



MINUTES OF THE OSALL AGM

held at

**Werksmans Attorneys
Friday, 4 August 2018**

1. WELCOME

After declaring the meeting open, all attendees were welcomed, particularly the attendees from Pretoria who were impacted by the Gautrain strike and who consequently had to make a special effort to attend the AGM. Thanks were extended to all suppliers and especially to LexisNexis (represented by Carol Coetzee), for their generous sponsorship of the event.

Juta was given special mention as their funding of the SAOIM 2018 conference was extremely generous.

APOLOGIES

Karen Camberg – Juta
Johann Kruger – Juta
Mari Brightmore - AMS
Di Kruger
Shirley Gilmore
Diana Shield
Kathy Knight
Tembeka, Sotshonda
Rosalie Cloete
Hermien Keller
Lynette Davis

2. MINUTES

The minutes of the previous meeting were approved and duly signed.

3. MATTERS

- The Current Committee term has come to an end. All committee members have agreed to remain on the committee, while there were two extra nominations which were duly accepted. This means that no co-opted committee members are needed. Charmaine will be stepping down as Chair due to health issues and other commitments.

The two new committee members are:

Helen Demetriou and Audrey Lenoge from University of Pretoria.

- Danielle Botha and Werksmans Attorneys were thanked for hosting the event.
- Membership fees to increase annually as set by a previous meeting.

4. REPORTS

4.1 OSALL Chair Charmaine Bertram

2017/2018 OSALL CHAIRPERSON'S REPORT

2016-2018 COMMITTEE MEMBERS

Chair: Charmaine Bertram

Vice Chair: Amanda Franken

Secretary: Marina Rubidge

Treasurer: Hesma van Tonder

Newsletter Editor: Tanya Hubbard

PR & Liaison: Karabo Moleya

Website Administrator: Danielle Botha

Listserv Administrator: Joyce Khaku

Co-opted: Lazarus Rakgwale

MEMBERSHIP/FINANCES

OSALL is once again financially stable primarily due to membership renewals and advertising on both the listserv and website. When Hesma van Tonder presents her financial report and tries to make sense of it for the likes of you and me we'll see that our sponsors have once again been most generous in their advertising which makes up a big part of our income.

We are a little bit poorer because of conference expenses, but well worth it.

We once again need to motivate current member to renew Membership and introduce new members.

MEETINGS AND ACTIVITIES

2017 AGM

The 2016 AGM was held at Bowmans, Sandton on 4 August 2017 and was sponsored by LexisNexis. Patrick Bracher presented a talk on "How insurers are using your social media profile to spy on you"

YEAR-END FUNCTION

Juta sponsored our year-end function, which was held at the Moyos Zoo Lake. As always it was a fantastic event with lots of time for social interaction and networking. Karabo and my team even got me to dress up for the occasion.

OSALL MEETINGS

Unfortunately we did not have a meeting in Cape Town this year. We officially started the year with the meeting sponsored by Sabinet. It was held at their brand new offices in Centurion on 19 April 2018. Roy Gluckman presented a very interesting talk on the emotional skills we need to cope in modern day South Africa.

SAOIM CONFERENCE

During the last 18 months we have been working with SAOUG to organize the SAOIM conference which were presented at the CSIR, 19 to 22 June 2018 with the theme "Where to?" Based on the feedback we received thus far it was a very successful conference. I would especially like to thank Amanda and Karabo for all their help on the organizing committee leading up to the Conference and Marina as always jumping in with anything that we need and doing duty during the actual conference.

WEBSITE AND LISTSERV

I know that Danielle and Joyce will give you a full update on the Website and Listserv. But I have to thank them for the fantastic way they manage both functions. MACC Computer Consulting has once again kept our website safe and secure.

NEWSLETTER

This last year has been a struggle for Tanya. Don't be fooled by the upbeat report I am sure that she will be presenting soon. Not only did she have to put up with me missing deadlines but she also had to constantly plead for contributions. Thank you to all the members who contributed and made suggestions. I think you would agree that despite all the challenges she faced our editor did a fantastic job. I would like to thank all those OSALL members who took the time to send us a note about how much you enjoy reading the newsletter, I know Tanya appreciates it.

Charmaine Bertram
OSALL Chair

4.2 TREASURER'S REPORT

Hesma van Tonder

TOTAL ASSETS - R 99 753.22

Notice account: R46,240.91
Cheque account: R49,107.31
Accounts receivable: R4,405

INCOME: R39,978.11

Advertising Income: R 13,800

Listserv: R 3,000
Newsletter: R 10,200
OSALL Web: R600

Interest capitalised (Notice account): R1,618.11

Membership Fees: R20,035

Individual: R 5,140
Institutional/Corporate: R 14,830
Retired: R65

Sponsorships: R2,525.00

EXPENSES: R51,621.83

Accounting Fees: R5,700

Bank Charges: R1,865.80

Cash deposit fees: R 139.87
Cheque deposit fees: R30
STD Bank's Monthly Management fee: R929.98
STD Bank's Service fee: R765.95

Functions: R617.56

Gifts (AGMs, speakers, flowers): R46,068.53

SAOUG: 35,289.02

Travel expenses: R370

Profit: R-1,364.72

Hesma van Tonder

Treasurer
2018-07-31

4.3 Newsletter Editor

Tanya Hubbard

Newsletter Report 2017-2018

There is something rather thrilling and satisfying to see each newsletter come together and to view the final product with pride. I am especially proud of the last two and they may have been a wee bit late; let's be real they were downright tardy but I do hope under the circumstances you all felt they were worth the wait.

Four years have come and gone and I'm still very happy to continue to put together our newsletters; it is always fun to see the submissions coming in and as much as I love my regular contributors it would be nice to have a fresh set of by-lines to include. Please do contribute; it is always a treat to hear from fellow colleagues in our industry. I have an idea for some of us it's our main way of keeping connected and learning new things about our profession.

Over the year we've continued to hear from our committee members; Danielle Botha, Joyce Kahku and I have given a bit of background in how we came to be in this wonderful profession of ours; it would be awesome if you were to share your career path stories with us and the rest of our readers.

Marina Rubidge wrote about the OSALL institutional memory project back in August 2017 which led to her utterly fascinating article The Vision of the Future rests on the Foundations of the Past in February 2018.

I have taken to including extracts from Shirley Gilmore's PULP Guide: Finding legal information in South Africa, now in its 4th edition. It is always useful to brush up on knowledge we may think we know well, this old dog learns a new trick almost daily ;)

In November 2017 Gail Dendy gave some excellent, tongue in cheek, advice on how not to design your library and Olwyn Garrett shared with us how well the book club they set up at Fasken's is going. Lydia Craemer once again excelled in her write up of events, in November's issue it was the year-end function held at Moyo Zoo Lake and in May 2018 she provided a comprehensive report back on the 14th Southern African Online Information Meeting conference. If you weren't able to attend you really ought to read her article; you'll feel

like you were there. Pieter du Plessis continues to contribute the Books and Journals noted section; a very popular read.

I haven't mentioned all that has been included for the past year but I would like to end on a new column we'd like to carry on with. "Shirley Homes" our resident detective librarian, in May 2018 she explained the curious case of the "missing" marking regulations and I have been told she is on the hunt for new mysteries. I'd like to issue an invitation to all of our members to contribute any detective stories of your own; they make for very enjoyable reading and they just might save one of us in the future! It's been another lovely year editing; and I look forward to the next. Thank you.

4.4 Listserv Administrator Joyce Khaku

THE OSALL LISTSERV 2017/2018 Joyce Khakhu

First of all I would like to acknowledge and thank the past OSALL committee members for their great work in making it possible for OSALL to have listserv today, some of the committee members are still active participants today holding the OSALL flag high. I must admit that they are the Organisational Wisdom of OSALL, I am talking about librarians like Mary Bruce, Lynette Davis, Danielle Botha,

Charmaine Bertram, Lydia Cramer and many other librarians who I have not mentioned who were in the committee in the last two decades when listserv was launched and facing many challenges like hosting and the migration issues. Personally I thank them for their contribution, wisdom and their courage to trust in the use of Information Technology as an assistant tool for future librarian's way of solving problems. Today we are using listserv to cultivate wisdom and share information in the workplace. "Well done to them all!"

Our listserv Membership currently stands at 330 members. My hope is to see this number increase much the same way as the daily usage of listserv by the OSALL community. However, the exchange of information is working well, there were few common delivery and receipt error problems. I am happy to say that these common problems were fixed in a matter of seconds - this makes my job too easy, Ooh! I love this portfolio. In conclusion I also thank all Listserv Subscribers for their Good, Polite, Behavioural use of Email Exchange, no hacking or misuse noted. Thank you everyone for making OSALL and Listserv a success! – To our biggest supporters and sponsors Juta, AMS, LexisNexis, etc., we don't exist without you. Thank you.

If any member have any suggestion or questions they can email me and I will respond:
listservadmin@osall.org.za

4.5 Website Administrator

Danielle Botha

WEBSITE ADMINISTRATOR'S REPORT AUG 2017 – JULY 2018

Danielle Botha

On 1 November 2017 there was a massive cyberattack on the IP host that hosts the OSALL website. Michael Botha immediately took the site offline after he received the notification of the attack, in order to protect the site. The site was back up and running by the next day. The article concerning this event is included below.

<https://mybroadband.co.za/news/cloud-hosting/235714-hetzner-hacked-sensitive-information-exposed.html>

4. Hetzner South Africa hacked – Sensitive information exposed

Staff Writer 1 November 2017



Hetzner's konssoleH platform has been hacked, exposing customer details, FTP passwords, domain names, and banking details.

The platform is Hetzner's proprietary control panel, which merges all service administration tools into an integrated management system.

The platform enables users to manage their web space with greater efficiency and accessibility.

The power of konssoleH also means a lot of information about users is stored in a central place, which makes it a target for cyber criminals.

Hetzner said the hackers used an SQL injection vulnerability to gain access to its konssoleH Control Panel database. The vulnerability has since been fixed.

"While your konssoleH admin password has not been compromised, we have proactively updated your FTP password, which was exposed," said Hetzner.

It is imperative that clients update all passwords associated with their Hetzner account immediately, however, including their konssoleH admin password.

The compromised information includes:

- Customer details – name, address, ID number (if provided), telephone numbers, email addresses.
- Domain names.
- FTP passwords.
- Bank account details (cheque/savings).

What you should do

Hetzner advised clients to immediately update the following passwords:

- All database access passwords. You will need to update your web application database connection strings.
- While Hetzner has updated all FTP passwords, users will need to reset this password to gain access.
- If a user has made use of an additional FTP user, these passwords will have to be updated manually.
- All email passwords (if you have not updated this in the last 6 months).
- Hetzner recommended users update their konsoleH Control Panel login password (it was not compromised).

“Should you have provided konsoleH access details to any other parties, please advise them to update their login details.”
Mailbox users are able to update their passwords via Hetzner’s webmail interface.

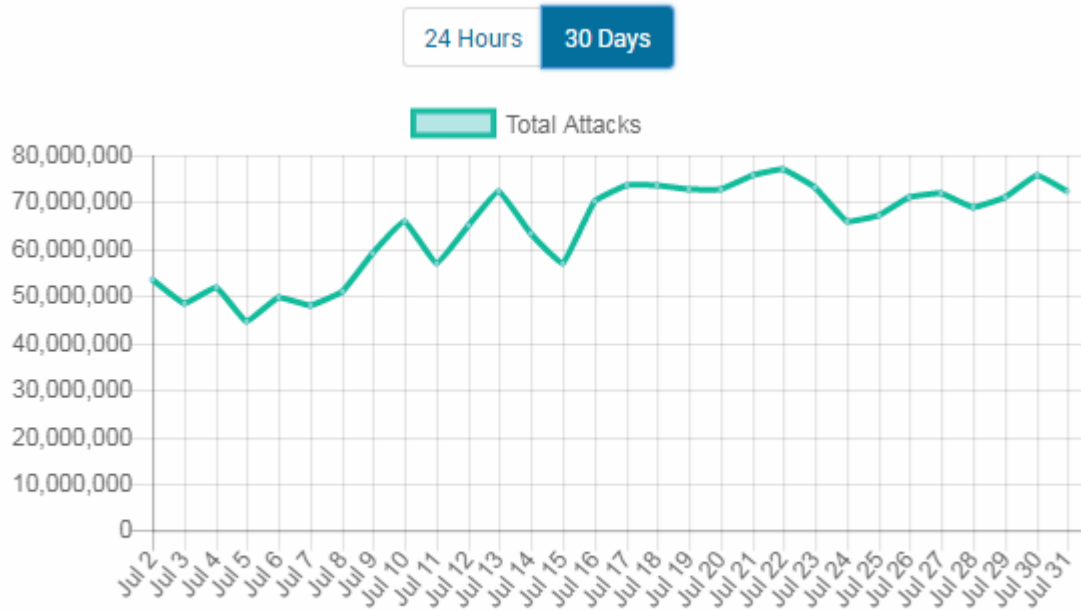
Our visitor and read numbers are looking well and are set out below.

Visitors per month	
Date	Count
2018-07	2360
2018-06	3199
2018-05	2917
2018-04	3080
2018-03	3662
2018-02	4024
2018-01	4891
2017-12	5064
2017-11	5338
2017-10	4818
2017-09	4052
2017-08	3363
2017-07	2855
2017-06	2695

Reads per month	
Date	Count
2018-07	2872
2018-06	3938
2018-05	3820
2018-04	3918
2018-03	6291
2018-02	5399
2018-01	5971
2017-12	5602
2017-11	5940
2017-10	5945
2017-09	4800
2017-08	4291
2017-07	3964
2017-06	3806

Summary of security related activity for the period July 2, 2018 to July 31, 2018.








World wide attacks on websites in July 2018.













Last Updated: 1 hour 6 mins ago

Top IPs Blocked

24 Hours 7 Days 30 Days

IP	Country	Block Count
103.86.57.130	Nepal 	1,012
103.86.56.5	Nepal 	813
165.144.191.63	South Africa 	571
82.23.166.174	United Kingdom 	238
157.55.39.115	United States 	234
207.46.13.234	Thailand 	206
86.244.141.22	France 	189
157.55.39.85	United States 	189
207.46.13.42	United States 	175
207.46.13.154	Thailand 	150

Top Countries by Number of Attacks - Last 7 Days

Country		Block Count
Nepal		701
India		207
France		192
United States		126
Turkey		79
United Kingdom		28
China		19
Thailand		10
Italy		6
Germany		3

As always, I would like to thank Michael Botha for his daily surveillance of the website as well as his ongoing support with building in new features and upgrades. Finally, we would like to thank our faithful suppliers, LexisNexis, Sabinet and Juta for their generous support throughout this term.

5. General

Charmaine presented a summary of the issues that are being encountered due to the outdated constitution and also the reasons why registration as an NPO is of great importance for the future of OSALL and its members.

In order for Government institutions to be registered as OSALL members, and hence to attend OSALL meetings and conferences, it is a requirement that OSALL be registered as a NPO. This cannot be processed yet, as there are issues and changes to the constitution that need to be resolved and implemented

The constitution is currently being reworked by Patrick Bracher from Norton Rose Fulbright. Issues such as postal votes and financial policies need to be addressed. These are all to be entrenched in the constitution before the NPO registration process can commence.

It is hoped that the 1st draft of the constitution will be available to OSALL members for comment by the end of August 2018. There will be a 30 period to allow for consideration. A special meeting will be held to discuss modifications and recommendations (A Webex meeting could be sent up to facilitate participation by those members that are not in Johannesburg.)

Once the issues have been discussed and agreed upon, a vote will be held to decide on acceptance of modifications.

The process of NPO registration can hopefully be completed before the next SAOIM Conference.

6. PRESENTATION

6.1 Tanya and Charmaine did a repeat of the “Virtual Helpdesk” presentation as given at SAOIM2018. The talk is an overview of the virtual helpdesk solution, that they devised using Outlook as their tool to create this helpdesk.

Tanya Hubbard and Charmaine Bertram

Divided by distance yet united by a virtual helpdesk

Subject	Due Date	Owner	Assigned To	Actual ...	% Complete
Click here to add a new Task					
RE: query	Mon 25/06/2018	RSA SM Library		0 hours	0%
press reader - marketing materials	Fri 22/06/2018	Bertram, Charmaine	Bertram, Charmaine	30 min...	25%
-research request	Wed 20/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
query	Wed 20/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	25%
-request for case information	Wed 20/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
testing the system	Wed 20/06/2018	Pather Nagy, Sharon	Pather Nagy, Sharon	0 hours	100%
Testing	Mon 18/06/2018	Bertram, Charmaine	Bertram, Charmaine	0 hours	100%
Testing of CC2	Mon 18/06/2018	Bertram, Charmaine	Bertram, Charmaine	0 hours	100%
Testing of CC	Mon 18/06/2018	Bertram, Charmaine	Bertram, Charmaine	0 hours	100%
RE: Research required	Mon 18/06/2018	RSA SM Library		0 hours	100%
Urgent Help: The Mercury article	Sat 16/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
Testing of CC	Sat 16/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
-Case	Sat 16/06/2018	Pather Nagy, Sharon	Pather Nagy, Sharon	0 hours	100%
please forward me the latest version	Sat 16/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
Research request	Sat 16/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
Research request	Sat 16/06/2018	RSA SM Library		0 hours	100%
Test 2	Fri 15/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
test	Fri 15/06/2018	Hubbard, Tanya	Hubbard, Tanya	0 hours	100%
Test task for UA	Fri 15/06/2018	Van Wyk, U-Ann	Van Wyk, U-Ann	0 hours	100%
Test task for Patti	Fri 15/06/2018	Makhoba, Patricia	Makhoba, Patricia	0 hours	100%
Test task for Monty	Fri 15/06/2018	Abrahams, Monty	Abrahams, Monty	0 hours	100%

7. LUCKY DRAWS

Carol Coetzee handed out the LexisNexis sponsored lucky draws to:

Hesma van Tonder

Nozuko January

8. AWARDS

Chocolate Oscars:

OSALL Personal IT Consultant - Michael Botha

Sharing Caring OSALL Citizen of the Year – Charmaine Bertram.

Attendee at her first OSALL meeting – Nkosi Kubheka (Webber Wentzel)

9. VOTE OF THANKS