Summary by Scott Delman, Director of Group Publishing & DL Sales

I read through the 85 comments that were posted on reddit, queue website, and geomblog site and they generally fall into the following categories. Next to each category I indicate the number of general comments made related to each category. Please note that some comments were so "esoteric" that they didn't really fit into any category and some commenters mentioned multiple reasons for not joining or keeping their ACM memberships, so these numbers do not line up perfectly with the 85 comments on the 3 sites.

(1) Open Access - 16 mentions ranging from very strong philosophical beliefs to uninformed opinions about what is actually open and accessible in the DL. Reading these comments as objectively as I can, I must say that many of these readers are somewhat uninformed about how many people actually have access to ACM publications via the DL or outside the DL. Also, the fact that ACM does sell subscriptions and maintains a paywall seems to completely overshadow the fact that ACM makes a significant investment in developing the publications inside the DL.

(2) Relevance - 27 mentions in this category. Relevance is defined in several different ways by different commenters, but in general breaks down into "career relevance" and "content relevance". Career relevance is more directly related to providing services and benefits that directly impacts practitioners in their jobs, such as networking opportunities, relevant meetings, job services, etc. while content relevance relates to the kind of content that is published by ACM in its various conferences, journals, magazines, etc. The split of comments between these two is roughly 50 / 50.

(3) Membership Price / Value - 2 mentions.

(4) Poor ACM Website - 3 mentions.

In addition to the negative comments made above, I also counted the number of positive comments and list them below next to more specific member benefits. They are:

(5) CACM - 2
(6) Queue - 2
(7) ACM Conferences - 1
(8) ACM Publications (general) - 1
(9) DL - 2
(10) ACM Domain Name service - 1
(11) eBooks for ACM Members - 1
(12) Being part of the community - 1

In addition, there are also a number of very constructive ideas, mostly in the Queue comments list, for developing new publications that would appeal to more practitioners. For example, developing a series of "survey" publications that could curate and condense research into a more digestible format for those working in industry would be valuable to time crunched practitioners who want to know what is happening in the research community but don't have the time to read full articles. Publications that showcase applied research. There are other good ideas within those comments that are worth reading and acting on.