old format vis a vis the hardcopy Database Directory. The new one stinks
Law Firm	LexisNexis	I'm a law librarian who does mostly business development and competitive intelligence research - Lexis is FAR better for news, public record, and company data. But I said it would be more important to train students on Westlaw because Westlaw is better for legal materials.	
Law Firm	LexisNexis	I'm far more experienced and comfortable with Lexis.	
Law Firm	LexisNexis	in the private firm - the bootom line counts and Lexis is the better option for cost.	
Law Firm	LexisNexis	It is the system that most of my attorneys prefer, for some unknown reason.	
Law Firm	LexisNexis	It is what we use and I am most comfortable with. Plus, it has almost everything we need.	Don't train on Bloomberg. It is too pricey AND many of the law firms are not using it.
Law Firm	LexisNexis	It was a well balance offering of all types of information. They are building practice specific offerings such as the	Good luck with the decision it is not easier. Another view would be Fastcase and Losilaw with their extension to the

		Litigation and Transactional Advisor which incorporates their other products.	public at large.
Law Firm	LexisNexis	It was the first service I learned on and I find it very intuitive, plus I think their information is very complete. I love Nexis. I also like dealing with Lexis as a company, easier to negotiate with than West.	
Law Firm	LexisNexis	It was the first system I learned and I still prefer it over WL.	
Law Firm	LexisNexis	It's the database I learned initially	LexisNexis has more news and strong on securities law
Law Firm	LexisNexis	It's what I learned first but I've learned to adapt to the more cost effective Westlaw	
Law Firm	LexisNexis	I've used Lexis for a longer period of time.	Most libraries may have to choose Westlaw because they would need access to the ALRs.
Law Firm	LexisNexis	Lexis has a broader coverage of federal administrative materials and news sources. The segment searching is much stronger on Lexis allowing for more targeted searching.	Westlaw continues to cover more in case law and has a stronger historical statute collection. However, their field searching is very weak and their alert service cannot perform the same searches that the user can run manually.
Law Firm	LexisNexis	Lexis is much better for public record research.	
Law Firm	LexisNexis	Lexis is superior in search features and functionality. Lexis has greater, more accurate coverage, and far better search options for public records, business and news sources. Lexis' boolean search techniques often return more relevant results.	
Law Firm	LexisNexis	Lexis is what I used in law school and Westlaw is not as intuitive for my particular brain	are you an academic law library training new attorneys? if so, I don't understand why you would have to make a choice -- both companies should be providing their services to you for free -- if they are

			not, tell the more expensive of the two that you are going exclusively with their competitor and then see how long the more expensive of the two remains the more expensive of the two
Law Firm	LexisNexis	Lexis was the system I learned first so I am more comfortable with it. I also think it offers a wider range of databases than Westlaw.	
Law Firm	LexisNexis	LexisNexis is much more robust when it comes to news, company, etc. Westlaw lags behind.	I think it's unwise to go with a single system. You are doing your students a disservice. There is no way to know which they will have when they go out into the real world. And if you only offer one, you are forcing them to use a system that may not be the best one for them in terms of their learning style, etc.
Law Firm	LexisNexis	Lower cost, easier use, less busy-looking website.	
Law Firm	LexisNexis	More case law and the news content is far superior.	Lexis doesn't get promoted much in MN due to the presense of Thomson Rueters. I would like to see that changed.
Law Firm	LexisNexis	More user friendly interface. Shepards.	
Law Firm	LexisNexis	More user friendly. Better layout. And cheaper.	
Law Firm	LexisNexis	Much better telephone reference assistance. Better news coverage.	I think not training them on both systems would be a disservice to the students.
Law Firm	LexisNexis	My first firm had a Lexis-only policy. I learned it first and best and thus have a preference. Also, although I do some legal research I performed more non-legal research in past. Lexis is stronger in those areas.	The services aren't the same but the students will adapt. As I've stated before, I would rather have students with an understanding of print resources. These are skills that can easily be transitioned to electronic resources. Finally, I think there is a severe disconnect between the resources (and bill-back methods) within the law firm and academic market. Everything in the law firm

			is NOT electronic. We have large print collections. Partners DO NOT WANT associates using primarily electronic resources because 1) they are more expensive, 2) produce inferior search results in the inexperienced searcher.
Law Firm	LexisNexis	My original Lexis trainer was better than my Westlaw one. (if I am looking for real estate material - Westlaw has more coverage of the type of info that I need)	
Law Firm	LexisNexis	My preference is for Lexis because I find it easier to use. I think that this may just be because it was the first one I was trained on.	Our new associates usually come in with a preference anyway, so I really don't think it would be a huge disaster if they were only exposed to one.
Law Firm	LexisNexis	News access; able to display 50 articles on the screen; prefer the formatting. It should be noted that I rarely do research on court decisions, rather strictly news and corporate information	
Law Firm	LexisNexis	News content.	
Law Firm	LexisNexis	News coverage and business information is much better in Lexis and we use non-legal information a lot in our firm.	
Law Firm	LexisNexis	no	
Law Firm	LexisNexis	Not doing legal research - like the breath of other topics on Lexis	Teaching about BNA etc. would be incredibly helpful - I've seen a lot of associates who have no idea how helpful these resources are.
Law Firm	LexisNexis	Only because I have used it more in the past.	I can't imagine either of them would price themselves out of your market. In school is when they get their "hooks" in the future attorneys
Law Firm	LexisNexis	Our firm is Lexis preferred so I have more experience conducting research on Westlaw. Although	

		Westlaw does have some advantages like Keycite and the ALRs online, our library carries the West Federal Practice Digest and ALRs in print.	
Law Firm	LexisNexis	Our flat rate is much less for Lexis then Westlaw. West has become increasingly difficult to negotiate with.	Librarians and law firms need to take a stand against BOTH companies about the ever escalating costs. It's ridiculous what they charge and they raise their rates each year. We sign confidentiality clauses when we go with flat rate contracts so we really don't know what everyone else is paying. It's ridiculous! They have us over a barrel and they know it.
Law Firm	LexisNexis	Outside of caselaw, they have more depth and breadth, more of a thinking man's tool	Our litigators tend to use Westlaw because they're used to the key number system, but that seems less important to the new associates - our tax, corporate and IP attorneys prefer Lexis
Law Firm	LexisNexis	Probably because I have used it for so long, it seems to me to be a little more intuitive. I also use the news and financial sources for much of my research and believe that they are stronger in this area.	
Law Firm	LexisNexis	Quite truthfully, our contract with Lexis is significantly better than our contract with Westlaw. That makes it the database of choice for general case/statutory research. I also like its indexing for news reports, and feel it has better public records coverage.	
Law Firm	LexisNexis	the interface is much more intuitive and Yahoo-like, if you will, than Westlaw. The changes mad to Westlaw's interface in the last 9 years has greatly diminished it's user firmedlyness. LexisNexis appears to be much more in tune with	

		ever changing web-user dynamics than Westlaw.	
Law Firm	LexisNexis	The nature of my research is business development, not legal research. Also, I first learned online research on Lexis AND I find the interface more intuitive.	
Law Firm	LexisNexis	The segment searching	
Law Firm	LexisNexis	Their interface has always been better.	
Law Firm	LexisNexis	We are an IP "shop". We have traditionally used LEXIS because they had more patent content earlier on than Westlaw. The LEXIS interface is MUCH better than on Westlaw.	Westlaw is in the business of offering "gateways" to other non-Westlaw databases - such as DIALOG, Delphion, DERWENT. These are very esoteric databases, requiring much orientation. When users wander into these databases on Westlaw with no prior training, they can come away with less-than-ideal search results.
Law Firm	LexisNexis	We had Lexis for 7 years, but on our last contract renewal, Lexis could not compete because of the print discount offered along with the online service. We find that things are missing that we really liked, and many, many attorneys do not find West as user-friendly.	It is very nice to have the KeyCites, however, I do feel that the Lexis libraries are more complete. The other issue that arose is that ALRs are no longer available on Lexis, as West "took them back". That was difficult. The fact that Lexis will also be losing AmJur online may be a problem elsewhere. However, in our firm, attorneys really like the books.
Law Firm	LexisNexis	While my firm has Lexis as a preferred provider, I would still choose it over Westlaw. I find Lexis.com much more intuitive and easy to use than Westlaw.com. (When West and Lexis had proprietary software, my preferences were reversed...Westlaw was much easier to use than Lexis.) Westlaw.com does have some nice customization features that Lexis doesn't have (My	I find Lexis' customer service much better than Westlaw's. When I call Lexis, I usually get through to a person much quicker than Westlaw. I have usually had a much better experience working with Lexis customer service than Westlaw.

		Westlaw for example), but is still not as user-friendly as Lexis.	
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	LexisNexis		
Law Firm	Westlaw	<p>1) It is the standard with the Reporters. When Lexis acquired Shepards and West and Lexis had their falling out over West Headnotes, Lexis came up with their own headnote system. I was done with Lexis for case research. I had to choose sides and went with the standard. The courts still prefer to read West Reporter cases. still think Lexis is better for public records and news.</p> <p>2) Westlaw reference help is much more helpful than Lexis. I hardly ever get put on hold with WL and it seems to be the standard with LX to not know the answer and have to put me on hold.</p>	
Law Firm	Westlaw	<p>1.better for state law research (which is what my firm does)</p> <p>2.easier to learn/teach</p>	I believe that large firms prefer Lexis and medium-sized firms prefer Westlaw, so it would be hard for a law school to pick one to prepare students for. The skills cross over to a great degree, however. I teach Westlaw in a local paralegal program and I tell the students which features are similar or different on Lexis. Most firms rely on vendor training, anyway.
Law Firm	Westlaw	A law student trained w/o working knowledge of WL's key-number system is less likely to develop habits of	

		work and thought required to success as a litigator.	
Law Firm	Westlaw	Actually, I prefer Westlaw for caselaw and law review searching but Lexis for public records and news. However, since we did not add on the Dow Jones databases, I am using Westlaw more for news.	See previous comments.
Law Firm	Westlaw	Although I don't approve of the monopoly-like control Thomson has over the market, I do prefer the Key Number and headnotes system in Westlaw. I have also had much better experiences with their representatives and trainers.	I am concerned about the "duopoly" situation with these two vendors.
Law Firm	Westlaw	Although I learned Lexis first, when it was basically "the only game in town" (Westlaw's database was so small) I think Westlaw is easier to use and has more/better information in some areas.	
Law Firm	Westlaw	Attorneys prefer it here. LexisNexis' strengths are in corporate research, which our librarians do for them using that, or more likely, other specialized databases.	Most firms have both services, though at least in some parts of the country, Westlaw is the preferred provider. By not providing training in both, your students may be at a disadvantage, since each has some strengths and weaknesses that would have to be learned on the job.
Law Firm	Westlaw	Basically, I have had more expose to it and am more comfortable searching it.	
Law Firm	Westlaw	Because we get much better service from them.	So much of the decision you are trying to make depends on the culture of the firm. Some really like WL, some Lexis. A lot depends on the city--often it's whichever company provides the best service. I do think both have to be taught, regardless of having to cancel one for

			research purposes. Threatening to cancel and lock them out should give you the leverage to get prices you can afford.
Law Firm	Westlaw	Better customer service, better design	
Law Firm	Westlaw	better customer support	
Law Firm	Westlaw	Better for case law research - headnotes	
Law Firm	Westlaw	Better for primary law. No contest.	
Law Firm	Westlaw	Better support from West. Attorneys prefer the West headnotes/key numbers.	
Law Firm	Westlaw	better system	
Law Firm	Westlaw	content/training/ reps	
Law Firm	Westlaw	Customer service, superiority of product, easier to manage accounts	
Law Firm	Westlaw	Customer support is exceptional with Westlaw! Ease of use, database offerings, and basic bang for the buck are better with Westlaw.	If you went with Westlaw - I would be concerned about the Matthew Bender information not being known. That is about the only section that we can't really duplicate with Westlaw.
Law Firm	Westlaw	ease of use	
Law Firm	Westlaw	Ease of use, however, Lexis is still stronger in non-legal news sources and international access.	
Law Firm	Westlaw	ease of use, key numbers	
Law Firm	Westlaw	Ease of use, much more intuitive. Lexis menu is very difficult to use and the Lexis directory sucks--it is very difficult to find a database. Westlaw searching is more refined and robust, and easier to use. I've been using both for 15 years and Lexis is still a pain in the ass to use. It could go away and I wouldn't miss it (if someone else picked up their unique dbases).	Lexis personnel are pushy and out of touch. They think their product is tops but it is not.
Law Firm	Westlaw	Ease of use; high level of trust in West; better reference attorney assistance. When we had Lexis we experienced difficulty obtaining	

		reference assistance. (not returning phone calls, etc.	
Law Firm	Westlaw	Easier for attorneys to learn and not as expensive when the attorneys go outside our contract. Much of our hardcopy which was predominantly Thomson/West has been able to be canceled and we use Westlaw for treatises and other materials.	Most students who arrive here, have no knowledge of HeinOnline. They pull material on Westlaw that could have easily been retrieved using HeinOnline. We see HeinOnline as an essential resource and wonder why it is not being taught. The CCH and BNA databases have also become essentials and we ask researchers to try those before going on Westlaw. The students do not know about all the alternatives.
Law Firm	Westlaw	Easier navigation. Superior reference assistance.	
Law Firm	Westlaw	Easier to navigate and find the databases I am looking for	
Law Firm	Westlaw	Easier to navigate, better linking, for instance, an case will have a link inbedded to the law it is referencing.	LexisNexis has to lose the library/file set up. It's ancient, clunky and takes way too long.
Law Firm	Westlaw	Easier to use better account reps better business practices	
Law Firm	Westlaw	Easier to use.	
Law Firm	Westlaw	Easier to use. Can customize so that links to databases outside your package can be deleted. Less likely to accidently go outside of your flat-rate package.	
Law Firm	Westlaw	Easier website to navigate and simply habit of using it more often than Lexis	
Law Firm	Westlaw	For case law I think it is more intuitive	For case law, I think Westlaw has the advantage. For news and public records, I think Lexis might be the better choice.
Law Firm	Westlaw	For case law research, LexisNexis depends too much on automation for "Search by Topic or Headnote," its supposed answer to the Key Number	No article has been published that critically compares the strengths and weaknesses of rival services on WESTLAW and LEXIS. For example,

		System. If law school students are still taught to value classification as one method of case law research, only the Key Number System sustains the usefulness of classification.	no one has assessed just how "Search by Topic or Headnote" - the new branding of LexisNexis Search Advisor - fails from overreliance on automation. Law firm librarians face a de facto ban on commentary in law library literature because their employers fear adverse business actions from Thomson-West and Reed Elsevier. Only academic law librarians have unfettered freedom of professional speech in these matters.
Law Firm	Westlaw	For legal research, Westlaw's Key Number system just can't be beat.	
Law Firm	Westlaw	For litigators, I think it is the better database. For public records, Lexis is undefeated, but in law school, teaching public records is more secondary.	i guess I added that to the last comment.
Law Firm	Westlaw	For me Westlaw is more user friendly and our Westlaw rep is more accessible for help and training. Lexis seems to be leaning toward all telephone training and I prefer regular in-house training which is not a problem with Westlaw.	
Law Firm	Westlaw	Had a flat rate for Lexis for 6 years - they have better business info and I prefer Shepards, but if you had to choose I believe Westlaw is much better for legal research particularly for the key number searching. Most of my lawyers actually wanted to switch to Westlaw when the contract renewal was up for Lexis.	Seems Lexis has really changed its philosophy and business practice over the past few years and not in a good way. Their customer service has really declined and their contract offers are sort of take it or leave it (we opted to leave it.) I know here in the Northwest there is no Lexis presence in Oregon law schools and barely any at Seattle University. Students seem to prefer Westlaw and most of my attorneys were happy that we changed over to Westlaw.

Law Firm	Westlaw	Headnotes are better and correspond to the West key number system. Also search syntax more intuitive.	Losing Lexis would be a loss because of the Matthew Bender treatises and the Mega News, Negative News databases
Law Firm	Westlaw	Headnotes, ease of use, interface is much easier to intuit than Lexis.	
Law Firm	Westlaw	Headnotes, keynumbers. Plus I've never liked the LN staff locally. They're too pushy and under-qualified.	Westlaw will always be the leader because of the enhancement of the headnotes and keynumbers.
Law Firm	Westlaw	Headnotes, software is better, Keycite is better, support is better, segment searching is better.	
Law Firm	Westlaw	history of value-added features; ease of use;	
Law Firm	Westlaw	I am more comfortable with using it, and it is the preferred database for my firm.	
Law Firm	Westlaw	I am more familiar with it. I think Lexis is better for news, but they each have their strong points.	
Law Firm	Westlaw	I began my legal researching on Lexis and used it exclusively for many years. After being introduced to Westlaw, I found it easier to use and over the years found the information to be more reliable than Lexis, although I can sometimes find an unpublished opinion on Lexis when Westlaw doesn't have it.	
Law Firm	Westlaw	I do alot of case law research and prefer the power of the key number system.....for non legal work I prefer Lexis	I think it's time both consider the possiblity they may become extinct sooner than later. As attorney's adapt a more free style approach to research, power features offered by Wexis will become unimportant
Law Firm	Westlaw	I feel Westlaw is easier to use, more intuitive, and more comprehensive. I hate them both, really, in a business sense, but I'll take Westlaw if I must choose.	

Law Firm	Westlaw	I find it easier to navigate	
Law Firm	Westlaw	I find it easier to use and it's what I started with years ago. It is also what is used most by the attorneys in this office.	
Law Firm	Westlaw	I find it easier to use.	
Law Firm	Westlaw	I find the system far easier to navigate. I am far more confident in my knowledge of what databases are available. The keysearch and keynumber systems are excellent. The results plus options are very helpful as well. Westlaw also has broader docket coverage.	One very useful tool that should be highlighted in lexis is headnote-specific shepardizing. Table of contents browsing in both systems should be stressed prior to conducting a general search or a retrieval where a table of contents is available. Also important is database choosing (for cost). The two most important cost and time-saving tips: (1)construct a very broad search which you can then focus/locate at will without incurring additional transaction charges; (2) call a lexis/westlaw reference attorney, they're available 24/7 and can save you hours of frustration.
Law Firm	Westlaw	I find Westlaw more intuitive to use. The layout makes more sense. Westlaw seems to introduce more innovative features than Lexis. I always feels like I'm being taken for a ride on Lexis.	The Lexis reps are more salesman-like than the Westlaw reps. They spend 10 minutes of each training session talking about the company's hierarchy. Really, who cares about that? Total waste of time. If I see the 5 pillars of Lexis one more time, I'll gag.
Law Firm	Westlaw	I have been in the library field, at three different firm, for over 20 years. I have seen WL and Lexis battle over contracts and the results. WL has consistantly been better. Not just their prices, but their service, the honesty of their reps and overall support. I have had two occasions where Lexis did things that were bad form. When there were still	

		dedicated terminals, they uninstalled WL software. The other time I had a high level manager yelling at me for not signing a contract. He was later fired.	
Law Firm	Westlaw	I like the headnotes and key number system. But mostly, it's because I learned Westlaw first and I use it more (because of our flat-rate agreement, I have to go to Westlaw first),	
Law Firm	Westlaw	I like the keynotes features online much better than Lexis' headnotes; I am more familiar with search techniques; I think their directory is much easier to use than Lexis' Search > Find a Source	
Law Firm	Westlaw	I like the West key numbers and headnotes, as well as enhancements such as Results Plus, Evaluator, Westlaw Business. I think that the new features that Westlaw has come out with are well designed and thoughtful, and seem more appropriate for large law firm practice than those of Lexis. I also like the Westlaw directory much more than Lexis -- much easier to find what you are looking for.	
Law Firm	Westlaw	I like WESTLAW better because I think it is easier to use and key number search are important. Also there are more Law Reviews on WESTLAW. The only area on Lexis that is better is the newspapers.	
Law Firm	Westlaw	I prefer the way it is laid out and organized. I also prefer being able to learn database identifiers to the oddity of Find A Source.	
Law Firm	Westlaw	I prefer Westlaw because of its editorial enhancements to case law.	
Law Firm	Westlaw	I prefer Westlaw for legal research and Lexis for	

		news and business research. However, I find the Lexis business model to be very pushy, while the Westlaw reps a bit less intense.	
Law Firm	Westlaw	I think it is an easier system to use and teach - the key numbers are still important in legal research and I think it is overall a stronger product	
Law Firm	Westlaw	I think it is partly because that is the system I learned first and my office is mostly litigators and they prefer Westlaw over Lexis.	In the firms associates will be mostly likely doing more than just litigation, especially in the early years. Lexis is great for IP and Tax and some transactional projects, Westlaw is tops for litigators in my firm.
Law Firm	Westlaw	I think Westlaw is more intuitive for users--it also does a better job of linking resources without "cluttering" the main search screens	
Law Firm	Westlaw	I used to prefer LexisNexis but I like the web version of Westlaw easier to use. I also like the Key number and digest system on Westlaw.	
Law Firm	Westlaw	If you can have only one, attorneys prefer Westlaw because of the key numbers and headnotes. Plus it is what they are used to seeing in the books.	
Law Firm	Westlaw	Interface is well organized and easier to use; representatives and customer service have been more responsive than Lexis has; Lexis reps have not come for inhouse training in over a year, since most of our searching is done on WL and they see no inroads to be made. I have a new rep, so this may change.	
Law Firm	Westlaw	It has consistently more users at my firm; case law	They will negotiate with law firms; I don't know about

		<p>annotations, key numbers important. The only thing I'd miss about not having LN would be the Bender treatises.</p>	<p>academic libraries though. We dropped LN for 1.5 years because they wouldn't meet our request to match the discounts we got from Westlaw. They came back ready to talk after that time and what we have with them now is extremely inexpensive. I think the day of big contracts with both services is on the way out.</p>
Law Firm	Westlaw	<p>It has more materials that are better integrated via Keycite -- program materials, court documents, treatises, etc.</p>	<p>The other huge advantage of Westlaw is the ability to combine transactional and hourly with one id. Not being able to do this on LexisNexis severely hampers economical searching.</p>
Law Firm	Westlaw	<p>It is more powerful; more content; key numbers work; that being said, we wer a Lexis shop for 3 years and we managed just fine.</p>	
Law Firm	Westlaw	<p>It is more user friendly and I believe it is cheaper in the long run.</p>	<p>Westlaw rep showed me how to get around printing cost by cutting and pasting text, which I do on occasion.</p>
Law Firm	Westlaw	<p>it is tied into WestKM which searches our internal work product</p>	<p>I think most attorneys would survive with one or the other but there are instances where you have to get something that is unique to one. Either can be learned by new law school students when they start practicing. I don't think the functionality varies too much and free training is always available</p>
Law Firm	Westlaw	<p>It provides better coverage for Native American law information - topical database coverage</p>	
Law Firm	Westlaw	<p>It really depends on the type of research - for litigation and case law I prefer Westlaw; for company and news research, I prefer Lexis.</p>	<p>I would prefer that students learn both systems, but generally they have a preference by the time they get to the law firm.</p>
Law Firm	Westlaw	<p>It's easier to use. The Westlaw reference</p>	

		attorneys are more knowledgeable and helpful than the Lexis ones.	
Law Firm	Westlaw	It's less rigid, databases are easier to find, the searching is more flexible. I feel very compartmentalized when searching in Lexis databases.	
Law Firm	Westlaw	I've been a private law librarian for twenty years. My preference was always Lexis(software). I was a Lexis associate during law school. Six years ago the firm chose to go with one vendor for financial reasons. I do prefer Westlaw via the web. Lexis' web product is very difficult to use - it surprises me since my early preference was Lexis.	
Law Firm	Westlaw	Key number system. Also, I have been to Eagan and have interacted with program developers. They have a philosophy there of doing what users want. It has always been my impression that LEXIS-NEXIS is perpetually behind the power-curve and is desperate to catch-up. It has always been my impression that they are much more profit-motivated and make decisions based upon that, rather than upon user needs.	
Law Firm	Westlaw	Key Numbers	
Law Firm	Westlaw	Key numbers and the Texts and Publications Files	WESTLAW for Litigation LEXIS for News
Law Firm	Westlaw	Key numbers headnotes are better than Lexis' headnotes. Though I do think Lexis's news coverage (of secondary concern at a law firm) is better than West's.	
Law Firm	Westlaw	keynumbers are still useful	
Law Firm	Westlaw	length of time using it, ease of use.	
Law Firm	Westlaw	Likely due to the preference	

		for our Westlaw rep over our Lexis rep.	
Law Firm	Westlaw	Mainly because of the customer service aspect - our Westlaw rep is so much more pleasant to deal with. She gives us the training we need, when we need it, and allows us 24 hour passwords to try something new or further our training. Our Lexis rep, however, has tried to push us to use a more expensive database when the same information was available through another database (i.e. Smartlinx v. Accurint - and Lexis owns both).	
Law Firm	Westlaw	More effective search interface.	Law school students need to understand the cost of the service they are using. Currently working with First year associate who is resisting instructions from Partner to use print volumes to review cases.
Law Firm	Westlaw	More experience-- somewhat more intuitive-- limited Lexis experience, but seemed harder to find something if you don't know its there/where it is.	
Law Firm	Westlaw	more familiar with it and the customer service and pricing	
Law Firm	Westlaw	More practice-oriented system for lawyering	Vendor training is strong and personal preferences does matter - at a top school you don't want to convey you have limited choices. You need to determine what your actual student preferences are and what the law professors favor. Ultimately, each school will have to determine what is best for them, regardless of what others do/say. If you want to choose one, start your

			<p>research/analysis now and move the preferences to one vendor now - it may take 2-3 years and then the decision is a no-brainer. This will also give both vendors the opportunity to make it work for you and thru this process you will see who is a "partner" with you and who is not.</p> <p>Vendors will make it extremely difficult for you to choose only one and may resort to unbusinesslike tactics like writing your entire management and/or all your professors if you didn't choose them - the negative PR implications can be substantial. You must do your homework to determine what is best for the whole, and be prepared for an vendor attack!</p> <p>Good luck!</p>
Law Firm	Westlaw	More user friendly	
Law Firm	Westlaw	More user friendly interface; better headnotes; key numbers; much better customer service.	
Law Firm	Westlaw	more user-friendly	
Law Firm	Westlaw	More user-friendly esp. with case law.	
Law Firm	Westlaw	Much much better coverage of 2ndary lit.;key nos. capture legal concepts better than LEXIS;annotated CFR & legisl. hist. materials are unique to WL;fundamentally built from "legal thinking" vs. the "more & more fulltext sources" style of LEXIS	In teaching 1st yr. assoc. here, I always recommend WL as the system to use.
Law Firm	Westlaw	My biggest complaint with	

		Lexis is frequent difficulty in getting to precisely the file I want to access. I find Westlaw easier to use in almost every respect.	
Law Firm	Westlaw	My customer relation have been better. We also got a better contract with Westlaw. Their only drawback is the news section.	
Law Firm	Westlaw	Not as expensive for our firm and no hourly charges	Lexis tells you that to stop the clock, click on "help" but this is no longer the case. Nobody from Lexis communicated that to anyone at our firm, and in fact we only found out from someone by chance. Lexis is not upfront.
Law Firm	Westlaw	Over the years I have had better luck with Westlaw in training and online help. I like the text, periodicals, treatises available on Westlaw.	We found we could cancel more of our books and use online books via West more than we could Lexis and it saved us a great deal of money.
Law Firm	Westlaw	Prefer their content and inter-linking between their content...	Main issue with not having Lexis is the news and WSJ access. I understand that Lexis will charge a LOT for the wsj.com website if you don't have their Lexis.com system. But law school's may not need that as much anyway. I transitioned from Lexis only to Westlaw only at my last firm and we did have to add alternate sources for some missing content but overall it was fine except for News. But we can't buy Factiva as a law firm, as a law school you can so you have alternatives for the news.
Law Firm	Westlaw	Probably just because I am much more familiar with it.	Three years ago, prior to contract negotiation, we did a firm-wide test/comparison of Lexis vs. Westlaw - free access to both. Litigators unanimously preferred Westlaw. Firm preference (220 attys) was approx. 90% for Westlaw.

Law Firm	Westlaw	Probably mostly because I am more familiar with Westlaw, but my limited experience with LexisNexis and contact with their representatives have not been extremely positive.	
Law Firm	Westlaw	Reps. have usually been more interested in training versus selling; prefer Westlaw headnotes to Lexis' version of them.	
Law Firm	Westlaw	Researchers find Westlaw more intuitive to use than Lexis and Westlaw is easier to administer than Lexis. Where resources are available on both systems, Westlaw is superior.	The ideal is still to have students exposed to both services so they better understand the differences in content and in the nuts and bolts of constructing a search. But if one must be chosen over the other, Westlaw is the way to go.
Law Firm	Westlaw	Specifically, access to Key Numbers, access to Digests, opinions in PDF format, Results Plus, Statutes Plus, Smart Tools, KeyCite's graphical ratings. Generally superior ease of use and navigability.	
Law Firm	Westlaw	Still like that it has the digest system and that it ties into the hardcopy digests as well as provides references to other West hardcopy books (like statutes, texts) that law firm libraries still provide to attorneys and encourage attorneys to use	
Law Firm	Westlaw	Tangible: attorneys like it better, legal content better organized, has ALM pubs which I use a lot. Intangible: my West rep is far superior to my Lexis rep, Lexis seems more overtly greedy than West, Lexis keeps trying to sell my attorneys stuff we don't have. The only things I would miss about Lexis are the interface, which is better than West's, and Shepards.	
Law Firm	Westlaw	The better service in all ways. From best	

		information available, best technology to best customer service.	
Law Firm	Westlaw	The key number system West has developed is far superior to what Lexis has developed. When I first began doing online legal research it was explained that, as faulty as they sometimes are, the headnotes offer an additional access point to the information in a case. For example, a case can discuss anti-trust without actually using the word "antitrust" (which was probably more true then than now). Lexis simply recycling the text of the case for their headnotes doesn't add anything (ie -- give me an additional angle of accessing the material). I've also found some difficulty in their hierarchial system. Just not (in my opinion) as good.	This has to be a really difficult decision for you. Honestly, I can see a firm that is a "Lexis" firm deciding not to recruit from a law school that doesn't teach the online system they use.
Law Firm	Westlaw	The searching structure produces more accurate results - the ability to put a phrase in quotes, which Lexis does not provide.	
Law Firm	Westlaw	The system is user-friendly as compared to Lexis, the content is good, the vendor training support is good, the vendor continues to improve on the sytem with added content and databases, and they listen to customers' suggestions and ideas and act upon them.	Westlaw hires attorneys to train attorneys. Lexis does not put as much value here but, it is extremely important. Lexis is in your face to make the sale but, the later ongoing support is lacking. Unfortunately, the decisionmakers look at the price tag of both and may opt for the cheaper (usually Lexis) but, it can be more expensive when it impacts attorneys' productivity. Finally, one thing should be remembered, that for all the overlap of content

			between the two systems, the two have "exclusive" content that you can only obtain by having both.
Law Firm	Westlaw	the way its organized. easy to find sources. can search for databases etc. the way lexis is organized, i find confusing, and i know i'm missing things, because i can't find what i need or think might be online. the lexis guide (.gui) is no longer available, and the substitute that they have provided is useless. the organization structure of the product has been dumbed down to pacify people who love to click around aimlessly	
Law Firm	Westlaw	their key note system is superior as are their headnotes. I like the Reporters, customer service and reference attorneys	Both systems are constantly eliminating databases, some that were important parts of the contract. Counting on the web service to provide access when discarding print materials can be dangerous.
Law Firm	Westlaw	Topic and Key number searching and bow with the merger of Reuters the news should be much stronger	WESTLAW support is much stronger and consistent
Law Firm	Westlaw	Use it more so know it better. We've always gotten better customer service, training and pricing from West and only have a flat-fee contract with them at this point. Some of my attorneys still heavily use the digests & the key number system.	
Law Firm	Westlaw	Used twice as much as Lexis at my firm. Better support and customer service and training and more reasonable pricing model	
Law Firm	Westlaw	We are a New York Law firm and New York Law Journal (ALM Products) are exclusive to West. West	

		also included more databases in basic contract. Where Lexis only includes caselaw in the basic contract. Therefore Lexis is more expensive. There is also more excluded charges at the end of the month with the Lexis invoice.	
Law Firm	Westlaw	<p>We continue a large print collection. We encourage combined print and online research. The West Topic and key number system, while imperfect, provides a good navigation system to move back and forth between print and online.</p> <p>West provides eLibraries as an option for us. eLibraries is a subset of Westlaw that corresponds to what used to be available on CD with premise for our state's library. This is an overhead collection of databases with a separate interface from the main Westlaw access. Our researchers do not even need to logon, since there is IP authentication.</p>	
Law Firm	Westlaw	We had Premise CD-ROM's for many years and without the pressure of per second billing, our West research skills and confidence increased. We are more familiar with Westlaw searching than Lexis. And now the Westlaw flat rate discount keeps us with West.	Both services are better because of the competition! We need both! Law schools should offer both.
Law Firm	Westlaw	We haven't had a Lexis contract for years and I believe it's because of the cost difference. Plus I do believe most students use Westlaw & West print. Also we've found West reps are easier to work with.	
Law Firm	Westlaw	Westlaw has deeper roots in the soil of legal research	

		and its practices seem to reflect that. For example, it does not use contract employees to write headnotes and other value-added material for cases.	
Law Firm	Westlaw	Westlaw has key number search capability and excellent headnotes, ALR, Witkin, etc.	
Law Firm	Westlaw	Westlaw highlights your search terms in yellow so it is easier to browse through your search results and determine which cases/documents will be most useful to you. Also, I prefer the West Key Number system.	Students should be taught about the subscriber database in Westlaw and Find a Source in Lexis.
Law Firm	Westlaw	Westlaw is much easier to use for the occasional user and the customer support is far superior to Lexis.	Westlaw has a much better infrastructure than Lexis. We have had problems with our monthly Lexis bill several times and it takes Lexis months to sort it out. With Westlaw we have not had these problems and when Quickview goes down, they are very good about keeping us posted as to when it will be back up. Lexis is not nearly as helpful with PowerInvoice.
Law Firm	Westlaw	Westlaw is much easier to use, searching is more intuitive, Westlaw customer service is far superior than Lexis.	
Law Firm	Westlaw	Westlaw is much easier to use. It's graphical interface is less cluttered. It is more intuitive and provides more access to information to your query results. Although content on both is still fairly comparable, we would never eliminate access to either of these systems.	
Law Firm	Westlaw	Westlaw just seems so user-friendly--clean, uncluttered and intuitive.	

		Customer Service/Ref Attys are much more knowledgeable and friendlier.	
Law Firm	Westlaw	Westlaw personnel are very responsive and we have a great Westlaw contract.	LexisNexis personnel try to go around the librarian directly to attorneys which causes lots of unnecessary work on our part.
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm	Westlaw		
Law Firm		I prefer Westlaw's data and LexisNexis's interface.	We encourage training and basic skills in both, and expert skills in at least one. In our practice area (energy regulatory law) we find certain tasks are handled better in one service, other tasks in the other, requiring an ability to switch between them. (Or the ability to know when to call a librarian.)
Law Firm		LEXISNEXIS often has stronger News coverage, which is helpful for marketing research.	Train the students to be very efficient online. The free usage of these services during law school promotes excessive usage, and excessive printing. A LRW research project limiting the student to \$100.00 of online time on a regular basis would be good training.
Law Firm		The one that is my best contract item that year. Just teach them not to expect both	
Law Firm		Westlaw for case research and legislative. LEXIS for everything else.	
Law Firm			LexisNexis has lost a lot of content and that is why Westlaw would be my preferred. I still feel being able to double check one's

			research on each of these providers is very important to assuring one's work is correct.
Law Firm			Going with one major CALR service would be a serious mistake.
Law Firm			I have worked in all types of law libraries and find strengths in both services as far as which files they offer; I believe Westlaw still has strengths for the Texas jurisdictional materials (where I work); having been in jobs where I only had access to one or the other product, it seems you are always needing a file only offered by the service you don't have;
Law Firm			preference for Lexis or Westlaw is so firm practice and region specific that not teaching one is a tremendous disservice to your students and to their eventual employeers Read the law firm library literature and you will see that firms are moving away from the one vendor model It did not work for many reasons including attorney and client preference and most importantly financially - Lexis and Westlaw caught on and any incentive to be competitive was really lost in the long run
Law Firm			The issue is really practice, habit, availability, and familiarity. We law firms have the same issues (I was just talking to a law student today about this - thanks for setting a great sample of survey as we have are assessing. Odd that you did not ask the opposite? Would people miss the Lexis "headnote"
Law Firm			I would suggest alternating year to year. eg. Lexis in

			even numbered years, WL in odd numbered years. Then make sure that each student has some exposure in a classroom setting to each.
Law Firm			While I think that students should learn Shepards, I believe that they MUST learn the Digest system; therefore, if you must choose only one system, I'd say you should go with Westlaw. (We find that Lexis's news offerings are much better, but we also don't expect our first years to know much about news searching, given the nature of the typical law school curriculum.)
Law Firm			Having both online services has it advantage. You have the best of both worlds. Having both services provides a researcher a wider variety information.
Law Firm			We find that the usage of systems tends to split down practice group lines. Our litigators absolutely prefer Westlaw over Lexis. But we find that our transactional types-- corporate, securities, ip attorneys, usually prefer Lexis.
Law Firm			As I stated in my earlier comment, Realistically, I don't believe you can go with a single vendor any more, especially if you remove hard copy from the shelves and replace with electronic format.
Law Firm			They've both been going through redesign/repackaging of their content to such an extent that the competition has become ridiculous. We resorted to LoisLaw for just basic case/statute information for those

			partners who were uncomfortable with the bells/whistles/extras of the larger two. However, now that LoisLaw is being handled by CCH in our region, I know that it will increase marketing efforts against what I call the Big2 - pricing and content will also increase - but there will also be an improvement on certain quality issues.
Law Firm			I have observed that at least in this geographic area, Lexis is more responsive to training and technical issues that arise.
Law Firm			It may help to check several years of alumni to see what they are using at their firms etc. If your grads go to a firm that only uses W but you only trained them in L, that wouldn't be good but I'm sure you have considered that. Perhaps L/W can trim the resources that you have access to the bare minimum so that the students have a feel for each. Or use L for only news and W for only cases. Perhaps they can cut out printing - just use email, then the cost of printing would be on the students. I would not recommend Bloomberg at all. Many new associates use Google, which is another whole issue. We use Loislaw (in addition to W/L) and it's great but not 100%, so it would be a good backup. We have both L/W and will continue to provide access to both but we are always looking for anything cheaper.
Law Firm			It is important to be versant in both sources, but law firms will train on content specific to our practices

			when the associates arrive. Cost-effective search strategies are obviously important, and over-use of keyword searching in either service and neglect of secondary sources is my next biggest concern.
Law Firm			What I see in the foreseeable future is law firms choosing one service over the other based solely on price. We opted to keep Westlaw because that's what our attorneys were most comfortable using. Not too far down the road, I think firms will subscribe to a particular service based solely on cost.
Law Firm			Cost effectiveness factors in to which service a law firm chooses
Law Firm			Both vendors offer software and applications used by our firm beyond just the library. From accounting to litigation support to business development to KM initiatives, we rely on both vendors extensively and making a choice between the two would be very difficult.
Law Firm			With Westlaw, EVERYTHING is based on caselaw even when the question is a transactional one. Westlaw cannot answer them if there have been no opinions/decisions.
Law Firm			Federal courts have had exclusive contracts for either Lexis/Westlaw for years. You might want to follow-up with them specifically as to how that has worked.
Law Firm			I don't have a preference

			for one system over the other as both have unique content that we as librarians need access to. It seems that the vendors are also trying to widen that gap by making new or specific content exclusive to their service (i.e., ALR on Westlaw). Still, I think both are necessary to provide access to the content we (and our legal staff) need to do our jobs.
Law Firm			Customer service WAY better for Westlaw, and the contract negotiation phase causes Lexis to turn downright vicious (personal experience, shared by a number of head librarians here is Seattle). Try adding packages together to increase the student's exposure to other tools, like Checkcite, FullAuthority, CaseMap, etc. Having only one database provider in the house is not for the faint-at-heart. Good luck!
Law Firm			Our firm's contract with Lexis is slightly better than Westlaw's, so that's my preference for law school training. Also, more summer associates come in with a bias toward WL, so Lexis training would be a plus.
Law Firm			I have used both since the early or mid 1980s; I believe they both have strengths. However, they both, especially Westlaw, try to portray themselves as the one-stop shop and that is misleading to students.
Law Firm			In the end, the important thing is that law students recognize that no matter what CALR they are using, it's not like Google, and they have to think about how they're entering search

			terms into the database to truly get the materials they need. Both Westlaw and Lexis will fight to remain in your library, since their demographic research shows that law firm usage is highly dependent on what the students learned and used during law school. Know that a Tier One school that feeds directly into AmLaw 100 firms may make both companies very willing to negotiate.
Law Firm			I appreciate your position very much. At my Firm we also struggle constantly with the cost of the online services (and print, too!) It is extremely difficult to choose between the 2 vendors and I hope they will see it is to their advantage to present you with affordable access to the services. Law libraries must continue to stand up to these price increases! And we should promote the use of the free websites! More power to them! Good luck! Please post your findings.
Law Firm			Prefer Westlaw for case law and law reviews (TP-ALL file), Lexis for news and public records
Law Firm			The main problem, which I'm sure you've heard before, is that new lawyers have absolutely no sense of the cost of Lexis or Westlaw, and free access in law school provides no incentive to be efficient in their searching.
Law Firm			I hope you can continue to offer both systems by getting the vendors to bring down the monthly costs. Law schools are the best marketing gimmick they have and they should make it affordable so you

			can keep both services! Training on web-based services would be good so attorneys have a comfort level with the concept when they reach the law firm.
Law Firm			I would like to see less dependence on these two resources. They are tools to help but they do not have all of the answers. Students need to know that Lexis and Westlaw are "masters of marketing and hype". Students need to learn the law through good research, not just how to use Lexis or Westlaw.
Law Firm			For many years the library had access to both and used both (although we have a flat fee contract with only one of the services). I have found the two services - over the years - to be growing functionally closer and closer. I think the learning curve of switching from one to the other is now very short. I have worked with new attorneys who have been trained or have primarily used only one of the systems and they have little difficulty making a transition to the other.
Law Firm			I prefer Lexis for some of their business databases, people-finder and some of their news libraries. But I personally use WL more for caselaw and keycite.
Law Firm			We are constantly trying to decide if we can do without one of the vendors. It's not just the online system these days, but the integration with their other systems - We use Westlaw more than Lexis, but we use the Lexis family of CourtLink, HotDocs, File and Serve, CaseMap, Interaction, BriefSuite,

			<p>Publisher and firmwide access to WSJ.com. We also have firmwide access to Mealey's Litigation Reports through Lexis, these would be VERY hard to give up.</p>
Law Firm			<p>Stanford summer associates are pretty good, but most of the top academic law schools are sending us folks that need extensive help with basic research tasks. Most of the summer associates already have chosen Crips or Bloods, err, make that Westlaw or Lexis, and are totally blind about the other service. It wouldn't be so bad except that the ones that are the most firm about refusing to accept the existence of the other service are generally the ones that are really bad at the only service they acknowledge exists.</p> <p>If the students would acknowledge that they aren't omniscient when the associates and partners reviewing their work sends them to me to teach the tools of their trade, I can work with just about any skill level on any system that shows up. After 20+ years of working with the best and the brightest, the hardest part is getting the elite to accept that they can receive help from a schmuck.</p>
Law Firm			<p>I'm trying to get associates away from case law research and into digests and treatises first. They run up big bills searching in big databases while trying to locate "the perfect case". They need to start with a subject or word index first,</p>

			narrow down to a small number of cases, locate the best and then work backwards with Shepard's or KeyCite. We get much better results.
Law Firm			I could not answer questions 4 or 8 because there are things I like and dislike about both so I honestly couldn't say which I would give up.
Law Firm			For law school purposes, one vendor for primary law should be sufficient. The law students of today are not going to be wedded to to one search methodology like the law students of the 90's.
Law Firm			I have no preference for Westlaw or Lexis (although I used to be a Lexis-preferred searcher) because I need both in my work.
Law Firm			Expanding on the "other resources" training: Many, or most, law firms are skeptical of the authority of alternative legal research sites, and prefer the big two when a \$\$\$\$ case is on the line. Training in how to evaluate the authoritativeness of alternative resources would be useful.
Law Firm			Lexis and Westlaw are expensive for law firms and their clients as well as for law schools. Teaching law school students alternate approaches to legal research helps to reduce our dependence on all electronic resources, including Lexis and Westlaw.
Law Firm			I would not consider one superior to the other. Anyone who feels this I would guess does not know both systems equally. The choice should

			really be made based on which provider would give you the best contract.
Law Firm			<p>I tend to use Westlaw for caselaw and journal searching. I tend to use Lexis to search administrative law materials, and statutes--especially since using the Table of Contents approach is free until to click a specific section link. Lexis also has the best news coverage--at least at the moment...</p> <p>My feeling is that students should learn both so they are prepared for wherever they end up, but I understand the budget pressure.</p>
Law Firm			If Westlaw as dedicated provider, then no availability to all the Matthew Bender, etc. treatises on Lexis.
Law Firm			Students can learn something about the Lexis approach to searching/syntax through their academic products, which hopefully can continue to be provided through the libraries of the parent institutions of many academic law libraries. Also, in my experience, I've noted that summer associates who prefer Lexis are Google-style searchers, whereas those who prefer Westlaw seem to have a better understanding of the structure of law and legal analysis. Perhaps
Law Firm			Teach more print resource research for secondary sources, rather than more databases
Law Firm			I really think that law

			<p>school training should include lots of information about the real life cost of these databases. I would emphasize the actual retail cost of doing searches in the various content. Even though firms have different contracts in place which call for different pricing structures, many firms, including mine, have chosen to bill clients at the retail cost. It's really incredible how much this information costs, and the bills I see going out to clients are extremely high. Law students have no way of grasping that it costs so much because, as far as I can tell from our Summer clerks, they never even think about the money side of it.</p>
Law Firm			<p>It's tough to chose between the 2 databases since each has services that the other does not.</p>
Law Firm			<p>Westlaw and Lexis are very similar to each other. However, it is true that attorneys tend to prefer the one they learn first in law school. Which is part of the reason why the vendors both want their database to be available to students. Good luck to you.</p>
Law Firm			<p>I tend to choose one or the other based on the research task that I need to do. For Example, If I am pulling cases that I have cites for I prefer Westlaw Find and Print because I like to get each case separately rather than in one pdf; if I am looking for articles or corporate stuff I tend to go to Lexis first, because it seems to have better coverage for those things.</p>
Law Firm			<p>For strictly legal research,</p>

			Westlaw seems to be best. Lexis is extremely helpful in searching news and company info, but from what I understand law school students don't have much exposure to corporate practice so Westlaw is likely best for their needs as students.
Law Firm			I prefer Westlaw for cases, statutes, and verdicts but prefer Lexis for dockets, bills, news and public records.
Law Firm			
Law Firm			I think teaching the digest system still has value. While I'm sorry for your predicament, the cost of Westlaw has gotten completely out of control - they need a wakeup call.
Law Firm			
Law Firm			I would prefer the law school to train on the online provider my firm has contracted with. As that can change every 3 years when my contract renews, I can't pick one over the other. Last year the answer was Westlaw. This year, and for the next 3 years it's Lexis. It's a 50-50 chance it will go back to Westlaw, if they want our business back and make the contract attractive enough to change. It's a business decision that has a lot to do with economics.
Law Firm			More and more, they have unique databases, so this situation is not a good one. If you have only one, I think you might continue to teach about the other one at least as far as content is concerned.
Law Firm			Although Lexis & Westlaw largely duplicate each other's primary source material, in a large multi-practice firm, it is difficult to

			do without both for secondary material, much of which is exclusive to one or the other provider.
Law Firm			For five years our firm was Lexis exclusive. This was a problem when some courts required all Westlaw citations. Also a problem when one service had a case on point the other did not have. This was found to be true more then once. We are now have flat rate contracts for both.
Law Firm			My personal preference depends on the kind of information being sought, e.g. for case law, Westlaw. Westlaw has improved its news coverage substantially. Public records (usually need to search the free sources and then sometimes both Lexis and Westlaw) and treatises / info specific to each service are major reasons we subscribe to both, but I'm not sure I'll be able to have both next time around for financial reasons.
Law Firm			Personally, I prefer Lexis since I'm generally doing business news research or looking for administrative materials and I think Lexis is stronger in both those areas, but the attorneys generally prefer Westlaw since it's what most of them were more exposed to in law school.
Law Firm			Depending on the focus of the firm, one may be better than the other - a firm that does a lot of medmal, for instance, would probably be better off with Lexis, but either way, I think the best thing is to focus on one program and train your attorneys to be good at using it.

Law Firm			I think it is important to expose law students to both products. However, if the school has to have a preferred, you should allow the other company to at least come in and show their product.
Law Firm			Economics in a firm drives the choice of provider. Students should really know how to search efficiently on either system. The practice of giving passwords by the vendors does nothing to help students be efficient and effective searchers. It is an issue in a firm because students generally have no idea of the costs.
Law Firm			It might be helpful for a law school legal reserach class to include a section on "Alternative" legal research options to make students aware that they are available and that they may encounter them when they reach law frims.
Law Firm			Flexibility is the key...the systems are very similar, but sometimes one is better than another in a given situation. The most important thing is for students to be flexibile in choosing the best option they have available to them -- either in law school or in the "real world." Sometimes that is print resources, sometimes Lexis/Westlaw, sometimes another online resource is the best choice.
Law Firm			Law schools have to offer both systems for training. I would have that expectation at this time. I don't think we are at a point in time where one system will be the suvivor and there would be a combined LexisNexis Westlaw universe.

Law Firm			<p>The biggest problem law firms librarians have with law students and LN/WL is teaching about cost. I understand the vendors make it hard for you to do this but every single law firm librarian has a story about a summer or first year associated spending \$5,000 in a single research session. It can have a huge impact on their career. Also, law firms who select to have a single service as their preferred vendor are also willing to switch when the contract is up for renegotiation. This is what will give us the best rates possible. We realize the attorneys can't be good on both services but we will provided the training when required. That is, afterall, our job.</p>
Law Firm			<p>I think they should both lower their prices....they are both way too high!</p>
Law Firm			<p>Law students must have access and training on BOTH systems. It is imperative. They will be at an extreme disadvantage if they graduate from a "Lexis School" and go to work at a "Westlaw Firm" and vice versa. Students generally choose one or the other that they like better while they are in school anyway, but they MUST be given a choice.</p>
Law Firm			<p>I believe that all attorneys should be proficient in both Lexis & Westlaw. They will have to use both in their career and should know the difference of when to use Lexis or Westlaw.</p>
Law Firm			<p>Generally, I favor Westlaw for legal research and LN for business research, although, I very much like the Matthew Bender treatise materials available</p>

			on LN, too.
Law Firm			We are mostly a Westlaw users firm.
Law Firm			Students should learn the difference between searching using "hourly" access and "transactional" access.
Law Firm			The systems are useful for different things. Lexis is better at news; Westlaw at litigation activities. I suggest that you consider how to revamp your entire legal research training to be more practical, if you can only offer one system, like teaching different print tools and the process of finding the right print sources. Legal research isn't about online dbs. Online dbs are one tool of many. I think if you stop providing access to one system, you have to give the students the tools to succeed with any tools they are provided.
Law Firm			Primary sources are increasingly available through low-cost or free services. The real distinction between the two systems is the availability (or not) of major secondary sources, which were a one-time (print) staple in law school libraries. Since print is seldom, if ever, used these days, it would be helpful to have students understand the difference between a paid subscription (e.g., a CCH subscription), vs. a system like Wexis which is charged back to the client on a per-use basis. We find that the students have a real bias toward Lexis & Westlaw, to the detriment of the pre-paid online subscriptions such as HeinOnline, CCH, BNA, etc.

Law Firm			
Law Firm			
Law School	LexisNexis	<p>1. Westlaw's presumed "or" for a space between two words</p> <p>2. I learned LexisNexis first</p> <p>3. I'm more familiar with the databases</p> <p>4. In spite of the fact that Lexis was first on the race track, I feel like West is ahead in the running. Lexis is the underdog. And West has treated Lexis and other legal data providers badly over the years.</p>	
Law School	LexisNexis	As an international law librarian, LN has consistently and historically offered more resources. It also happens to be the system I learned first back in the 1970's	This is really an "odious comparison". The two are both very valuable and to train our students in only one is shortchanging them and their employers.
Law School	LexisNexis	Better coverage of international/foreign	
Law School	LexisNexis	Better foreign materials, better news sources, better public records sources	
Law School	LexisNexis	better menuing system, better non law resources, easier to access TOC	
Law School	LexisNexis	Bluntly, it is probably because I first used Lexis years ago and am most comfortable with it. My law school however is a Westlaw school. Students and faculty prefer Westlaw to Lexis.	
Law School	LexisNexis	Cost of materials and interface. I find Westlaw's interface to be cumbersome and outdated. The materials on Westlaw usually have more depth, but that doesn't matter if you can't find them.	I find the online help for both services spotty at best. Internal quarks of the systems are not readily known or told to the user. An example would be searching the all england reporter. On westlaw certain years are not searchable, even though the description says they are.
Law School	LexisNexis	Ease of use, cross-	

		database searching, news and current affairs, familiarity, Shepard's. If it wasn't for West's Key Number System, I probably wouldn't use West at all.	
Law School	LexisNexis	Easier to use; I used Nexis more than Lexis; I also prefer Shepard's	Our support from Lexis reps is very poor and has been for years. Westlaw provides much better support which may partially explain why students have a strong preference for WL. Also, we use TWEN because the Lexis equivalent is poorly supported and not as powerful. WL is clearly favored by our students, so I don't think that we could cancel it in favor of Lexis despite my personal preferences.
Law School	LexisNexis	For news and general ease of searching, I like LN, but if I could only have one system, I would not want to give up West headnotes.	
Law School	LexisNexis	Former LN employee therefore I am more familiar with the system.	
Law School	LexisNexis	Greater depth in law reviews, newspapers, magazines and secondary sources; public records access; Shepard's; ease of use	I prefer Lexis, even though our students prefer WL, because of the use we make of Lexis for faculty. I would resist dropping either. I'd drop print and micrographics before cancelling wither.
Law School	LexisNexis	I learned Lexis first.	
Law School	LexisNexis	I like LEXISNEXIS due to the NEXIS database.	
Law School	LexisNexis	i like the navigation tree better; i particularly like segment searching by "summary"	The reasons I think Westlaw, if we could only teach the students how to use one of them, is that Westlaw offers practically all the state-specific treatises for our jurisdiction; also the key-number system is important -
Law School	LexisNexis	I rely more heavily on Nexis. I did not answer the question of which system	

		would be kept at the library because there is a difference of opinion regarding this among my staff.	
Law School	LexisNexis	I think the interface has a better design, so I use Lexis more often. For content, I think Westlaw has an edge, but I only use Westlaw when I need something that's not on Lexis.	
Law School	LexisNexis	In law school I worked for Lexis so I became more adept at using it.	
Law School	LexisNexis	Lexis has a more intuitive interface. However, each has secondary materials the other lacks.	My main reasons to keep both Lexis and Westlaw would be: (1) Each has secondary materials the other lacks; (2) Our students need to be prepared to use whichever one their prospective employer has, and (3) Our students need to develop and maintain the mental flexibility and the ability to learn a new system. This flexibility and this ability can be helped by the use of the two systems.
Law School	LexisNexis	Lexis is more intuitive to me. I've always appreciated the candor the the Lexis reps. They have more objectivity about their products. Westlaw reps are blind to any imperfections.	I have a strong preference for Lexis but would teach just Westlaw if I had to choose. For practitioners doing case research, Westlaw is superior so I'd rather my students learn it first. They can pick up the other databases once they're comfortable with Westlaw and legal research.
Law School	LexisNexis	More elegant layout and structure	
Law School	LexisNexis	Much more intuitive and has more useful sources	
Law School	LexisNexis	Over the course of the last 25 years, in several different areas of the country where I have been a law librarian, Lexis ALWAYS provided better and more responsive	

		service than Westlaw.	
Law School	LexisNexis	Provides much better international and news/business information.	Too many students are only familiar with, and use, Westlaw because the professors use TWEN. I don't think it's because they feel it's better or easier than Lexis, it's just that they've been naturally fed into Westlaw's system through their courses
Law School	LexisNexis	Russian materials exist only on Lexis.	
Law School	LexisNexis	we buy and will continue to buy, more from west in print. We are dependent on lexis nexis congressional	
Law School	LexisNexis	Worked for Lexis 25 years ago.	
Law School	LexisNexis		
Law School	LexisNexis		
Law School	LexisNexis		
Law School	Westlaw	- Better interface - Key numbers - More treatises - Better navigation tools	
Law School	Westlaw	ability to easily search for files	
Law School	Westlaw	Ability to tie into headnotes as an indexing tool to the legal concepts. Lexis headnotes are not as well designed or as informative regarding the legal concept at issue.	
Law School	Westlaw	As a librarian, I really need to use both. But if I had to pick I'd choose Westlaw-- more functionality.	
Law School	Westlaw	As I used to work for Westlaw, I'm just more familiar with it and work it better. I'm trying to get more familiar with Lexis, but when a student or faculty member is standing in front of me and wants help NOW, I go to Westlaw without thinking about it.	This probably won't be very helpful to you, but I wish there was some way to deal with the situation other than cancel one or the other. I think that would hurt the students more than anyone, but it would also hurt Wexis in the long run. Maybe there's some way AALL can exert some

			pressure to make them realize that.
Law School	Westlaw	At our law school we use TWEN as our online course pages thus having Westlaw is very important to us for this purpose.	The two systems are redundant for most of their coverage. Training on one, truly provides the user with training on the other. The differences between the two are virtually nil. If a student was proficient on WL and then entered a workplace that used Lexis, the time to transfer their skills would be minimal.
Law School	Westlaw	Because they had the better Rep when I was learning the systems and I am more comfortable with how to find things there.	Ideally, we could offer Lexis one year and Westlaw the next - it would force students to learn both products and be equal to both companies.
Law School	Westlaw	Better content with ALR and AmJur titles; better basic technical support.	
Law School	Westlaw	Better integration of databases.	
Law School	Westlaw	Better product and service; preferred 2:1 by our students; fewer bonehead decisions by upper level management.	
Law School	Westlaw	Better relationship with the entity	
Law School	Westlaw	Can get the West headnotes	It would be hard for us to drop one of the systems since we have cancelled a lot of print materials and are relying on Westlaw and Lexis for treatises and other materials
Law School	Westlaw	Depth and variety of secondary sources	
Law School	Westlaw	Despite what I consider to be Westlaw's more ruthless profit making strategies, I think it's a better product overall (online statutory indexes, key number system, key cite, etc.). And I prefer the interface.	
Law School	Westlaw	digest searching	
Law School	Westlaw	digest topic/key number	
Law School	Westlaw	Ease of use; we have cancelled more West print publications that we now rely on Westlaw to provide	

Law School	Westlaw	Easier for many people to use. Easy of finding what database to search. Reinvented the topic and key number system.	
Law School	Westlaw	Easier interface in my opinion.	
Law School	Westlaw	Easier to use: easier to navigate directory, easier to search, display, navigate, etc.	
Law School	Westlaw	Editorial content and better relationship with representatives	Lexis is overly focused on marketing and their new academic head is very abrasive. Westlaw on the other hand seems to value relationships - although both companies should be ashamed of their price gouging.
Law School	Westlaw	Editorial enhancements fairly consistent over time provide greater control over search results, especially with primary sources.	
Law School	Westlaw	familiarity	
Law School	Westlaw	familiarity	
Law School	Westlaw	Familiarity	
Law School	Westlaw	Familiarity with the formatting and the Key Number system.	
Law School	Westlaw	Familiarity. I generally use Westlaw in my own research and have become very familiar with using it. I also use TWEN in my teaching. I cannot honestly say that one system is better than the other. They both have strengths and weaknesses.	
Law School	Westlaw	far superior interface	
Law School	Westlaw	For case, regulatory, legislative research I prefer Westlaw. However, I prefer Lexis for public records, and business research.	
Law School	Westlaw	For many reasons, mostly related to quality; some for features. The topic and key number system must be learned in law school and it is only on WESTLAW. I think KeyCite is a better citator. Shepard's doesn't	

		<p>even follow WEST headnotes any longer. I have repeatedly found LEXIS to be slow in updating time sensitive primary law databases, and when questioned the company seemed unconcerned about this. At that point I began my clear preference for WESTLAW. There are useful databases on LEXIS, and I would prefer access to both, but if I had to choose one, it would be WESTLAW. It would be a superior tool for teaching law students.</p>	
Law School	Westlaw	<p>Have always found it to be more reliable and easier to use.</p>	
Law School	Westlaw	<p>Have appreciated the on campus people support they have provided over the years. In addition, I have located over time more of what I have needed on WESTLAW. Plus, I use TWEN.</p>	
Law School	Westlaw	<p>headnotes, key numbers, db organization</p>	
Law School	Westlaw	<p>Here at the law school I have gotten better support from the Westlaw representatives. That is the ONLY reason why I prefer Westlaw over LexisNexis.</p>	
Law School	Westlaw	<p>I confess that I'm more comfortable with Westlaw because I learned it first. My more considered answer is that I don't want to give up all the research permutations that come from the key number system and the considerable West editorial overlay.</p>	
Law School	Westlaw	<p>I find it easier to navigate (the Lexis directory of sources is dreadful). However, there are databases on Lexis that our students need access to, and overall, if we had to</p>	

		choose one, I'd choose Lexis.	
Law School	Westlaw	I find it easier to use; most students prefer it; most faculty prefer it.	
Law School	Westlaw	I find it more user-friendly; the interface is more intuitive; key numbers are great; solid finding tools.	While I understand the concern over subscription price increases, I also see the vendors' side: law schools pay a highly discounted rate while accounting for a disproportionate amount of use. Are there other efficiencies that academic law libraries could identify to cover the cost increases from Lexis and Westlaw?
Law School	Westlaw	I find that Westlaw tends to be more advanced technologically and methodologically than Lexis. Tools like ResultsPlus and StatutesPlus greatly enhance the effectiveness of online research. On the other hand, Lexis is much, much better at user support, and it's hard for searchers to be effective without good training and support.	
Law School	Westlaw	I have always found the information better organized, and I prefer the West statutes.	
Law School	Westlaw	I learned it first in law school.	
Law School	Westlaw	I like blue better than red? Just been the one I've used most. I don't think it's markedly better though.	
Law School	Westlaw	I like indexes and table of contents, which are more prevalent on Westlaw. I also think it's easier to find databases.	
Law School	Westlaw	I prefer Westlaw for case research and business research, but I actually prefer LexisNexis for statutory and news research. Both offer inadequate FCIL resources	If a group of law libraries got together, informally, and away from the aegis of AALL, to coordinate a decision away from one vendor or another, such organization would wield

		to US law students.	tremendous marketplace power! By yielding to unreasonable price hikes without seriously exploring our purchasing power as a group, we allow ourselves (and our students) to suffer at the mercies and whims of the big two vendors.
Law School	Westlaw	I prefer Westlaw for legal research and Lexis for news research. I like the headnotes and print delivery options in Westlaw.	
Law School	Westlaw	I think it is easier for the students to use, particularly by providing the ResultsPlus material. That said, I personally like the flexibility in LN to combine databases and I think some of the LN products for law firms are very useful, even for students, especially CaseMap.	
Law School	Westlaw	I think it is easier to use - more logical and straightforward. I also like some of its features like the graphical aspects of KeyCite and statutes. Westlaw also has better telephone support. Most of my calls for reference or technical help put me in touch with really competent people. Both are very good about finding an expert if they cannot answer my question right off. However, LexisNexis has databases not available on Westlaw, so it would be very difficult for those of us in reference to do the research for faculty we do without access to both!	
Law School	Westlaw	I think Westlaw is better organized and more fully integrates the process of legal research than Lexis. On the other hand, Lexis provides more and better	

		treatises.	
Law School	Westlaw	I think Westlaw is more user-friendly. I trust the results I get with Westlaw more often than those I get with Lexis (I've found numerous mistakes in LN results, particularly when running daily or monthly Alerts). Westlaw is more innovative than Lexis (e.g., annotated CFR) whereas Lexis tries to play catch-up where it's unnecessary to do so (and does it poorly, e.g., Lexis headnotes).	
Law School	Westlaw	I used to prefer Lexis but in recent years I haven't seen the commitment to respond to user needs that Westlaw has shown i.e., pdfs for Westlaw and Lexis sticking with text. The vendors' trainers have always been stronger for Westlaw than for Lexis. Response time for printer repairs, etc. is better for Westlaw.	
Law School	Westlaw	I used to work at a firm that had a flat Lexis contract and a retail Westlaw contract and the attorneys all preferred Westlaw, to the point that the ones who arrived with a Lexis preference switched over to Westlaw within a year or two.	
Law School	Westlaw	I was trained on this system first and have always felt more comfortable with it-- seems easier to use.	
Law School	Westlaw	I'm more familiar with Westlaw, and I also like the West-related features.	They should be forewarned that they may well price themselves out of the market.
Law School	Westlaw	incorporation of the digest system	
Law School	Westlaw	Indices for statutes and regulatory codes, ALR, my experiencee with digests is still relevant in Westlaw. Mostly, though, Westlaw looked better when I was in Law School and thus I got	Tell them they'll be eating the seed corn if they make this stuff too expensive for law schools. One other thought: it seems to me that LexisNexis Academic has more universities than

		into the habit.	the Westlaw equivalent. You might lose less content by keeping Westlaw.
Law School	Westlaw	It is all about the digest system for me.	
Law School	Westlaw	It is not an active, conscious preference. I just have realized that I tend to use Westlaw much more often. Originally it was because of duplex printing! Now it usually feels easier to navigate, and the primary substantive benefit is the key number system.	
Law School	Westlaw	It may just be that I am more accustomed to it, but it seems easier to navigate.	
Law School	Westlaw	It took me a long time to favor WL, and many of our faculty do not. I like the headnotes, etc.	I think we have unrealistic ideas about the research skills that must be taught in law school, and that it is impossible to train students to hit the ground running with every employer. I think we should teach research methods, not research products.
Law School	Westlaw	It's better for case research.	
Law School	Westlaw	It's easier to teach and direct to, since it still names its individual databases. And I, like so many other lost souls, am prisoner to the Topic/Key# system. The PDF docs are a plus, too.	I love the Lexis news databases, and some of their topical collections are richer than WL's. They each have their strengths, and I would hate to lose either. But WL is easier to teach, and LX presents more of its data in pop-ups, many of which get caught in our security filters, leading (inter alia) to increased student printing problems because students don't understand what just happened or how to correct it.
Law School	Westlaw	its the original system i started me	
Law School	Westlaw	It's what I learned way back when	
Law School	Westlaw	I've been both WL only and LN only and I find, in general, equal facility with	

		both systems. WL gives me the headnotes which I find expands my search capability.	
Law School	Westlaw	I've been using Westlaw more because that's what our professors have been asking for. I also worked in Minnesota for 6 years and still have several friends who work in Eagan. Now that I'm back in Ohio and we have an incredibly good Lexis rep, my preference is migrating toward Lexis. You could say I'm currently purple and leaning red ;-)	If/when we teach each service, be sure to point out the half dozen ways in which they ARE significantly different (e.g. using Westlaw techniques with Lexis, or vice versa, will give you a completely different result ... different treatment of a phrase search ... or what Lexis/Shepards means by a "Q").
Law School	Westlaw	Just used most over time.	
Law School	Westlaw	Key number classification and searching is far more effective than Lexis's topic searching. Lexis' database descriptions are so bad. Many of Lexis' treatises are seriously out of date, but you have to read the fine print to know it. Lexis has its strong points, but I'd take Westlaw in a heartbeat if I had to choose.	
Law School	Westlaw	Key Number System	
Law School	Westlaw	key numbers and key number searching; KeyCite; the TP-ALL database is very good; we have public access WestLaw and nothing similar with Lexis	
Law School	Westlaw	KeyCite is much more efficient for statutes, U.S. statutory law databases are normalized, meaning they appear similiar in layout and have the same value added material. Lexis statutory databases look different depending on the jurisdiction you select. The directory function on Westlaw is light-years better that the find a source tab on Lexis--on Lexis you either get the same thing 500 times or nothing, even if you know it is there somewhere. Natural	Westlaw seems to constantly rethink their products, and presents information logically and in a consistent format. Lexis just keeps hanging bells and whistles on their system, and their search by topic function is hideous. Shepard's should work better for statutes--once you tell students they have to keep coming back to the screen to shepardize each section and subsection of a statute they shy away from using it. And it drives me crazy

		language searching on Westlaw incorporates terms of art searched as phrases (at least for case law), and Lexis does not. RegulationsPlus on Westlaw incorporates Federal Register citations into KeyCite--on Lexis you have to go looking for them.	that Lexis refuses to fix their find a source tab to make it work better--you either get the same source in 500 different places or nothing even if you know it is there.
Law School	Westlaw	keynumbers; long history with company; AmJur and CJS; ALR	
Law School	Westlaw	Lexis has gotten rid of most good foreign law databases and I'm finding their interface to be hard to use. I can't seem to ever find the database I want without searching the directory.	
Law School	Westlaw	Lexis's interface has become too "dumbed down" and is not easily useable. For instance, without the old library;file address system (which may be on the way out--it's no longer shown in their directory), one cannot tell another (in class or at the Ref Desk) where to go in Lexis to find something.	
Law School	Westlaw	Many faculty members use TWEN and are more comfortable in using Westlaw.	I have to say since Thomson-Gale purchased West, Customer Service has deteriorated. Fifteen years ago, there was a fiscal crisis that required the law library to drop one of the two services. At that time, West was willing to work w/ the law library regarding to payment but Lexis refused, so we dropped Lexis. I believe that the willingness of West to help during the fiscal crisis influences us in favoring Westlaw. I do not know whether the current ownership of West will extend that help now.
Law School	Westlaw	More familiar with West.	
Law School	Westlaw	More materials available (i.e. AmJur, ALR)	

Law School	Westlaw	More userfriendly, Get better support from rep, technical support team	
Law School	Westlaw	Mostly habit; but also because students seem to find the slightly more structured form of w/l searching more helpful than lexis (an arguable, impressionistic only, conclusion).	
Law School	Westlaw	No indexes to statutes on Lexis Now Westlaw has the NYT WESTLAW has keycite of statutes and regulations	
Law School	Westlaw	organization	
Law School	Westlaw	Partially because I'm more practiced at using it! Other reasons for preference include its parallels with the print system (key numbers) and many professors' reliance on TWEN.	I would opt to cancel BNA and CCH subscriptions long before canceling either Lexis or Westlaw. They give us much more for the annual fee than other electronic resources.
Law School	Westlaw	Prefer the formatting and search options.	
Law School	Westlaw	Results are more predictable. Lexis Natural language produces bizzare results.	
Law School	Westlaw	ResultsPlus feature; ALR and NYJur; standardization across statutory databases; depth of secondary content; NY legislative history materials	
Law School	Westlaw	resultsplus, key number system, key cite much better with key numbers than Shpard's with Lexis headnotes, which are abysmal, ALR AmJur	
Law School	Westlaw	Smoother interface, cleaner design, integrated with TWEN.	
Law School	Westlaw	Strongly prefer case law system; overall preference for layout, ease of locating resources.	
Law School	Westlaw	The digest works better, the keycite feature usually works better (except for administrative law).	There are a few features that I like on Lexis more than on Westlaw. Lexis has a much stronger

			<p>control of admin law than Westlaw, even though West does have a very good cfr index. I'd be very interested in subscribing to just part of Lexis or Westlaw, the way we separately subscribe to Lexis Congressional.</p> <p>I believe that our responsibility to be good stewards of our budget is more important than our need to train students to use both Westlaw and Lexis. I don't have a need to teach students to use both Westlaw and Lexis, but I do want to provide them with the tools need to effectively research the law.</p>
Law School	Westlaw	The key number and digest system is transfered from print to online. I would miss this system greatly if we didn't have access to Westlaw. I also prefer the journal/law reviews and the manner in which the case appellant/respondent briefs are added onto Westlaw. I also prefer the addition of the .pdf cases: I only hope that all the reporters are completed.	
Law School	Westlaw	The West Headnote System and the ease of use	
Law School	Westlaw	The West Key Number Digest is far superior to Lexis' Headnotes and More Like This function for case research.	I do prefer Lexis' directory. Westlaw's click a database and type screens are misleading and foster bad habits by researchers.
Law School	Westlaw	There are a few things I prefer LexisNexis for, but overall I prefer Westlaw because of the digest/headnote system and better case annotations.	
Law School	Westlaw	This is kind of a conditional preference. Which one I prefer depends on what I am looking for. If it's foreign	

		<p>materials, I think that Lexis can be better in the scope of what they might include for a country, although generally they have a far more limited list of countries included in their database. However, Westlaw can make it look like they have a lot of countries included, and when you drill down a bit, you see that for the majority on the list, there's really not that much there.</p> <p>If it's news, I tend to think Lexis is better.</p>	
Law School	Westlaw	This is the system I primarily use for my own research needs. It is the system I was trained on first.	
Law School	Westlaw	This is tricky. Westlaw is necessary because of the topic and key number system available for researching case law. I do think Lexis is a more intuitive database preferred by students.	
Law School	Westlaw	Tie in to so many other resources that West companies produce	
Law School	Westlaw	To me Westlaw seems more intuitive and it seems easier to find what sources are available.	
Law School	Westlaw	TWEN; Results Plus; my own personalized home pages	
Law School	Westlaw	<p>Two words: Key. Numbers.</p> <p>OK, two more: Key. Cite.</p> <p>(And the ability to easily find a database.)</p>	<p>I kind of don't care if we lose Lexis.com because we have LexisAcademic on campus, so would retain many journal/news titles... but I can easily see them blackballing any law school who drops .com from the campus Academic subscription. Similarly, Lexis Congressional is indispensable - we'd have to keep that.</p>

Law School	Westlaw	usability, then familiarity, then laziness.	
Law School	Westlaw	Westlaw contains more resources, is organized better and is more user-friendly. I am also a big fan of the West Digest system and Topics & Key Numbers	Although I still think of Shepard's as the primary cite checking source, I have found that in Shepardizing statutes, it returns a long list of all the different ways courts have cited the particular statute, so that a lot of toggling back and forth to check all possibilities is required. This is inefficient and very annoying. I find KeyCite easier to use, and I love the graphical format for statutes and cases.
Law School	Westlaw	Westlaw has more court documents and has pdf's from the West reporter system. Westlaw has ALR. I find KeyCite easier to use than Shepards. Searching IDEN is a more efficient way to find databases than using LexisNexis "Find a Source" (or whatever it is called).	
Law School	Westlaw	Westlaw has topic and key numbers - the best way to find cases, especially for new students. I also prefer KeyCite to Shepard's.	
Law School	Westlaw	Westlaw is intuitive, easier to use, more friendly help available (Ref Attys).	
Law School	Westlaw	Westlaw is used more heavily in general in the legal community. In my state, Westlaw is used by 85% of attorneys, Lexis by 45%. Keycite is superior. More and unique features, such as RegulationsPlus, statute indexes. The Directory is FAR superior. I prefer the West digest.	I hope it doesn't come down to choosing. We need to train on both systems. I will cancel print primary materials and non "A list" treatises before I cancel either online service. PLEASE share the results. Thank you!
Law School	Westlaw	Westlaw seems better because of the Key number system and for researching legislative history by having traditional tools like USCCAN and innovations like StatutesPlus with	

		timeline of a statute, etc.	
Law School	Westlaw	West's case headnotes are still superior. Much easier to search for databases when you don't know the name. Greater overall coverage.	
Law School	Westlaw	While there are advantages and disadvantages to each system, I find the Westlaw interface easier to use, and the editorial content better for some types of research (e.g. caselaw and statutory research). I also find the Lexis has problems with updating file information and keeping extremely outdated secondary sources online. They are often unable to explain their content/offers when questioned.	
Law School	Westlaw		
Law School	Westlaw		I think it is imperative that law schools continue to offer students training and exposure to both LexisNexis and Westlaw.
Law School	Westlaw		
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Law School	Westlaw		
Law School		Westlaw - 1)all of the connections to regulations: KeyCite and RegsPlus links. 2) QLR, Amjur and Witkin	
Law School			Although I cannot imagine a time when we would cancel Westlaw, I would be hesitant to cancel Lexis in a budget crunch. I believe their expansion into practice management tools -- (CaseMap, Total Practice Advantage, Total Litigator) makes their services distinctive enough from Westlaw and with

			<p>further refinement (e.g., the Total Litigator concept is great, but requires further development to fill in significant content gaps)-- is more reflective of the overall tools (research integrated into practice management) our graduates need. In a budgetary crisis, I would look to scale even further back than we have on looseleaf services before cutting Lexis.</p>
Law School			<p>I think it is important to teach law students both systems if possible.</p>
Law School			<p>They have different strengths. It would be a shame if we were forced to choose.</p>
Law School			<p>Westlaw is the preference of faculty members, so we would opt for that over Lexis. At the same time, there are several die hard Lexis faculty users who would vigorously complain.</p>
Law School			<p>Both LN and WL are needed - for broader db coverage and for "my sense" of our responsibility to provide realistic exposure to the major information providers.</p>
Law School			<p>Since the companies don't release information on their market share, it's hard to tell which one has more subscribers in Indiana.</p> <p>The Indiana State Bar Association provides Casemaker free to its members, and so our smaller firms are using it.</p>
Law School			<p>I do think the prices are high, but I think this is a reflection of reality and a reflection of moving libraries into more of a</p>

			business model. We pay a lot more for other databases and don't get half as much ... However, I do object to the way these two vendors implement their pricing plans. There is no arms length negotiation the way there is with my other vendors. And, I think the ABA should be more heavily involved in this discussion. Academics are being forced to resolve this issue by slashing budgets and wondering how the Bar is going to respond.
Law School			In a recent conversation over yet another billing problem with Lexis, the representative stated that policies at Lexis "consistently changed". She saw no irony in the oxymoron that she had articulated. Somehow all of my business dealings with Lexis over the past three years have been awful, while my dealings with Westlaw are very smooth. My Westlaw rep anticipates problems and needs with little input. The choice for me would be very easy; I would choose the one that may cost more, but has been the best with which to conduct business.
Law School			I used to strongly prefer Westlaw. I thought Lexis would not be able to compete in the market. It was mainly because Lexis seemed to have a poor grasp of what they should be providing for law schools in the way of training, features, and pricing. They have come a long way in developing relations with law schools.
Law School			I think it is silly to talk about cancelling either. The cost, when you look at use,

			justifies continuing to subscribe to both. I think this is just an attempt to get the companies to keep cost increases at more reasonable rates. Not a bad thing, but in my case, were I to make such an argument to either company I would be being intellectually dishonest. Cancelling all my state codes, or regional reporters, makes infinitely more sense.
Law School			Even more than using the controlled vocabulary of the Topics and Key Numbers, teaching the concept of a controlled vocabulary in such a useful context is, I think, very valuable.
Law School			Cost is an issue yes, but we need to ask the larger question -- what option best serves the missions of academic law libraries? Is it, as individual institutions, caving into the aggressive, monopolistic approach of Thomson West as our only choice? Collectively, couldn't academic law libraries come up with better options (i.e, putting our resources and talent behind Carl Malamud's open source case law) than a choice between the two top vendors?
Law School			I didn't answer the question asking which of the two databases I would prefer to keep. It's too complicated for a yes or no question. In addition to what our student need to learn, we would need to look at what the long term effects on the market might be. I would need to talk to many people in my law school and area firms before making such a decision.
Law School			I think they are both here

			to stay and law schools will have to continue to subscribe to both. We do not provide extensive training to either of these services. In Advanced Legal Research, I try to teach principles of cost effective legal research, and include many low and no cost options so the students are introduced to the full spectrum of service that will be available to them in practice.
Law School			My preference is not for one over the other, it is for the competition between the two to remain as robust as possible. As long as they compete, there is a chance that the pricing won't reach unattainable proportions. If a library the caliber of Stanford chooses one over the other, I'm afraid of the precedent and the message that sends to other libraries in far more vulnerable budgetary positions.
Law School			If we are limited to one service, I would try to alternate between the two so that students would have to learn both. We already introduce Casemaker, and would likely add other alternatives.
Law School			I would keep both and cancel print titles before I was forced to cancel either Westlaw or Lexis.
Law School			I use both; contents of each are complementary. Problem here in HI is that there's a distinct preference for Westlaw at this time. Our bar also concocted its own database utilizing the CaseMaker system, so we have to at least offer training in this as well (it's fairly intuitive). The bar will

			provide it for free to our students; included in bar membership for attorneys through \$30 hike in bar dues.
Law School			We consider both Westlaw & LEXIS/NEXIS to be part of the core collection. We would cancel many subscriptions before canceling either L/N or Westlaw.
Law School			part of the reason for selecting Westlaw is TWEN
Law School			The only reason I prefer WL at this point in time is because of the ALR's and NYJUR (we are a NY law school) which are essential to our two semester LR class. I would sorely miss the Bender's Practice sets which surpass anything WL offers. In addition the immigration material in Lexis is also superior - it would be a hellish decision.
Law School			When I'm researching Texas primary materials, I almost always head for Westlaw. When I'm researching Texas secondary materials, I almost always head for Lexis. I prefer the news coverage under Lexis, the law review coverage under Westlaw. I prefer researching medical and tax info with Lexis, business and company info with Westlaw. I love the graphical statutes on Westlaw.
Law School			West digest system still more well-developed and comprehensive than Lexis version.
Law School			I have been thinking about this very same issue for a few years now. Some good old fashion competition always helps

			keep the cost down and makes the vendors more responsive to our suggestions and complaints.
Law School			If Lexis wants to garner a bigger user group here they need to get in and train the LR&W people and convince them that they should teach students how to use it alongside Westlaw. If all they know is Westlaw, then that's all they'll use because they think they both have the exact same content and they don't need both.
Other	LexisNexis	I do lot of business research related to "damages" and fraud. Nexis is indispensable and public records better on Lexis, at least for now. However, Lexis pricing for the bells and whistles has gotten out of hand.	I like Westlaws briefs better, and Lexis charges a solo like me too much for access to Law Reviews.
Other	Westlaw	Headnotes, Headnotes, Headnotes	
Other	Westlaw	superiopr coverage	
Other	Westlaw		
Other	Westlaw		
Other		Westlaw is a virtual monopolist and the viability of LexisNexis is essential to maintaining a competitive market.	
Other			The bread and butter research - primary law - is a commodity. There is no reason for us to continue to provide access to both, except that there is an expectation that we will and there is too much fear of not providing both. Lawyers and law students will use whatever they're given, and they'll learn whatever their firm uses when they're hired. My own goal is to eliminate one of them in the next 12 months for public access,

			and supplement that subscription with a much-reduced, librarian/reference only access for the other so that my collection goals are met (and which should be much cheaper than general access). Thanks for doing this survey; the timing couldn't be better.
Other			Having negotiated contracts and analyzed costs for 10 years of both vendors for my previous firm, there is much that is not apparent about the cost of either service. I would strongly recommend that anyone analyze their bills and determine what the monthly rate per user is for the two services. Literally just take the cost per month before tax and divide by your headcount of users. That will give you a real number to work with. Then you can see where you think you can make adjustments to your contract. Otherwise you are never going to be able to compare apples to apples.
State/County Court or State/County Government	LexisNexis	2 reasons: 1) Lexis customer service is superior to WestLaw's. If it's not online, Lexis will still try to help find info.; 2)Lexis public records -- unavailable to most subscribers -- is vastly superior to WestLaw's, and vital to our work.	
State/County Court or State/County Government	LexisNexis	Actually, they both have strengths and weakensses and are heavily used in our library. I would chose LN if I had to choose.	Whatever system you choose, insist on training from the vendor. We did not accept the telephone tutorial. We insisted on in-person training.
State/County Court or State/County Government	LexisNexis	better interface, better support, more robust searching complexity, features easier to use, better organization	

State/County Court or State/County Government	LexisNexis	For the news databases, Shepards, and the way the cases are presented.	
State/County Court or State/County Government	LexisNexis	I feel more comfortable using Lexis.	
State/County Court or State/County Government	LexisNexis	I have been working in this database for quite some time. It seems more user friendly.	
State/County Court or State/County Government	LexisNexis	I'm more familiar with it from teaching our patrons how to use it. I also think Westlaw has gone backwards in ease of use. They used to have uncluttered, intuitive screens and searching while Lexis was more difficult to use. The two seem to be trading places on that score.	I do think in the ideal learning environment students should be exposed to both--and to as many different databases as possible, for that matter.
State/County Court or State/County Government	LexisNexis	It is easier to navigate and I can easily fax or email my results to a patron.	
State/County Court or State/County Government	LexisNexis	I've used it for eight years, but have never used Westlaw.	
State/County Court or State/County Government	LexisNexis	LEXIS is the publisher of California Official Reports and Jury Instructions.	
State/County Court or State/County Government	LexisNexis	Much easier searching. Less complicated presentation	The problem is that more information is becoming proprietarily owned by one company or the other and you will need both. Example -- NYJur is now only available online from West. If you committed to Lexis as an online vendor a few years ago and discontinued print services for full coverage of NYJur - - now you have a problem.
State/County Court or State/County Government	LexisNexis	navigation seems clearer	People out of law school seem to lack sufficient understanding of fundamental research preparation.
State/County	LexisNexis	Our Lexis account is much	

Court or State/County Government		broader than our Westlaw account. The Lexis reps are so much more responsive. But that being said I really am more familiar with Westlaw.	
State/County Court or State/County Government	LexisNexis	personal experience; dislike for WEST marketing structure/monopolization of field	
State/County Court or State/County Government	LexisNexis	We find their reps. much easier to deal w/; they are generally more flexible and don't "nickle and dime" us as much.	
State/County Court or State/County Government	LexisNexis		
State/County Court or State/County Government	Westlaw	Ease of use in navigating, not content	
State/County Court or State/County Government	Westlaw	ease of use, more opportunities for training, 800 number folks do a good job helping me problem solve.	
State/County Court or State/County Government	Westlaw	Easier to use, therefore, faster. More intuitive.	
State/County Court or State/County Government	Westlaw	easier to use.	
State/County Court or State/County Government	Westlaw	Easier to use.	
State/County Court or State/County Government	Westlaw	Has more of the information I am looking for and easier to use.	
State/County Court or State/County Government	Westlaw	I believe (based on some checking in the past) that Westlaw is somewhat more accurate than Lexis; beyond that, it is the one I am more used to using. My experience with young lawyers is that they each prefer whichever one they are most used to.	During the 80's & 90's especially, the two raced with each other to be the best, making each of them excellent in the process. I hope that both of them survive as thriving systems so that we don't have just one left, which might result in stagnation and loss of quality.

State/County Court or State/County Government	Westlaw	I find it easier to use than Lexis, although I haven't used Lexis in several years so that may have changed. Also, I find the whole key number system to be invaluable.	
State/County Court or State/County Government	Westlaw	I learned legal research using mostly West digests and legal cyclopedias in print. The transition to Westlaw then is more intuitive for me than to L/N.	
State/County Court or State/County Government	Westlaw	I learned on Westlaw so it is more natural for me. I do like Lexis for directory and browsing, but prefer Westlaw's interface for searching.	LexisNexis currently has the contract for official California opinions. Being in a court library, this makes a big difference in which source we use when a patron needs a citable or official source.
State/County Court or State/County Government	Westlaw	I like the way the information is organized. It seems more intuitive for use.	Although I think Westlaw organizes the information in a more accessible manner, I do prefer Shepard's to KeyCite. Also, my experiences with Lexis customer support have been better than with West. My Lexis representatives seem to be more willing to work with us on our very small budget and try hard to accomodate our needs.
State/County Court or State/County Government	Westlaw	I think it is a bit easier.	
State/County Court or State/County Government	Westlaw	It is more user-friendly for our "public" patrons. The only drawback we find is that it does not "Shepardize."	
State/County Court or State/County Government	Westlaw	It's easier to use and has the key number system.	West is too expensive. I use their products only when I have no alternative.
State/County Court or State/County Government	Westlaw	It's the system I first learned and I like the layout better than Lexis, but I use both.	
State/County Court or State/County	Westlaw	I've used Westlaw only for the past 19 years. Before that I used Lexis only. The	

Government		law clerks and new attorneys usually prefer Westlaw.	
State/County Court or State/County Government	Westlaw	logically ties in to the print materials and West customer service/training have been superior to LN.	
State/County Court or State/County Government	Westlaw	Mainly because it is the one our library has had for so long it is the one I feel comfortable teaching.	
State/County Court or State/County Government	Westlaw	More familiar with, we have more content from them	
State/County Court or State/County Government	Westlaw	Much easier to do case law research, although I still like Lexis for some other facets.	
State/County Court or State/County Government	Westlaw	Too many to list	
State/County Court or State/County Government	Westlaw	Westlaw is an outgrowth of the printed digests, case reports and the key number classification scheme that together for decades made up the print corpus of American law. That lineage makes instruction in Westlaw vital to an understanding of American legal research.	
State/County Court or State/County Government	Westlaw	WESTLAW IS EASIER TO GO FROM ONE PLACE TO THE OTHER	WESTLAW PROVIDES HANDOUTS. THEY HAVE ATTORNEYS AVAILABLE TO ANSWER QUESTIONS. LEXIS NEXIS DIDN'T HAVE ANYONE TO HELP/TRAINED RIGHT AWAY.
State/County Court or State/County Government	Westlaw	Westlaw is much easier to use - more intuitive.	
State/County Court or State/County Government	Westlaw	While there are areas in which I prefer Lexis, I was originally trained on Westlaw and find it easier to use.	
State/County Court or State/County	Westlaw		

Government			
State/County Court or State/County Government	Westlaw		
State/County Court or State/County Government	Westlaw		
State/County Court or State/County Government		I prefer Westlaw only because of the West citations and the ease of patrons going to the books to make photo copies.	I hope Westlaw and Lexis remain strong competitors in the hope that competition will ameliorate the pricing. Having them bid against each other each year might help? The federal court at one time would do that.
State/County Court or State/County Government		I think Westlaw is organize better.	
State/County Court or State/County Government			For those of us who have to choose (we have Lexis) Westlaw is making it difficult; they are pricing Lexis out of carrying West titles (e.g. NY Jur & ALR)so that we have to either pay more to add the titles to our limited WL account or switch. Also hard to pare down the print collection in favor of online when you don't know how long a West title might last on Lexis.
State/County Court or State/County Government			We are a state court library, open to the public, and they find Lexis much easier to work with. Also the fact that you can get e-mail alerts on legislation or cases to more than one e-mail account is a big plus for Village Justices or Attorneys at their Courts and at their private practices.
State/County Court or State/County Government			Not teaching both is doing your students a great disservice. From the word "go" students should know the importance of using multiple resources and why

			as well as the advantages and disadvantages of each.
State/County Court or State/County Government			Thanks for doing this!
State/County Court or State/County Government			I have always felt that Lexis and Westlaw are like Coke and Pepsi. They both get you the results, but the ultimate decision is in the user. Business and Corporate types seem to prefer Lexis, whereas the Litigators seem to prefer Westlaw.
State/County Court or State/County Government			For our state, Lexis has more errors in primary materials than Westlaw (not that Westlaw is error-free). However, Lexis has better secondary materials although they do not update online as fast as in print.
State/County Court or State/County Government			For us, Lexis is so much cheaper - most attys do not care which one they use.
State/County Court or State/County Government			I get nervous when large libraries start talking about offering only one service. Most people prefer Westlaw for ease of seaching and user-friendly features. However, I rely heavily on Lexis for news and public record searching. As a reseacher, I can't imagine having access to only one. On the surface they may seem the same but once you get beyond the primary law, they have unique offerings that are not duplicated. My ratio of Westlaw to Lexis use is 60:40.
State/County Court or State/County Government			At first it starts out as a personal choice. The choice of info vendo will depend on jurisdiction and practice area.