How will you make your survey irresistible?

In any survey you want to maximise the number of responses you receive. A bit of forward planning should make all the difference when competing for the attention of a busy fee-earner.

- Use a branded covering email from the Managing Partner;
- Include a link to an electronic survey;
- Say "it will take you less than five minutes to complete" having made sure that it will;
- Tell them how you will use their feedback;
- Give them a deadline;
- Don't send it just before the financial year-end!

How will you use your results?

On-line surveys will usually churn out responses in an Excel spreadsheet. Reading the responses and working out what the data is telling you will be time-consuming but very interesting. Highlight bits as you go because you won't want to read it all twice! Once you are clear about what you have learned:

- Pick out key quotes, ideas, themes and statistics;
- Present and discuss the results separately with the Board, Know-how Partners and the KM team;
- Hold a KM Away-Day to distil new ideas into an agreed list of projects aligned to the firm's strategy;
- Use feedback on specific sources and services to influence how KM time and money are spent in future;

Top Tips for surveys

- Keep them short and simple;
- Avoid offering either a "sit on the fence" or an "other" option as part of a range of possible responses;
- State whether responses will be anonymous;
- Test-drive your prototype survey with some trusted colleagues before going live.

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Current Awareness

Compiled by Katherine Read and Laura Griffiths at the Institute of Advanced Legal Studies

This *Current Awareness* column, and previous *Current Awareness* columns, are fully searchable in the *caLIM* database (Current Awareness for Legal Information Managers). The *caLIM* database is available on the Institute of Advanced Legal Studies website at: http://ials.sas.ac.uk/library/caware/caware.htm

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Product Review – ILR on Justis

International Law Reports (ILR) is often described as the only publication wholly devoted to the reporting in English of decisions of international courts and tribunals as well as decisions by national courts on matters of international law. Though recently joined in this field by the online service *Oxford Reports on International Law*[1], ILR includes far more cases and has a much longer pedigree.

The series began in 1929, under the title *Annual Digest of Public International Law Cases*. It has published about 10,000 decisions to date. A highly-regarded publication, it has had an acknowledged impact on the advancement of international law itself. In 1946, the international jurist F. A. Mann applauded its "…achievement which has done so much to promote the rule of law in international affairs…".[2] Writing about ILR in the *Times* obituary of one of its editors, Professor R. Y. Jennings of the University of Cambridge said "the influence of these volumes on the development of international law can scarcely be exaggerated".[3]

First published by Longman and later by Butterworth's, ILR is now a Cambridge University Press title, produced by the Lauterpacht Research Centre for International Law at Cambridge.[4] The editors are Sir Elihu Lauterpacht, Honorary Professor of International Law at the University, and Sir Christopher Greenwood, a judge at the International Court of Justice. Sir Elihu's father, Professor Hersch Lauterpacht, was a

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