# OSALL
## Organisation of SA Law Libraries

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*"OSALL aims to link and support everyone interested in Law Librarianship in South Africa"*

## EDITORIAL

This newsletter appears at a time when our libraries are in the news and unfortunately the news is not good. We are all aware of the various challenges facing the Library and Information Services Sector and with the recent news of the state of the South Gauteng High Court Library it appears that our law libraries are now also affected. It is a sad state of affairs and one we should all reflect on.

This Newsletter includes a paper delivered by Khomotso Pete of Edward Nathan Sonnenbergs and reprinted with her kind permission. In the paper, delivered at the 73rd IFLA Conference in Durban in 2007, Khomotso writes on the value of statistics keeping in a law library. As editor I would like to encourage OSALLITES to consider a contribution for the newsletter on this and other relevant topics.

As usual the regular columns by Mary Bruce and Nico Ferreira are included. Mary writes on developments relating to Internet searches, whilst Nico keeps us up-to-date on the latest legal publications.

The OSALL AGM takes place on the 25th Aug. 2010 at the Johannesburg War Museum. This is an election year and as there are vacancies on the OSALL committee as from August the incumbent Committee wishes to encourage OSALL members to join the Committee. Joining the Committee affords an opportunity to meet new people, learn new skills and have fun. No experience is required. If you are interested in serving your law library community, contact Raylene Basson on 011 535 8269 or e-mail rbasson@werksmans.com before 15 July 2010.

I trust that you will find the Newsletter an informative read.

Kind regards

Diana

## NEWS

### STATISTICS-KEEPING AS A KNOWLEDGE MANAGEMENT TOOL IN A LAW FIRM: a case of Edward Nathan Sonnenbergs Information Resource Services Cape Town

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### 1. *Abstract*

*Edward Nathan Sonnenbergs (ENS) is the biggest law firm on the African continent, with offices in Johannesburg, Cape Town, Durban and Mitchell's Plain. The Johannesburg and Cape Town offices are the bigger offices and therefore have information resource services (infohubs) of almost the same size in terms of collection and office space. Research services and facilities are provided to practitioners nationwide. The infohubs are staffed by a team leader and three (3) qualified librarians each, acquisitions, cataloging and information desk/research; serving about 450 practitioners. The Durban and Mitchell's Plain offices are smaller with Durban focusing on maritime and Mitchell's Plain a pro bono office and they therefore do not have dedicated librarians on site. Even though both offices are not manned, both have an information corner with basic hard-copy material for daily needs as well as online access to the library catalogue and electronic subscriptions to databases, though research is done by information specialists in Cape Town. The recording and keeping of statistics as both a knowledge management and performance management tool will be explored in this paper.*

### 2. Introduction

2.1. The focus of this paper is specifically on the Cape Town office with some references to the Johannesburg office as the two operate a different type of statistics-keeping method at present.

2.2. A brief history of the firm: Edward Nathan Sonnenbergs is a merger between Sonnenberg Hoffmann Galombik and Edward Nathan, which took effect on 01 October 2006. A big advantage was the fact that at the time of the merger both firms used the same library system (Inmagic system), though different versions.

2.3. Inmagic has two versions: the web-based Genie and content server textworks (CS/Textworks) which is text-based. The Genie is the library catalogue and CS/Textworks is used to build various internal databases which include the **research database**, the primary focus of this paper. We do three types of statistics keeping, namely:

2.3.1. Circulation / loans statistics

2.3.2. Research statistics

2.3.3. Administrative statistics

### 3. **Why we keep statistics:**

Special libraries are usually small in size and thin on staffing serving clients with varied needs; depending on the firm's practice areas as well as specialized field matters within the firm. As a library, we are an essential part of the business though we still need to prove our worth to the firm and why the services we provide are crucial to the companies we work for. At ENS our policy is to produce the right results within the hour of the request (the 1hour mark). It is therefore crucial to keep all statistics, minor or major, to assist us in delivering a good product timeously. This ensures management is also on board regarding the use of their funds. The data we collate is used to convince decision-makers of the value of our services. Various reasons are listed below:

3.1. Quality management : relevance of resources, role played by librarians

3.2. Quantity management: extent / amount of research carried out

3.3. Keeping / weeding resources – evaluation of usage of resources

3.4. Justify the need for resources - decision-making for purchases / increase licenses. Queries are evaluated against the resources we have and at mid-year financial evaluations, decisions are made on whether to purchase new products / to increase licenses on license-protected products (e.g Sabinet)

3.5. Avoid duplication of work / build knowledge database - research is captured with hyperlinks to results supplied to the client.

3.6. Queries and answers stored on a shared drive - folders are created by name of client and both library staff and clients have access to the information

3.7. Evaluation of types of queries - the system enables us to evaluate user trends

3.8. Evaluation of usability of resources - when users struggle to use certain resources, it is easier to evaluate through the statistics and further training will be organized

3.9. Evaluate use of the information resource services by clients - this enables us to show how many requests we receive

3.10. Evaluate staff competence - in terms of how long it takes to solve a query, assistance sought when in doubt, knowledge of resources to consult for queries, feedback to client, the 1hr mark.

3.11. Validate need for research facilities within the firm - most important to prove that we have an invaluable service to provide and without proper systems in place practitioners will find it difficult to handle their matters

3.12. Budgeting purposes - overall budgeting for resources (paper-based and electronic subscriptions management) as well as staffing

3.13. Report writing - a report is compiled at the end of each month listing all that has been done within information resource services, submitted to business services executive. The reports are also used as part of performance evaluation

3.14. Team-building purposes – all information specialists do rotational desk duty / research to enhance their searching muscles.

Our core products include:
- Sabinet (daily law reports, government gazettes, bills, legislation etc)
- Juta online
- LexisNexis online
- Westlaw international

### 4. Circulation statistics: Inmagic Genie

The Genie is used for circulation of library material. Genie automatically captures loans statistics, which forms part of the statistics report at the end of each month. See below document:



### 5. CS/textworks and the research database:

Cape Town library uses Inmagic CS/Textworks 9.00 and research is captured and stored on a shared drive. Practitioners have access to the folder too so it's easy for them to also revisit and check information supplied for their previous queries. User needs and demands change rapidly, which means that best practices change too so librarians have to be on top of their game all the time. We receive various types of queries / requests and a user-friendly

system had to be put in place to capture the research. All four librarians take turns at the research information desk to familiarize ourselves with our clients, their growing and various needs and for our clients to know who we all are. The Johannesburg office has a frequently asked questions (FAQ) system where selective capturing of queries is done and revisited when the need arises. Fields used in keeping the statistics in Cape Town are:

5.1. Date of query

5.2. Requestor

5.3. Matter code

5.4. Departmental code

5.5. Request / query

5.6. Sources consulted

5.7. Information supplied, with hyperlinks to the results supplied to the user

5.8. Time spent on query

5.9. Query status

5.10. Handled by

5.11. Date record created

Below is an example of a query created on the CS/Textworks for statistics-keeping with all the required fields and information filled in.

After executing a search on various databases, the relevant documents are saved in Adobe Acrobat or Microsoft Word and saved as hyperlinks under each practitioner's name in the shared folder for research. (see "info supplied" in previous slide). The information is presented to the practitioner in a hyperlink format. A different screen is used to search the database at a later stage for research done and stored. The search screen offers various options to execute the search in the database including user name, date, librarian, keyword or matter code. Below is an example of the search screen. Once the search is done the results are presented in the original format of the capturing, with hyperlinks that one can open without having to redo the search. At the click of the mouse, one is presented with the results without wasting more time trying to decide on the relevant databases to search and how to plan a search strategy. This is an important role played by the research database.

## 6. Administrative statistics

This is information regarding all other work that is executed within the library and includes training sessions, new periodicals received, binding of periodicals, contents-pages scanned and loose-leaf updates filed. Loose-leaf items updating includes information resource services copies as well as office copies and therefore the numbers are high. This assists in decision making for budgeting.

Administrative statistics for report-writing

| CPT: | Binding: Items returned | Binding: Items sent | Loose-leaf updates: issues | Loose-leaf updates: issues filed | Periodicals: New periodicals | Periodicals: contents pages | Periodicals: new issues circulated | Periodicals: issues in system | Periodicals filed | Training (Name; Status; Number of hours per |
|---|---|---|---|---|---|---|---|---|---|---|
| January | | | 106 | 102 | 144 | 56 | 90 | 155 | 09 | 45 |
| February | | 25 | 43 | 56 | 150 | 60 | 129 | 175 | 71 | 6 |
| March | | | 43 | 74 | 170 | 69 | 120 | 169 | 70 | 10 |
| April | 20 | 6 | 127 | 177 | 193 | 95 | 124 | 209 | 58 | 4 |
| May | | | | | | | | | | |
| June | | | | | | | | | | |
| July | | | | | | | | | | |
| August | | | | | | | | | | |
| September | | | | | | | | | | |
| October | | | | | | | | | | |
| November | | | | | | | | | | |
| December | | | | | | | | | | |
| TOTAL 2007: | | | | | | | | | | |

## 7. Statistics for report-writing

At the end of each month, all the above statistics is collated into one document by the team-leader and submitted to the business services executive. The firm holds staff performance evaluations three times in a year and these reports are used together with goals set and achieved to appraise library staff. These sessions are held by the business services executive together with the human resources manager, a director from employment law and two others from other sections representing clients. The statistics report; including all three forms of statistics, becomes a big contributing factor towards funding for the internal research service.

7.1. Writing the report:

7.1.1. Statistics is collated end of each month according to:

7.1.1.1. Department most frequently requesting info

7.1.1.1.1. By number of requests

7.1.1.1.2. By time spent

7.1.1.2. Individual most frequently requesting info

7.1.1.2.1. By number of requests

7.1.1.2.2. By time spent

7.1.1.3. Number of queries per department

7.1.1.3.1. By number of requests

7.1.1.3.2. By time spent

7.1.1.3.3. Total of departments

7.1.1.4. Number of requests per individual

7.1.1.4.1. Name / requestor

7.1.1.4.2. Number of requests

7.1.1.4.3. Time spent per request

7.1.1.4.4. Total for all requestors

7.1.1.5. Number of queries per librarian

7.1.1.5.1. Name / librarian

7.1.1.5.2. Number of requests handled

7.1.1.5.3. Time spent on requests

7.1.1.5.4. Total for all librarians

7.2. Detail of requests

7.2.1. Department

7.2.2. Requestor

7.2.3. Request

7.2.4. Handled by

7.2.5. Time spent

Below is an example of a few statistical reports submitted as part of the big monthly report.

## Report-writing statistics

### NUMBER OF QUERIES PER DEPARTMENT: april 2007

| | | Department | Requests | Time spent |
|---|---|---|---|---|
| 02 | 37 | Personal Planning and Estates: Team Flax | 3 | 25 |
| 03 | 39 | Employment Law: Team Harrison | 6 | 35 |
| 03 | 40 | Employment Law: Team Steenkamp | 12 | 170 |
| 04 | 42 | Litigation Commercial: Team Zieff | 15 | 245 |
| 04 | 44 | Litigation Commercial: Team Levetan | 5 | 60 |
| 04 | 45 | Litigation Commercial: Team Van Niekerk | 18 | 590 |
| 05 | 48 | Litigation Insolvency: Team Katz | 6 | 175 |
| 12 | 12 | BS: Library: Non-SHG | 2 | 15 |
| 16 | 16 | Maritime | 3 | 45 |
| 20 | 09 | Team Accounts | 2 | 40 |
| 20 | 11 | Team Marketing | 3 | 15 |
| 20 | 12 | Team Information Resource Services | 5 | 65 |
| 20 | 15 | Team HR | 1 | 60 |
| 20 | 65 | Mitchells Plain | 1 | 10 |
| 21 | 32 | Tax: Team Gad | 9 | 235 |
| 21 | 60 | Tax: Team Dachs | 10 | 120 |
| 24 | 24 | Banking and Finance: Team De Klerk | 7 | 195 |
| 24 | 66 | Banking and Finance: Team Rudolph | 3 | 55 |
| 25 | 25 | Corporate and Commercial: Team Heiman | 13 | 270 |
| 25 | 70 | Corporate and Commercial: Team Pretorius | 18 | 340 |
| 30 | 36 | Property: Team Alexander | 5 | 95 |
| 31 | 49 | Professional Support: Team Hutchison | 1 | 5 |
| 31 | 50 | Professional Support: Team Sarembock | 1 | 5 |
| 33 | 63 | Forensics | 7 | 70 |
| 36 | 79 | Retirement Fund Specialised Services: Team Mort | 4 | 130 |
| | | **All Departments** | **Requests: 162** | **Time spent: 3105** |

## Report-writing statistics

### NUMBER OF REQUESTS PER INDIVIDUAL: april 2007

| Requestor | Requests | Time spent |
|---|---|---|
| Adam Bekker | 1 | 10 |
| Adriaan Hoeben | 2 | 75 |
| Aidene de Vos | 2 | 45 |
| Andre Prins | 1 | 5 |
| ndrea Coetzee | 1 | 10 |
| Anita Gihwala | 3 | 125 |
| Annie Erwin | 5 | 90 |
| Ashley Govender | 3 | 55 |
| Beverley Wroth | 1 | 5 |
| Bradley Conradie | 2 | 10 |
| Bronwen Norman | 1 | 10 |
| Carima Toefy | 4 | 85 |
| Caroline Petersen | 1 | 10 |
| Chantal Pillaye | 2 | 10 |
| Chantell Rudman | 1 | 5 |
| Charles Makola | 7 | 105 |
| Chevan Daniels | 3 | 20 |

### Conclusion

Research is an integral part of any profit-driven, service-driven, results-driven successful institution. Statistics plays a crucial role in the delivery of our services. In a results-driven environment time is money – literally. There's no room for error and the research database is an integral part of our information resource services in ensuring that we spent little time executing searches that have been dealt with before as well as convincing our funders of the need to have proper research facilities, resources and staff. Being able to provide the right results at the right time is crucial to the business of law therefore our libraries need to be well equipped with the relevant resources. Our firm motto is "problem**solved**" and this is a motto we all live by in the firm from business services to practitioners and their external clients. As a big law firm support service, our clients require the best service, the right information in the right format at the right time. We therefore always strive to present them with quality service in the most efficient way possible.

### WHO GOES WHERE

**Tanya Hubbard** left the Cape High Court Library to join the Cape Town office of Werksmans from June 2010.

**Mzoxolo Gulwa** has been promoted to the position of Competitive Insights Manager at Standard Bank. Mzo has demonstrated strengths in information analysis and project management. He graduated from UNISA with an honours degree in Information Science. He joined the marketing team in 2006 and has been working as a competitive insight analyst since then.

**PULP GUIDE: finding legal information in South Africa 2010**

The PULP Guide is aimed at assisting researchers who have an interest in South African law to access the sources of the law. It explains in clear terms how to use printed as well as electronic material on the South African common law, legislation and law reports.

In addition, the use of secondary sources such as encyclopediae, books and law journals, and also some of the sources on international and comparative law, is explained.

Published by the Pretoria University Law Press (PULP), the publication is edited by Shirley Ann Gilmore and may be downloaded in PDF format from www.pulp.up.ac.za.

## DOTTING THE i AND CROSSING THE t

### Dribbles and drabbles

Mary Bruce
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This time around the column will include numerous links to and comments about services that attempt to improve the quality and reach of Internet searches.

On 6 June Google announced the completion of a new indexing system they have named **Caffeine**. The decision was driven in part by the mass of information that needs to be indexed, but also the various formats in which this information is to be found : videos, real-time updates, etc. The diagram below illustrates the difference between the previous indexing system and Caffeine. Instead of delays while various layers were indexed, information is now added directly to the new index as Google locates it, thereby offering 50% "fresher" results.



old index → Caffeine
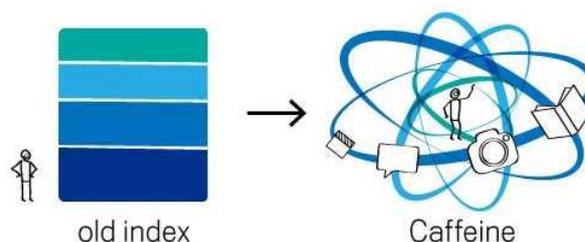
The sheer logistics are mind-boggling. As Google's blogpost[1] points out, "if this were a pile of paper, it would grow three miles taller every second".

The intriguing part of this major development is that it is unlikely to jump up and grab us by the nose but it will almost inevitably make a huge difference to the content of the results that are now returned.

Maybe, like me, you've long been fascinated by the trends and whims in the search sector. Did you notice the reference above to real-time updates? As Web 2.0 has integrated itself into our lives and more and more individuals become comfortable with publishing to the web, be it as bloggers, contributors to forums, Tweeters, etc, public expectation is that this information will be available pretty close to immediately. Given that, having subtracted the guano-element referred to in an earlier column (OSALL newsletter. August 2009), much of the content of micro-blogging relies on its currency and trending topics, it makes sense that this type of resource needs to be indexed close to the speed of light and become accessible to those who need it. Another advantage over traditional online resources (wow, it's already been long enough to think of the Internet as 'traditional' – hardcopy should be worried) is that the reputations of the individuals who post to them plays a large part in the choices of the reader : this generally makes the person a lot more accessible as interaction between reader and writer is encouraged. More so than ever, it is essential to be sure of the credentials of one's source.

To date I have largely relied on in-house search facilities, such as Twitter's. A number of reviewers still feel that these are the most effective but there has been a surge of newcomers to the field of real-time searching and I hope to look at these in more detail in the following column.

For those who don't want to wait, services that have received favourable acclaim to date include Daypop[4], Collecta[5], CrowdEye[6] and Icerocket[7].

Google introduced its social search service on 26 October 2009[8] and Bing took its social search live on 9 June 2010[9].

Time to choose our favourites and amend our search strategies.

**Google living stories**
http://livingstories.googlelabs.com/

This started as a beta collaborative project between Google, *The Washington Post* and *The New York Times* in December 2009. Although it seems to have been archived in February 2010 it is still worth a look as the code is available to developers and we may seem more of the same in future. The project aimed to give a far more comprehensive overview of selected topics than one would normally have expected from a news search. As Google's blogpost[10] explains, the results made use of a consistent URL, information was organised according to developments in the particular story and anyone returning to an earlier search would be advised of any changes in the interim. Earlier this year Mary Ellen Bates[11] referred to some of the features of this project : a review, timeline, inclusion of videos/slideshows/graphics, profiles of key players, and links to key resources.

Various time constraints in recent weeks have not left much time for exploration, but the timeline in particular seems a useful extra. The links to specialised areas of Google search (images/news/etc) are easily accessed on the left side of the screen.

The downside is that it seems a lot of human intervention is required, resulting in less immediate results – and possibly the ultimate shelving of the project.

For those of you following football/soccer, have you seen *Follow your football team in South Arica, wherever you are* on the Google blogspot?

(http://googleblog.blogspot.com/2010/06/follow-your-football-team-in-south.html?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed:+blogspot/MKuf+(Official+Google+Blog)

Happy winter holidays, however you are spending them.

Opinions expressed in this column are my own and not necessarily those of my employer.

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Please send suggestions and contributions for future columns to mary@lawsoc.co.za and/or d.riley@bowman.co.za

[1] *Our new search index : Caffeine [Google blog]*

http://googleblog.blogspot.com/2010/06/our-new-search-index-caffeine.html

[2] *Google releases the much discussed "Caffeine" index / Resource Shelf*
http://www.resourceshelf.com/2010/06/08/google-releases-the-much-talked-about-caffeine-index/

[3] *Living Stories [Google]*
http://livingstories.googlelabs.com/

[4] *Daypop*
http://websearch.about.com/od/enginesanddirectories/a/daypop.htm

[5] *Collecta*
http://collecta.com/

[6] *CrowdEye*
http://www.crowdeye.com/

*Search engines : real-time search / Phil Bradley. Ariadne issue 61. October 2009*
http://www.ariadne.ac.uk/issue61/search-engines/

[7] *Icerocket*
http://www.icerocket.com/

[8] *Introducing Google Social Search : I finally found my friend's New York blog!*
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[9] *Use Bing Social to search Facebook and Twitter*
http://www.bing.com/toolbox/blogs/search/archive/2010/06/09/use-bing-social-to-search-facebook-and-twitter.aspx

[10] *Exploring a new, more dynamic way of reading news with Living Stories*
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[11] *An in-depth look at the News / Mary Ellen Bates. Bates InfoTip*
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## PUBLICATIONS NOTED

Compiled by Nico M Ferreira
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**JOURNAL ARTICLES**

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**NEW BOOKS**

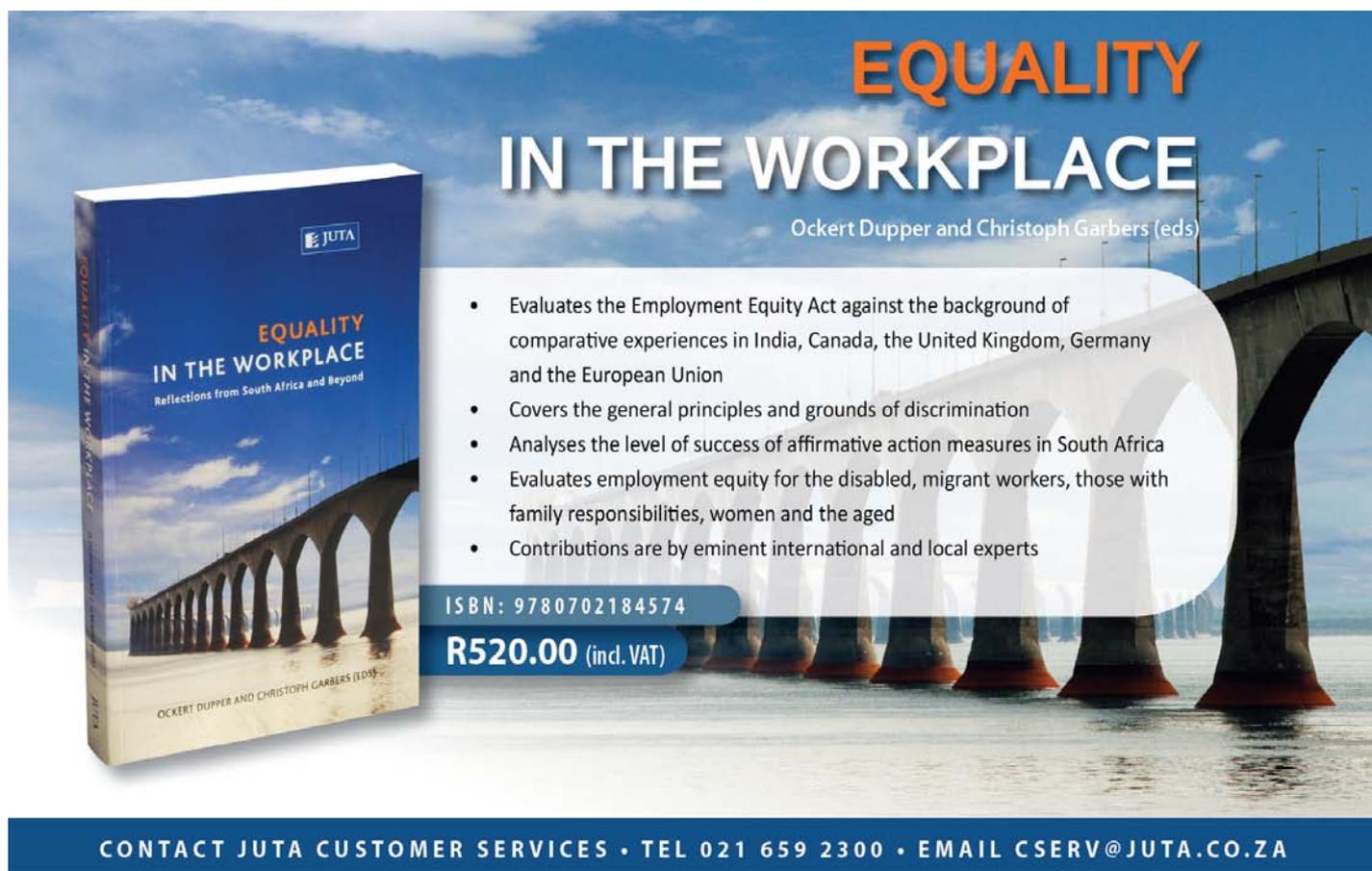Bendix, S. Industrial relations in South Africa. 5ed. 2010. Juta. ISBN 9780702177736 ZAR400.00

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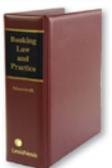**July Release** — ISBN: 9780409048384 — COMING SOON

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