

## NEWSLETTER

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*This newsletter is published  
four times a year*

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

## EDITORIAL

The OSALL Annual General Meeting was held at the Johannesburg War Museum on Wednesday 25 August 2010. The Speaker, Mr. Johan Brink of Brink Cohen Le Roux Inc., spoke on "The impact of the new Companies Act". The OSALL reports presented by the various Committee members are included in this newsletter.

As this was an election year several new members will be serving on the OSALL Committee. I hope to introduce the new members to you in the next newsletter. The current Editor has agreed to serve a further term!

A reminder to all OSALL members that your annual membership is due. Membership renewal forms may be downloaded or printed from the OSALL website. Kindly remember to email or post the completed renewal form and proof of payment to the OSALL Treasurer.

Unfortunately the sad state of affairs at the South Gauteng High Court continues to invite comment. You may therefore find it interesting to hear from Tanya Hubbard formerly of the Western Cape High Court Library.

I could not resist including a contribution by my colleague Elizabeth (Liz) Bourne, who retires from Bowman Gillfillan after 20 years at the helm. We at Bowman Gillfillan will miss her, but fortunately Liz will not be lost to the profession as she will be joining the JHB Bar Library.

Also in this issue Amanda Franken contributed to show us what fun the PricewaterhouseCoopers Library and Information Centre had during the FIFA World Cup 2010 – all the while marketing their library to their staff.

And last, but not least – many thanks to Mary Bruce and Nico Ferreira, Mary brings the latest in niche search engines to our attention and Nico the latest legal publications.

Best regards

Diana

## NEWS

### OSALL AGM 2010

#### CHAIR REPORT 2009/2010

Fanus Olivier

Once again OSALL had a year jam-packed with meetings and activities.

#### Committee:

Chair: Fanus Olivier

Secretary: Salomé Vranas (acting)

Treasurer: Gill Rademeyer

Newsletter editor: Diana Riley

PR & Liaison: Raylene Basson

Website administrator: Danielle Botha

Listserv administrator: Mary Bruce

#### MEMBERSHIP/FINANCES

OSALL is financially stable due to our membership renewals and advertising on the Listserv and Newsletter. Gill Rademeyer will have a full financial report to this effect.

Our membership numbers are:

Institutional: 55

Personal: 79

Newsletters only: 5

Honorary: 4

Retiree: 6

#### MEETINGS AND ACTIVITIES

##### AGM: Thursday 6 August 2009

The 33rd OSALL AGM was held at Webber Wentzel Attorneys, Illovo, Johannesburg. The AGM was sponsored by LexisNexis and Webber Wentzel Attorneys for the venue and catering. Each attendee received gifts. Anne Stocks (Life and Workplace Coach) was the speaker at the AGM and gave a presentation on Tips for Toiling in Tough Times.

##### Year-end function: 3 November 2009

OSALL had a wonderful, fun-filled year-end function. The theme was: Play the Advantage for 2009, bring your passion and join us for the Librarian Championship. The lunch was held at Scrooge Diner, Brightwater Commons, Randburg. Juta sponsored the function. Each attendee was given a soccer T-shirt and cap. Members were divided into groups, and each group had to think up a "war-cry". Prizes were handed out and a good time was held by all.

##### OSALL workshop 17 February 2010

Due to the Soccer World Cup during June and July, OSALL held only 1 workshop in the first quarter of 2010, a workshop "Excelling in Excel" on Microsoft Excel. Michael

Botha was the speaker at this workshop and gave some pointers on entering data, basic formulas and functions and using menus and toolbars. The workshop was held at the offices of Sabinet.

#### BIALL's 41st Annual Study Conference & Exhibition, held 10-12 June 2010 at Brighton Centre, Brighton, United Kingdom

BIALL once again invited an OSALL member to attend the annual BIALl conference. BIALl sponsored the conference fee and R10 000.00 from the AMS sponsorship went towards this. Unfortunately no OSALL member attended the conference this year due to the Soccer World Cup.

#### NEWSLETTER

The newsletter has increased in size and has been most informative. Diana Riley will give a full report on the newsletter.

#### WEBSITE AND LISTSERV

OSALL's Website and Listserv are going strong. Danielle Botha and Mary Bruce will give a full report.

#### SOCIAL RESPONSIBILITIES

##### Annual Social Responsibility Project

Take a Girl Child to Work Day is an annual corporate social investment event, held in South Africa since 2003. Companies involved organise for female learners (school pupils), usually from disadvantaged backgrounds, to spend the day at their place of work on the last Thursday of May. The initiative is organised by Cell C, a cellular service provider, and endorsed by the South African Department of Education.

For OSALL to become involved, we were informed by Cell C that we need to take on 20 children and organise their transport to various law firm libraries, in addition to finding the scholars interested in librarianship ourselves. Considering the logistics too complicated and not practical for OSALL, the committee decided that instead of joining Cell C and the Girl Child to Work project, we would approach individual high schools (public and private) by alerting them who we are and informing them that we are available for career guidance at their school. OSALL will report back on this project.

OSALL wishes to thank all our sponsors for their sponsorships and we hope you will continue to be friends of OSALL in the years to come.

As this is an election year, I would like to thank the committee for their hard work and dedication during the past two years.

**OSALL FINANCIAL REPORT  
July 2009 – June 2010**

**Gill Rademeyer**

Our annual financial statements for the financial year ending 30 June 2010 were prepared by our auditor, Michael Ndlovu, from the firm Vincent Laubscher & Associates in Randburg.

We currently only have two bank accounts – a Standard Bank current account and a Standard Bank 32-day notice deposit or call account.

**Income:**

Our total income for the year was **R26,080.00**. (Previous year R25,435.00)

- This was made up of **R3,300.00** in advertising income from the quarterly OSALL Newsletter, the OSALL Listserv and the OSALL website. Once-off advertisements are charged at R300.00 per advertisement. This is an increase from last year but there are some payments still outstanding due to invoices being sent out late by me. This will come in during the new financial year.
- Academic Marketing Services once again provided a sponsorship to OSALL worth **R13,000.00**. Usually R10,000.00 is allocated for an OSALL member to attend the BIALL Conference in the UK in June. The remaining R3 000.00 is intended to sponsor a deserving OSALL member to some similar event in SA. It was not utilised this year due to the World Cup and lack of applicants! Thanks go to Michael Brightmore of AMS Marketing as well as Thomson / Sweet & Maxwell for the annual sponsorship. It provides a wonderful opportunity for local law librarians to represent OSALL internationally.
- Interest received on our Call Account was **R1,434.00** – interest rates have gone down from 5% to 4.5% in the last financial year. Interest rates have dropped quite drastically in the last couple of years which does make a difference to the interest we earn.
- Subscriptions or membership fees totalled **R9,750.00** which is slightly down from R10,330.00 last year.

Despite reminders, there were members who didn't renew. This may be due to a change of e-mail address or contact details or they may have been too busy and just forgotten! Please remember to let us know if any of your details change during the year.

As I usually mention each year, I often have serious problems trying to identify payments. What is entered as the beneficiary reference on the bank statement is frequently Greek to me! Please try to identify yourself in the beneficiary reference when doing Internet banking.

Please also ensure that you send proof of payment and a membership renewal form with all your latest details.

**Expenditure or operating expenses:**

TOTAL EXPENDITURE: R14,022 (PREVIOUS YEAR R34,656)

Accounting fees – annual fee for work done by auditor **R2,850** (previous year R2,998)

Bank charges were **R884.00**, which is less than last year (R909.00).

Computer expenses – for website hosting by MACC went under *Sundry Expenses* (MACC's costs were **R1,723.68** for the year which are very reasonable indeed)

Conference expenses – **R2,291.45** (food, decorations, miscellaneous items for meetings / workshops, etc)

Functions and meetings – **R470.00** (ties in with Conference expenses)

Printing and stationery – paper / labels – **R77.45**

Post box renewal – **R307.00**

Sundry expenses totalled **R8,300**: R3,420 for a subscription to the Contemporary Gazette to benefit members; auditor's fees – R2,850; R307 – Post Office box renewal; R1,723 – Website hosting fees

**Net income (profit):**

**R13,492** - remember this includes the BIALL sponsorship

**Assets & Liabilities:**

R58,043 is what we have in our two bank accounts, namely the Standard Bank current account as well as the Standard Bank call account.

Fees remain the same for the new financial year of 2010-2011. The fee for individuals is R100 and for corporate membership R250. The membership fees for the various categories are on the website as well as on all the membership forms and renewal forms.

## Conclusion

I have one unidentified payment of R250.00 which was received on 18.09.09. If it could be your payment, please let me know. I have a printout of payments with me so you can check if your payment has been received and identified correctly.

We can provide you with an invoice if you specifically request one. If you have a VAT number please let me have that as well. Remember that OSALL is not registered for VAT.

Your money, in the form of cash and cheques, is very welcome if you would like to renew your subscription today. I do need your completed renewal form as well and I do have a couple with me. They only take a couple of minutes to fill in!

## NEWSLETTER EDITOR'S REPORT: June 2009 to July 2010

**Diana Riley**

This has been my 2<sup>nd</sup> year as Editor of the newsletter. First of all, a heartfelt thank you to all the contributors and advertisers. You have made my task as editor that much easier. Special thanks to Mary Bruce and Nico Ferreira for their loyal contributions. Mary kept us informed of the technological developments relevant to our profession, whilst Nico's column "Noted Publications" keeps us up-to-date on the latest law publications. And last but not least, a word of thanks to my colleague, Margaret Cloete (Bowman Gilfillan, Cape Town), for her assistance.

The highlights of the past year's newsletters: The May 2009 newsletter carried an article by Elizabeth Bourne (Bowman Gilfillan) on the implications of a law firm merge for the library and Danielle Botha (Brink Cohen Le Roux) shared some personal anecdotes relating to her library move. In August 2009 Fanus Olivier (Johannesburg Bar Library) contributed an article on the institutions offering courses in library studies and librarianship and in November 2009 Charlotte Pitts shared her experiences as a law librarian living and working in the South Pacific with us. The first newsletter of 2010 (March) included a paper by Shirley Gilmore (O R Tambo Law Library, University of Pretoria) on "Open access law journals in South Africa". The May 2010 newsletter included a paper delivered by Khomotso Pete (Edward Nathan Sonnenbergs) on the value of statistics keeping in a law library.

I am extremely grateful to the contributors who put pen to paper. By doing so knowledge and expertise is captured and benefits other librarians who are faced with the same challenges. I encourage all members to consider a contribution to the newsletter.

Currently the newsletter is emailed to OSALL members. However, approximately 40 hard copies are still printed and posted and I would like to encourage members to provide an email address as the Committee encourages the distribution of the Newsletter in an electronic format.

## WEBSITE ADMINISTRATOR'S REPORT JUNE 2009 – JULY 2010

**Danielle Botha**

As mentioned at the last AGM, we felt it was time that the OSALL website had a revamp. The last redesign of the website was done in May 2004, and we feel that the website should be changed at least every 5 years to keep up with changes in technology and to keep the website vibrant.

A couple of months were spent on searching for website development software, and of course testing different software packages. A few draft websites were designed, but in the end the decision was taken to use Dreamweaver, as the flexibility offered by Dreamweaver could not be beaten by any of the other packages we experimented with.

Choosing colours and designs were quite a challenge, with each member having his/her own likes and dislikes, but in the end the decision was unanimous that we should change from our brown and white to the more modern colours of white, (lime) green and brown. Michael Botha from MA Computer Consulting has played a large role in this, and the final product has been developed by him, while I have assisted with content.

We have tried to simplify the website database too so that updates can be done faster and more easily, which means the website can be updated more frequently.

We have also had many adverts on our website this year, including LexisNexis and Justis, which have covered the costs of hosting the website, and we trust this will continue with the new website.

As always, if anyone has any suggestions for the website, feel free to contact me.

## THE OSALL LISTSERV 2009/2010

**Mary Bruce**

The listserv currently has 340 members. Although this is growth of only four members over the figure for the previous year, a number of individuals have left and the general flow has been positive.

1869 messages have passed through the listserv in the twelve months under review.

Despite initial problems with some mail-servers bouncing back messages from the listserv which is hosted on Google Groups, there are at present only two members whose servers are reacting in this way.

Members who have difficulty posting messages to the listserv are encouraged to approach their IT support staff to identify and resolve the issue/s. While no-one is likely to mind posting a request on behalf of a colleague, a few individuals have found the combination of headers and/or letterheads confusing and been unsure to whom to respond.

Members are reminded of the request to include a category at the beginning of the subject line where possible. For example, there have been a number of vacancies advertised on the listserv in recent months but anyone running a general search for "Vacancy" would miss a lot of relevant postings as the messages were not categorized.

Suggestions for improving the service are always welcome: it's often possible to implement a lot more than one might expect.

Please don't hesitate to speak up should you have queries of any nature relating to the listserv. The email address to contact is [members@osall.org.za](mailto:members@osall.org.za).

Once again, I thank the OSALL community for making the year a positive one.

### **A SOMEWHAT INTROSPECTIVE LOOK AT SIXTEEN YEARS WORKING IN THE WESTERN CAPE HIGH COURT LIBRARY**

**Tanya Hubbard**  
[thubbard@werksmans.com](mailto:thubbard@werksmans.com)

When Diana approached me with the idea of writing an article for the newsletter I was surprised but pleased, okay thrilled is probably a better adjective. During my years at the Western Cape High Court Library I always felt somewhat on the outside of OSALL, yes I was on the listserv but due to the constraints of working for a government department never really felt that I could impose too frequently or that I contributed much.

Diana suggested I write about my transition from a public service library to the corporate world but I don't think I've been in the corporate world long enough to really give a qualified report. I'm still in the honeymoon stage where I'm bowled over by the facilities available to me, tickled pink to be able to hand out a business card when required and of course happy to see a much healthier bank balance on pay day. That's what happens to someone who has been in the public sector for so long, you end up feeling like the little

country mouse when he goes to the big city to visit his cousin.

So what should I write about?

A while back there was a lot said about the state of the South Gauteng High Court library which caused quite a stir in the OSALL world. I was surprised when I read the article because I had always assumed the other high court libraries were on a par with mine and then fear set in that my (it will take some time for me to stop calling it my) library would go the same way. A valid fear, I might add, as at the time of writing this article a replacement had still not been found for me.

There are so many reasons why these unfortunate situations occur I cannot speak for the other court librarians but what I can do is share with you why I decided to leave after so many years of working for the Department of Justice. I don't think it is ever an easy decision to apply for a position so far outside of one's comfort zone but by the time the Werksmans Attorneys advert came out I was ready for the challenge. I must say though that it took a lot of courage and soul searching on my part. 'My' library had been my home for so long we'd been through good times and bad, both on a personal and work related level. I'd made friends and was very much involved in the administrative side of running the court, had been given the opportunity to explore my love for photography and graphic artist side, and was part of the management team.

There were however several factors which heavily influenced my decision and it may surprise many but the over-riding one wasn't the lure of more money.

Let me begin by giving a little background of what I achieved during my time at the court. I literally dragged that library kicking and screaming into the technology age, hard to believe these days that there wasn't a computer when I first started there but to put things in perspective, I joined the court in 1994 and back then typewriters were the preferred choice of hardware. That wasn't good enough for this young up and coming librarian who loved technology so the typewriter was very soon relegated to a back shelf and a shiny new computer took pride of place on my desk.

Once I had my computer installed, I soon started motivating for a library software package. I honestly can't remember now why I chose Inmagic back then, but it proved to be the right choice. Took me longer to get a printer but I persisted and after a year I was set up. Naturally the next thing on my list was the internet, that took some persuasion but I got my way in the end. After all what librarian can function without access to the World Wide Web? For many years I was the only one in the building with access to the internet. It took me over a year to get the entire collection of publications in the court onto Inmagic and when you think each individual Judge has a library in their chambers, you're looking at a considerable number of records. Some years passed then

more computers were installed for other employees, an electronic ordering and payment system developed and finally the Justice intranet arrived.

As we all know our industry is information specific and the quicker you can find the information the better. So I am sure you can understand my increasing frustration when even though I had access to the most amazing resources I couldn't use them. The DOJ subscribes to everything Juta and LexisNexis provide electronically, plus full access to Hein Online and Westlaw. When I first became aware of the resources I had I was extremely excited but as the months, then years went by that excitement paled and was replaced by an ever increasing frustration. There were days when I wanted to fling my computer out the window because the access to the intranet would be down, or the internet wouldn't be working, and when it was it was too slow to do anything meaningful with it. Combine that with the fact that I was working off two computers [the one being my original computer from 1994] neither of which were in warranty any more, and both were slower than a tortoise walking uphill, it was driving me crazy. My poor family had to listen to me moan evening after evening about how I couldn't perform effectively because of the tools at my disposal.

When I think back to how much I achieved in those first few years of my career it's made me realise I allowed myself to be worn down by the inherent difficulties one experiences when dealing with government policies and processes. I had gone from that bright eyed and bushy tailed young librarian to an older more jaded one who kept things running but had lost the desire to change the world.

I still love that library, the collection of books in there are beyond description, especially the old authorities but what the library needs now (and perhaps the Department of Justice's library section as a whole) is someone who hasn't been worn down by bureaucracy, who wants to take on the challenge of insisting the department upgrades the IT infrastructure and who has the guts to challenge the powers that be into improving conditions for all employees working in the library environment.

### **MY LIFE IN THE BOWMAN GILFILLAN LIBRARY – 1989-2010**

**Elizabeth Bourne**  
[e.bourne@bowman.co.za](mailto:e.bourne@bowman.co.za)

The keyword for my 21 years at Bowman Gilfillan has to be 'computer': there were no computers in the library in 1989; today there are seven. Here are some snapshots from life in the library.

I remember my first day at Bowman Gilfillan in JCI House, Harrison Street, very well. I was presented with a spotless library (does anyone ever use it?) and a magnificent desk

innocent of anything except a pile of annotations (I wondered what these items were).

The territory was my own to explore - the previous librarian had departed some time before. I had been given just one instruction: "Computerize the library" (did anyone know what that meant?) and told that a computer would be installed in the library.

The following year or so passed in something of a blur – if I remember rightly, a blur of unknowing. The change from the cosy atmosphere of the Cataloguing Department at Wits to the world of lawyers was uncomfortable to say the least. Somehow I survived; I was given the encouraging information (not quite directly) that if I had been of no use, I would have been dismissed!

With the help of the single computer fundi in the firm, I chose a library software package and began the task of cataloguing the books online. Looking back at the Library Committee meeting minutes for 1989, I am amazed to read that members of the firm attended a demonstration of Jutastat – Tax disc and SA Statutes with the Law reports promised 'soon.' Some statistics from those days: in 1991 a subscription to *Stellenbosch Law Review* cost R 90 and *Law of agency by De Villiers & Mackintosh* cost R 98.

By the mid-nineties, quite a lot was happening in the library. Cheryl van Zyl worked every morning (as she continues to do); people were no longer in awe of Jutastat; we were using the Q&A library software package and considering joining SABINET.

Cheryl and I were used to moving books by then, experience which was to stand us in good stead as we were given the news that we were to move from central Johannesburg to Sandton in August 1995 – to premises high up in Sandton City. What can I say about that library move? I remember that the shelves were not complete so the boxes couldn't be unpacked and a spiral staircase was about to be constructed right in the middle of the library. But I ended up liking that library – it was large and light and we had a work area out of the way of users where we had tea every morning at 10:00.

This all sounds quite relaxed – it wasn't really. There were more users who needed more resources - apparently we already had 43 personal sets of Henochsberg on the Companies Act. The age of the internet and databases such as LexisNexis had arrived. Training users on these resources became even more important. I complained about the "unsatisfactory staff situation" – too much to do and not enough hands to do it. We upgraded the library system to Inmagic and discussed whether attorneys should be able to access some or most information from their computers. A library home page with access to internet addresses, regulations made in terms of certain acts and links to library databases was under discussion - "A 1998

project in collaboration with the IT Department” as the library committee minutes tell me.

The firm was expanding – there was much talk of mergers. Bowman Gilfillan did merge, firstly with the IP practice of John & Kernick (Midrand) and then in 1998 with Findlay & Tait in Cape Town. The libraries of the three firms agreed to co-operate with the eventual aim of having all resources available in one catalogue. In 2004 we moved to our new offices in Fredman Drive and were required to integrate the IP library into the existing library. That job was almost more difficult than either of the two major library moves we had now done. The IP practitioners had a different attitude towards the library; over the years it has been really difficult to persuade all levels of IP staff that it is important that resources should be noted by the library before they are issued to staff. Persuading suppliers to change address labels has been nothing short of a nightmare.

The past six years could perhaps be called the “Everything now” years. Everything in the library (well, almost) is available via the intranet – either the item itself or at least a record of it in the catalogue. The plotting and planning of the library intranet pages was exciting – a joint exercise between the Cape Town and Sandton libraries and an opportunity for co-operation and sharing, as it still is. Some pages are maintained by Cape Town and some by Sandton.

In the old days (before 2004) the books were simply shelved alphabetically. More and more the librarians were faced by cries of “Where are the books on contract law?” until it was decided that subject groups were necessary. With a great deal of discussion, the groups were identified and a year-long exercise of matching books and records began (a great stock-taking opportunity), culminating in a vast operation over the period November-December 2005. Two vacation students, armed with sheaves of print-out of subject areas, matched books to records and labelled them – around 2 000 books were labelled and shelved over the two months. I kept thinking that the trusty P-touch (label machine) would simply expire but it remains a tireless workhorse.

In the old days (before 2010 this time) books were issued manually – users writing their name (legibly or illegibly) on book cards. For various reasons (not least keeping up with ‘now’ practice), it was decided that electronic issue should be investigated. That meant bar codes and yet another vast operation consisting of sheaves of catalogue print-out and sheaves of barcodes and piles of books. The whole exercise took way longer than we thought it would and was beset with all sorts of problems not least persuading the InMagic program to behave as we wanted it to. Now we have a dedicated Issue terminal and I am amazed at how easy users find it. The worst problem we have come across - someone trying to scan the ISBN number (instead of the BG barcode) into the Barcode field.

I mentioned seven computers in the first paragraph. Seven computers mean quite a lot of people; from one staff member and a three-mornings-a-week assistant (who did not work during school holidays) we are now three full-time staff and one part-timer and if we can lay our hands on vacation students, we are happy to keep them busy. So that is four computers, five with the issue terminal. The last two are our public access machines; if attorneys are not using them, we are happy that other staff members take the opportunity to use the internet.

I couldn’t possibly write about my life in the library without mentioning my team and my friends. My team are those I work with every day and a great team they are. Four heads mean four brains and four ways of thinking and four sets of skills. We complement each other. How many times hasn’t the solution to a problem been arrived at because one of us has suggested another way of looking at it. I shouldn’t say four heads; there are six heads because we work closely with the two librarians in the Cape Town office.

I suppose I should call my friends my colleagues but they are my friends. One of my first friends would have been Lynette Davis of the Bar Library – offering help when I was in a blur of unknowing. I was given a copy of the proceedings of the course on Law librarianship which had been held at Wits in 1982. Very early on, I was asked if I didn’t want to join the OSALL Committee. Probably correctly, I said I had enough to cope with just learning about lawyers. Of course I joined OSALL and started to meet all the colleagues who soon became friends. What could we band of law librarians do without each other? How many times have we saved each other’s sanity by happening to have the right item available just when needed? For that matter what could we all do without OSALL and the OSALL listserv?

I think that is enough snapshots. I have left a lot out – particularly the frustrations and problems. Today the Bowman Gilfillan library is far from spotless. I do know what an annotation is but we no longer spend hours sticking those little slips into law reports. I haven’t mentioned library queries, one of the very reasons we exist at all. Queries have probably provided the major frustrations and Eureka moments of library life. I will end with one of the many memorable queries there have been over the years. Once upon a time, a little candidate attorney (who now holds a position in public life) stood in front of my desk and in all seriousness asked me for the ‘Carrot packs’ case. I may or may not give a prize to the person who can tell me what case he was after.

## FIFA WORLD CUP 2010

Amanda Franken  
[amanda.franken@za.pwc.com](mailto:amanda.franken@za.pwc.com)

### The L factor

When PwC leadership encouraged our people to embrace the spirit of the Soccer World Cup and be part of the goodwill present in our country during this special time, the Sunninghill Library team didn't hesitate to get into the spirit of things!

### What's that on the wall?

The team went to great lengths to record all the tears and cheers of this great event. Visitors to the library could have been mistaken for thinking they were in the wrong place, with photos, newspaper articles and published gossip all finding their way to unique filing spots – against the library walls. Certainly not standard library practice!



From L to R Brendon & Donovan (LexisNexis), Dylan (McGregor BFA), Chris (Newsmonitor), Dan (Market IQ), Salim and Oupa (Discount Textbooks)

### 'Feel it - one last time!'

And the fun wasn't limited to the library staff. On various occasions other PwC colleagues and external vendors were invited to join in on fun-filled get-togethers.

Friday 9 July (the last PwC Football Friday) saw all Sunninghill staff being invited to view the 'information masterpiece', with treats being distributed during the day and prizes up for grabs by lucky supporters. This themed celebration titled 'Feel it - one last time!' provided the very last opportunity to experience the 'Ayoba-ness!' of the Library.



Carol (Standard Bank) and Charmaine Bertram (Deneys Reitz)

### 'We had the best of times...'

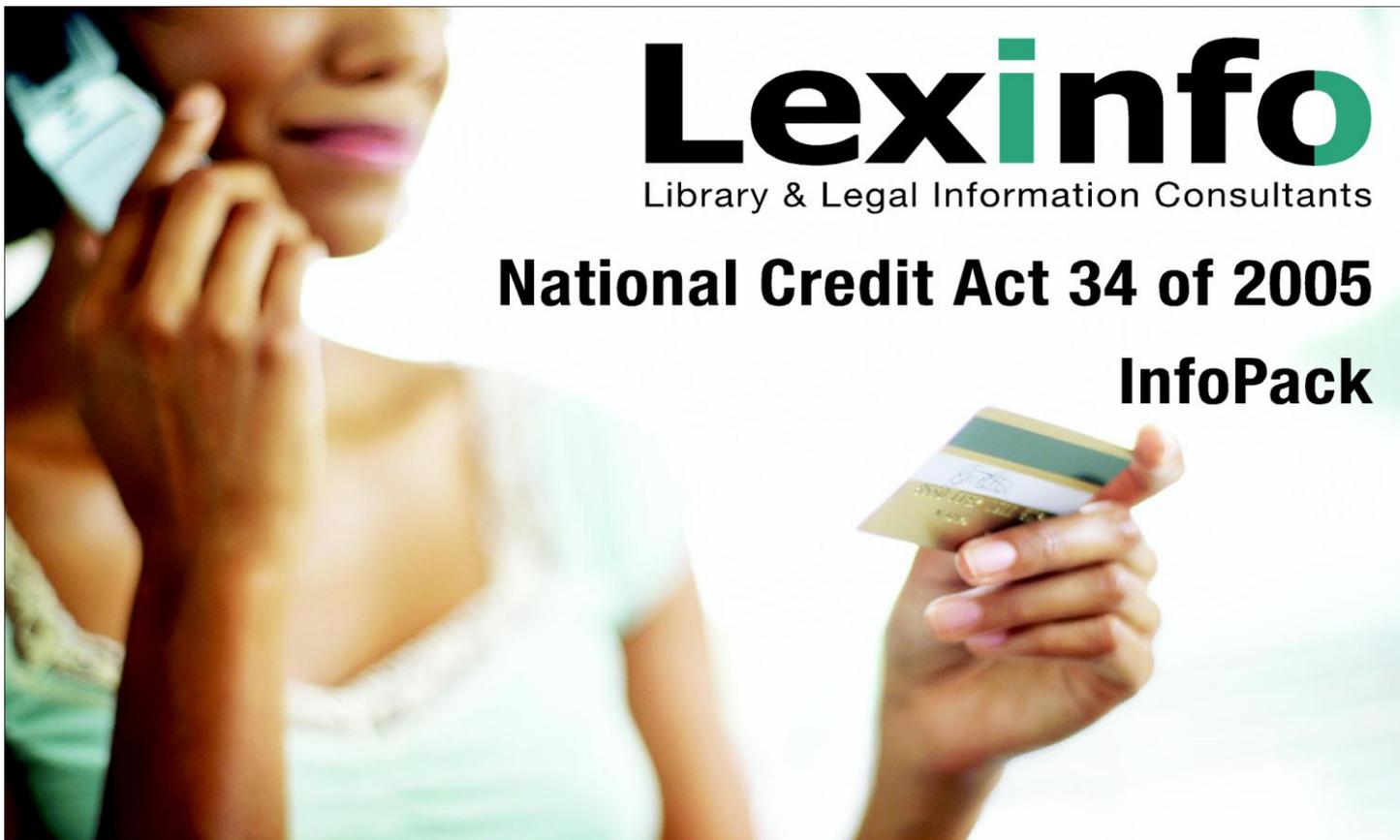
Although this initiative was the brainchild of Amanda Franken, the Library Senior Manager, all team members got into the spirit of the project, working tirelessly and thoroughly enjoying the unique opportunity to *legitimately* paste photos of fans and favourite players on walls, doors and cupboards.

For these enthusiastic soccer fans, World Cup activity was Loud, Life and Laughter. As one of them said, "we had the best of times working together to create magic!"

Changed your mind about librarians yet?



Maryna (Sabinet) & Annette (PwC)



# Lexinfo

Library & Legal Information Consultants

## National Credit Act 34 of 2005

### InfoPack

#### The InfoPack refers to:

##### BOOKS

Including chapters in books and book reviews.

##### CASES

An alphabetical list of cases and a chronological index to sections of the Act referring to relevant cases are provided.

##### JOURNAL ARTICLES

The InfoPack provides an alphabetical list of articles according to author and title as well as a chronological index to sections of the Act referring to relevant journal articles.

##### GOVERNMENT GAZETTE NOTICES

##### THESES

##### INTERNET RESOURCES

#### The National Credit Act 34 of 2005 InfoPack - a bibliography of resources available on the Act

The InfoPack contains bibliographical references to various resources available on the National Credit Act. The InfoPack is updated quarterly and is available as an Ebook in .pdf format.

Items referred to are provided with a short summary, with references to the relevant sections of the Act. Chronological indexes to sections of the Act with references to case law and journal articles are included.

At only R350, including VAT and 2010 updates issued quarterly, this is a “must have” resource for legal practitioners with an interest in credit law. A useful tool to reduce valuable research time.

Place your order for a copy of the InfoPack by sending an email to [books@lexinfo.co.za](mailto:books@lexinfo.co.za)

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## DOTTING THE i AND CROSSING THE t

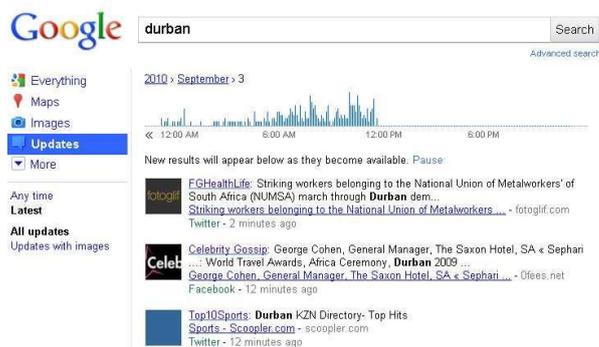
### Through the Looking Glass

Mary Bruce  
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Defaulting back to a tried and trusted search engine is a surprisingly difficult trend to break. However, in the light of discoveries of recent months, I have resolved to broaden out and am quite excited by the potential of at least one of these services.

While most of the big search engines now offer real-time searches, and using specific parameters can force the results, it is worth investigating specialised products that ignore the bulk of the web and focus on niche resources. Bear in mind that these cater best to searches for trends or extremely current discussions.

As a comparison with traditional search results, here is a graphic illustrating Google Real-time's response to a query:



The gimlet-eyed will be able to tell that the first two results are drawn from Twitter and Facebook and the earliest of these was posted only two minutes before I ran the query. The timeline at the top of the page reflects peak activity over the previous twelve hours in this case, possibly influenced by a march in the CBD during the late morning.

Each of the three niche search engines under discussion in this column caters to a different aspect of social networking and strives to hone in on advantages unique to its 'driver'.

### Blogs: BlogPulse.com



BlogPulse describes itself as “an automated trend discovery system of blogs”. Apart from running straightforward searches, this service focuses on identifying daily trends (people, issues, news) and enabling the tracking of conversation threads.

Getting results is only the beginning of the options available to the user. One click allows one to set up RSS feeds for a daily summary (a choice of ten options), create trend graphs of the results, track conversations and view blogger profiles. The graphs can be used in presentations and articles with accreditation.

A feature that I'd have loved to try but it wasn't working effectively at the time I experimented (possibly because of connectivity issues; I'm loathe to blame the engine without further evidence) is the profiling. This offers information on the posting behaviour, influence and link activity relating to individual bloggers. Should this work as I'd hope, it would be a useful tool to establish credibility of sources. Maybe my test was a bit unfair: I used Pierre de Vos' *Constitutionally Speaking* blog as my example and the engine failed to identify this as an influential blog. I shall try again as the service grows.

Should you be a blogger, you are invited to submit your blog address to BlogPulse. The service is currently free and the blog will be visited no more than once a day.

### Twitter : crowdeye.com



Crowdeye focuses on Facebook, MySpace and Twitter. All 'tweets' are indexed and remain relevant to the search engine for fourteen days. An interesting variation is that the default ranking for results is by relevance, although the results can be forced into chronological order. I'm a huge sceptic when it comes to a third force deciding what is of relevance to me but allow this engine to demonstrate its own abilities.

A factor that is increasingly affecting how results are manipulated is location. Twitter users will know that in the last month those with profiles are able to activate a setting

that identifies their location to readers. This information is being used to allow searchers to redefine the results based on location of the tweeter.

I am not at all interested in the facility that offers suggestions of people I may wish to follow. If you use Twitter regularly, you will know that this has become a standard 'in your face' option.

#### Message Boards and Forums: boardreader.com

**boardreader**<sup>TM</sup>  
Connecting Communities through Search  
<http://boardreader.com/>

And, ta-ra-!, this is my least likely suspect but favourite new option.

Community message boards and forums were traditionally a part of the "invisible web" but this engine has opened up the opinions of movers and shakers to those of us who are outside their circles.

During my experimentation, I found this to be the best source of information on specific products (eg computer hardware, cars, etc) I have ever seen as people offer their own hard-won opinions. When it comes to that sort of information I like to hear what the man-in-the-street is saying – commercial bumph is readily available from the manufacturers.

On a lighter note, checking Press Releases for "Durban", a recommendation for bunny chows topped the ranked results. A more mystifying result came from looking at Instructions: *How to make bacon soap*. Although it may be logical progression, it has temporarily alleviated my enthusiasm for random searches.

But, like the Terminator, I will be baaack - for a further look at these three potential gems. I hope you will too.

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](mailto:mary@lawsoc.co.za) and/or [d.riley@bowman.co.za](mailto:d.riley@bowman.co.za)

1 *Google* *Realtime*  
<http://www.google.com/landing/realtime/>

2 *BlogPulse*  
<http://www.blogpulse.com/>

3 *BlogPulse/Nielsen*  
<http://business.netvibes.com/dashboarding-guide/blogpulse-nielsen/>

4 *crowdeye*  
<http://www.crowdeye.com/>

5 *boardreader*  
<http://boardreader.com/>

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Compiled by Nico M Ferreira  
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