

Every domain must have two or more nameservers.

Sub-Domains

The domain sabinet.co.za is a sub-domain of the co.za name space.

co.za is itself a domain name, known as a second level domain. (SLD or 2LD) of the za name space.

co.za is a sub-domain of za.

za is the country code Top Level Domain (ccTLD) for South Africa.

The Internet uses ISO 3166 codes for ccTLDs.

There are also generic Top Level Domains (gTLDs) such as com, gov, edu, info and more.

The Root Domain

Every domain on the Internet is ultimately a sub-domain of what is called the root domain.

The root domain is administered by a body called the Internet Corporation for Assigned Names and Numbers (ICANN) that operates under Californian law under licence from the Dept of Commerce in the USA.

ICANN has to recognise and agree to any change in the administration of a ccTLD.

Many countries, eg China, are totally unimpressed that their Internet services can be impacted by entities that are controlled by the US government.

Email Addresses and Domain Names

An email address is something of the form user@computer.

Eg <mlawrie@zanet.co.za>

- "zanet.co.za" is the name of a computer that will receive email (as well as being a domain administered by an ISP called ZAnet).

- "mlawrie" is the name of a mailbox on the computer "zanet.co.za".

Hence it follows that an email address is not a domain name, but

an email address does require a domain to exist for the "computer" part.

It does not follow that every computer that has a domain name can automatically receive email.

Intellectual Property Issues

Domain names are often associated with intellectual property.

- wits.ac.za should be used by the University of the Witwatersrand, and not by anyone else.

- what if Pepsi Cola were allowed to administer the domain coca-cola.co.za? There are DNS issues that overlap with intellectual property issues.

The ECT Act has prescribed that the Minister of Communications, in consultation with the Minister of Trade and Industry, must make regulations regarding dispute resolution over domain names.

Hopefully these will give a fast and low-cost channel for resolving intellectual property disputes.

Some basic redesign of the za namespace might be necessary in order to cater for the situation when a number of entities have legitimate right to the same domain name (e.g. a domain such as sun.co.za can't serve both Sun Couriers and Sun Hotels)

What the DNS is NOT

The DNS has got nothing to do with how or where or whether a connection to the Internet takes place.

Having a domain name does not mean that you have a connection to the Internet.

Eg, no one can tell where a computer is located, not even the country where it is located, merely by looking at its domain name.

It is not a pre-requisite to have one's own domain name in order to connect to the Internet.

Nor is one's own domain name a pre-requisite in order to send and receive email. The DNS is not the arena to sort out who owns what trademark or other intellectual property.

How the DNS has been run in South Africa

Presently, one person is the administrator of the ZA domain.

- this is for historical reasons going back to 1990, 1994 and 1995.

- it is quite inappropriate in today's Internet that the responsibility for the za domain should vest in one individual. SLDs such as co.za, gov.za, law.za, ac.za, edu.za have been delegated to appropriate organisations.

The standards and procedures for the technical aspects of domain administration are specified in the Internet standards documents known as Request for Comments (RFCs).

Attempts by the industry to set up an alternative ZA administration go back to 1998.

These efforts have been spiked by the government, and are now superceded by the ECT Act.

It remains an open question throughout the Internet just what degree of government involvement is appropriate for a ccTLD.

What the ECT Act says about the DNS

Of the 14 chapters, the DNS chapter is more than twice the length of the next largest chapter.

It establishes an Authority called the .za Domain Name Authority.

The Authority is to be a Section 21 company with a number of key overrides.

- The Minister appoints a 9-member Board on advice from a 5-member selection panel.

- The Memorandum and Articles of Association are to be prepared by the government and Namespace.

- Everything to do with finances is subject to Ministerial approval.

- There appears to be no role for the members of the S.21 company.

The Board is, a.o., required to draw up regulations for registries and registrars of sub-domains of the za name space.

The Minister has to approve all regulations drawn up by the Board.

Potentially, everyone who administers any domain of the za namespace will have to be licenced by the Authority.

What the ECT Act does NOT say about the DNS

The period of tenure of a Board member.

How to dismiss a Board member

- either by the Minister or by the membership.

Ineligibility criteria for Board Members.
Accountability to the members of the S.21 company.
Powers of the members of the S.21 company.
The period of tenure of the selection panel.
The replacement process for a selection panel member.

What happens should the ZA DNS fail

Different types of failures can occur, e.g.
- a timeout to a lookup of a computer name is not a major problem.
- "That computer's name does not exist" is deadly serious.
If the latter type of failure occurs at the ZA level, then it will not be possible to find the IP address of any computer that is anywhere in the za domain.
Without the IP address, it will not be possible to establish a connection to any computer that has a domain name ending in za. Connections to computers with any other domain names (eg ending in com or edu) will not be affected.

What does it take to crash the ZA DNS

A simple technical glitch, eg corrupting the za master file, approx 200 lines in length.
Ill-conceived policies and regulations.
- allowing a scramble for domain names at the 2LD.
- having 2LDs with overlapping constituencies (eg com.za and co.za).

Impact on Access to Information

The DNS is one of those unseen services that has to work perfectly all of the time.
If a domain's nameserver computers get corrupted or crash badly, then computers that have

names inside that domain effectively become unreachable.
- the za nameservice impacts every computer that has a name ending in .za (eg co.za, ac.za, gov.za, mil.za).
- the co.za nameservice crashing impacts every computer that has a name ending in co.za (eg sabinet.co.za) but not those computers in other za subdomains such as ac.za, gov.za, mil.za.
Only the domain administration of the crashed domain can fix such a problem, end users do not have a work-around.
Bad policies or regulations can cause confusion.
- a com.za domain in parallel with the co.za is a Very Bad Idea.
- a domain such as sabinet.co.za being administered by Joe Crook or Some Other Library is a Bad Idea.
- permitting someone from outside of the medical community to administer med.za is a Bad Idea.

Concluding Thoughts

The gaps in the ECT Act regarding the administration of the za namespace are many.
These reflect the hurried nature of the writing, rewriting and modifications to Chapter X of the ECT Act.
Why was it necessary to the government to move from one extreme to another when the industry itself had already designed a new administration?
The government has a poor track record with regard to understanding how the Internet works, e.g. by
- confusing domain names with email addresses.
- confusing domain names with a connection to the Internet.
- not setting up a mail server to receive nominations for the Board of the new Authority.
- going totally overboard in its reaction to criticism of Chapter X of the ECT Act.
Has the potential for a disaster in the za namespace increased?

"In case you're feeling a little overworked...."

Submitted by Danielle Heij

dheij@bclr.com

Last year there was a discussion of staffing in solo American libraries vs. collection size, circulation, etc. Here is one librarian's input -

"Here are my statistics if it'll help.

- 39,000 items general collection
- 350 subscriptions
- 5000 items curriculum
- 3000 items special collections (estimated) half million back issues periodicals
- 249 items last quarter average weekly circulation
- 2002 patron assists last quarter
- 600 potential primary patrons (it used to be more)
- 17,000 potential secondary patrons

Staffing:

- 1 tired, crabby librarian
- 24 hours total last quarter from 2 very nice volunteers

I could keep 2 full-time assistants very busy. There is inadequate staff to do everything necessary here to professional standards... I have to cut corners just to keep from drowning. My boss is supportive, but the budget won't allow for help... working on recruiting more volunteers..."

An overworked librarian

WorldII News

Professor Graham Greenleaf
graham@austlii.edu.au

WorldLII (<http://www.worldlii.org>) now has a monthly newsletter providing information about new legal resources on the web.

As an example you will find appended below WorldLII News 2003/1 (31 January 2003). I will not send subsequent issues to the list. Details of

how to subscribe (free) are under 'Subscription information' at the end of WorldLII News.

We hope you find WorldLII News useful.

Regards,

Graham Greenleaf
Co-Director AustLII/WorldLII

WORL DLII NEWS
31 January 2003
2003/1

In this issue:

WELCOME TO WORL DLII
EDITORS NEW DATABASES
NEW CATALOG CONTENT
RESEARCH TIPS COMMENTS
AND QUESTIONS WELCOME
TO WORL DLII EDITORS

AustLII has recently launched its WorldLII Catalog contributing editors scheme. The new contributing editors from across the globe will take responsibility for updating and maintaining either an individual country, region or subject category page in the WorldLII Catalog. There are now nearly 15,000 external website links in the WorldLII Catalog and maintaining currency and relevancy with the services of country and subject experts will be of great value.

NEW DATABASES

AUSTLII

"New Zealand Privacy Commissioner Cases 1998-"
Contains selected case notes from the New Zealand Privacy Commissioner
See
<http://www.austlii.edu.au/nz/cases/NZPrivCmr/>

INTERNATIONAL DECISIONS

"World Trade Organization Appellate Body Decisions 1996-"
Contains full text decisions of the

World Trade Organization Appellate Body Decisions from 1996.

See

<http://www.worldlii.org/int/cases/WTOAB/>

"World Trade Organization Arbitrators Decisions 1998-"

Contains full text decisions of the World Trade Organization Arbitrators Decisions since its establishment in 1997.

See

<http://www.worldlii.org/int/cases/WTOARB/>

NEW CATALOG CONTENT

NEW LEGISLATION

"Legislation" (Mongolia)

See

<http://www.worldlii.org/catalog/2100.html>

"Trading Law" (China)

See

<http://www.worldlii.org/catalog/2149.html>

OTHER NEW AND UPDATED MATERIALS

SOUTH PACIFIC LAW JOURNALS AND INDICES

"Pacific Law Journal Index"

A keyword searchable database of Pacific Law articles. The index can also be browsed by jurisdiction, date of publication and topic. Compiled and updated by the Law Librarian at the University of the South Pacific.

See

<http://www.worldlii.org/catalog/54483.html>

US COURTS OF APPEAL

A full list of links for each Federal Circuit Court (1st to 11th plus the District of Columbia and Federal Circuit) has now been added to the Federal Courts (United States) category page in the Catalog. Each series of Court links include the individual Court websites as well as their decisions' databases and alternate sites listed on major US legal directories.

See

<http://www.worldlii.org/catalog/54345.html>

LAW AND POLICY REFORM

LAW REFORM LAW JOURNALS

"Appeal Review of Current Law and Law Reform" (Canada) Provides a forum on current legal issues and law reform. Full text of articles are available in PDF. The journal

is run by students of the Faculty of Law at the University of Victoria.

See

<http://www.worldlii.org/catalog/50327.html>

FEATURED WEBSITE

ASIA

"Asian Law Centre"

The website includes teaching programmes, events, conferences, ALC News and research papers. Also includes a free, online bibliographic database (ASIANLAW) which can be searched or browsed by country or legal subject. It Includes books, journal articles, reports and theses. In addition there are links to websites for each country and legal topic. It is maintained by the Asian Law Centre, University of Melbourne, Australia.

See

<http://www.worldlii.org/catalog/2647.html>

RESEARCH TIPS

WorldLII allows you to repeat your search over four types of materials (without re-keying the search terms):
(1) WorldLII Databases - legal materials on one of the legal information institutes (LIIs) as well as those only available from WorldLII (about 270 databases);
(2) WorldLII Catalog - category pages maintained by WorldLII editors;
(3) WorldLII Websearch - legal materials not on any of the LIIs;
(4) Law on Google - legal materials made searchable by Google

COMMENTS AND QUESTIONS

Please feel free to distribute WorldLII News to interested colleagues. Please try to avoid unsanctioned cross-postings to news groups or email lists.

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END OF WORLTLII NEWS

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IT and the Workplace

The Star
November 20, 2002

One in five UK office workers

ORGANISASIE VAN SUID-AFRIKAANSE REGSBIBLIOTEKE X ORGANIZATION OF SOUTH AFRICAN LAW LIBRARIES X UMKHANDLU WASE NINGIZIMU AFRIKA WEMITAPO YEZINCWADI ZOMTHETHO X MOKGATLO WA LAEBORARI TSA MOLAO WA AFRIKA BORWA X UMBUTHO WAMATHALA EENCWADI ZOMTHETHO ASEMZANTSI X INHLANGANO YEMALAYIBRALI YEMTSETFO YENINGIZIMU NE-AFRIKA X MOKGATLO WA DI LAEBORARI TSA MOLAO TSA AFRIKA BORWA X NHLANGANO WA TILAYIBURARI TA NAWU TA AFRIKA DZONGA X MOKGATLO WA MAKGOBAPUKU A MOLAO A AFRIKA BORWA X NDANGULO YA LAYIBURARI DZA MULAYO DZA AFURIKA X IHLANGANO YAMABULUNGELO WEENCWADI ZOMTHETHO YESEWULA AFRICA

wouldn't know what to do at work if they didn't have access to IT, reveals a report released today by Fujitsu Services, whose local subsidiary is ICL, one of Europe's leading providers of managed services for IT infrastructure.

The report, Working IT, also reveals that 38% would refuse to work as hard if their IT systems crashed and 15% would leave the office early.

Working IT reveals how essential IT has become to modern business, with a quarter believing it is the most useful thing in the office, ahead of managers and training programmes.

Even technophobes admit its importance, with one in five saying that though they would love to work without IT, they know they can't. The key is IT's efficiency, with 86% praising it for this.

The report does reveal the downsides of the office IT culture, however. A third of workers admit to using IT as an excuse for poor performance, and 28% sometimes use e-mail rather than conduct face-to-face meetings because they dislike the person they are contacting. Half of office workers also argue it can lack the human touch.

"The Fujitsu report is both timely and informative," says Dr Mark Brosnan, lecturer in Psychology at the University of Bath. "Office workers feel that IT makes work easier to such an extent that they could not work without it.

However, many of those less familiar with IT list the system crashing and losing their work as one of the major factors preventing them using IT."

ICL (SA) managing director Elvin de Kock, says "Companies that fail to provide reliable and robust systems for their employees risk alienating them."

Less than a quarter of today's office workers believe IT is either unreliable or too complex. Three quarters dislike its occasional slowness and 48% express concern that it is too easy to misinterpret the tone of e-mails.

"The potential for misinterpreting tone in e-mails is a cause for concern," Brosnan comments, "particularly when e-mail is the

only mode of communication we have with some clients and customers. In the absence of any other information, a short e-mail may be interpreted as curt and rude."

De Kock adds that the Working IT report also identifies the six most common IT types in the modern office: the shark, the squirrel, the magpie, the ostrich, the elephant and the dinosaur.

Most people believe they are an IT shark, dealing with e-mails and reports efficiently and quickly: 39% claim to be this type. Second most common (21% of workers) is the IT squirrel, who hoard all reports and e-mails they receive.

A further 18% admit to being IT magpies, who pick off the most interesting e-mails and reports but ignore the rest.

IT ostriches account for 9% of the workforce, dealing only with the easiest reports and e-mails and avoiding anything harder. 6% confess to being IT dinosaurs, hating technology and needing help to use it.

A final 5% believe they are IT elephants, able to remember everything first time and not relying on IT much.

ICL can be contacted on 011- 233-5576

Mary Ellen Bates' Tip of the Month

Mary Ellen Bates' Tip of the Month
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High-Value Online Services Without the High Price

The high-priced value-added information services such as LexisNexis, Dialog and Factiva are incredible tools for in-depth research. You'll find content there that will never appear on the web -- articles from industry newsletters, market research reports, databases of chemical

structures, and financial information on companies from around the world.

Many of us info pros have learned the ins and outs of searching these resources, and pride ourselves in being able to construct complex searches using the arcane language of each service. But there are times when even us old-timers need to search a database that's not in our repertoire, or to use a service we don't already have a subscription with.

Fortunately, many of the professional online services have developed pay-as-you-go options, user-friendly menus that do most of the heavy lifting in the background, and even day passes that let you run all the searches you want for a flat fee. Following is a review of some of the choices if you have an occasional need for power tools but don't want to sign up for an annual subscription.

DIALOG

(<http://www.dialog.com>)
Dialog is the supermarket of online research, with the broadest range of content, from architecture to zoology. It also has the most obscure command language; long-time Dialog searchers can be seen sitting around the bar, comparing their ability to use the MAP, RANK, and REPORT commands. It's not a pretty sight. Fortunately, Dialog offers a user-friendly option for anyone who has a need for information but no interest in learning advanced search commands.

Dialog's Open Access program (<http://openaccess.dialog.com>) has fill-in-the-blank forms for a wide range of topics, including business information, patents, medical research, technology topics and pharmaceutical news. Each search category has screens that prompt you for the appropriate information, specific to the type of search you're doing -- words in the

title, if you're searching articles; company name, if you're searching a directory database; patent number, if you're conducting intellectual property research; government agency name, if you're searching government regulations; and so on. Articles are a bit pricey -- \$4 for most industry publications and \$3.40 for newspaper articles -- but you're tapping into a deep repository, and you'll find information here that you won't find elsewhere.

Factiva (<http://global.factiva.com>)
Right now, Factiva.com is only available to subscribers who are willing to pony up at least \$1000/month for a flat-fee contract. Fortunately, they're going to roll out a pay-as-you-go option in March or April of 2003. For an annual subscription fee of \$69, billed to your credit card, users can search the Factiva.com sources at no charge, and pay a flat \$2.95 per article. Other content, such as company profiles, investment analysts' reports and corporate credit reports, are priced separately - most will probably run between \$5 and \$15. If most of your research is business-related, this might be your best option.

LexisNexis (<http://www.nexis.com>)
LexisNexis offers some unique pay-as-you-go options, including a daily or weekly pass in which you pay a set rate for all you can download from a selected subset of the Nexis database. Go to <http://www.nexis.com> and click the link at {Not a Subscriber}. This takes you to the menu page where you can select which of the options you want. The "pay as you go" choice lets you select the general type of research you'll be doing -- legal, news, company and financial information or public records -- and pay per document. Articles are \$3 each, company and financial information runs from \$4 to \$12 per record. You can also purchase a one-day or one-week "pass" of a selected sub-set of Nexis' holdings. If you plan on conducting intensive but infrequent research, this can be a cost-effective option. Prices range from \$30 for a day's worth of searching 50 major newspapers to \$250 for a week's searching in company and financial files and a wide selection of business and trade articles. Be sure to check the source list before you select any of these options; they're not comprehensive, and some sources include selected documents only.

For a more in-depth discussion of the ad-hoc pricing options of the value-added online services, watch for the January 2003 issue of Searcher magazine (<http://www.infotoday.com/searcher>), in which my article "Can Small Businesses Go Online?: The Professional Online Services Flirt with Mom and Pop" will appear.

Do you have a favorite power-searcher tip? Questions or comments? Need value-added research done? Contact me at:
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<http://www.BatesInfo.com>

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Publications Noted

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BOOKS NOTED

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Wegenek, R. E-commerce: a guide to the law of electronic business. Butterworths, 3rd ed, 2002. ISBN 0406948798 GBP 95.00

WEB ADDRESSES NOTED

For Library Associations around the world, see <http://www.ala.org/work/international/associations>

For material on Russian Federation Law in English, see <http://www.llrx.com/features/russian2.htm>

For New South Wales legislation, see <http://www.legislation.nsw.gov.au>

Identity theft: an annotated bibliography of Federal, State, consumer and news resources, see <http://www.llrx.com/features/idtheft.htm>

For the experts in international trade law, try this new site: <http://worldtradelaw.net/>

Find the Peace Palace Library at: <http://www.ppl.nl>

Two unusual web sites for librarians, received from Steve Anderson sbluemoose@yahoo.co.uk

1] An article by Anthony Brewerton called "Wear lipstick, have a tattoo, belly-dance, then get naked: The making of a virtual librarian". Lots of links to other unconventional library sites. See it at:

<http://www.careerdevelopmentgroup.org.uk/impact/archives/abrewerton.htm>

2] Bellydancing librarians home page. Again lots of links to other sites, and an amazing photo gallery.

<http://www.sonic.net/~erisw/bdlib.html>

Warrior Librarians home page: <http://www.warriorlibrarian.com/>

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CA Report to Director

Submitted by Charmaine Bertram
charb@deneystreitz.co.za

14 October 2002

Dear Director

I have spent the day most productively. Herewith my first daily report so you can 'keep an eye on my progress'.

I now have the idea of serving and filing. I didn't get any tip for the serving but driving your car was most useful. I can see why directors need such nice cars. I got to Stellenbosch from Cape Town in fifteen minutes so they were filed nice and early. Your car is really quick but the race function makes a terrible noise from the gearbox. The tyres also flat spot under heavy braking, but you said we must do everything with style, and hand brake turning into their international head office certainly made an impression.

You said make sure they get it but I read that you can serve it on their boss. I had the CEO come down as I said he was being sued for three big ones and I told his secretary he would want to cancel his appointments for the day. He came down quite fast. He said three grand was not much and it was a summons for his secretary but I could see he was bluffing because he went very red after I told him he should be concerned for his employees' welfare. You might want to make a note of this. He must have been impressed as he asked security to escort me out. I was honoured and thanked him but he was very quiet and looked very stressed.

Over lunch I decided to improve office efficiency. I took all the file references off and have now put them in alphabetical order. Your secretary got very uptight which I don't think is professional.

Everyone seems very uptight. I rearranged her office in feng shui but she was most ungrateful. Please fire her. To be modest I thought paper punches bolted to the wall had a nice industrial look and the carpet and files will dry soon anyway. I didn't think incense would put the sprinklers on.

I have also started marketing. My cousin is in the transport industry and his competitor says being able to swallow plastic bags is a job requirement. I think we can send his employers to the labour department for discrimination. My cousin is into some sort of pest control elimination but also does collections. He says he can help with unco-operative clients and we can bail him out now and then in return.

I don't want to take liberties but in the light of my first case I want to start doing my masters on 'The effect of the number plate removal on accidents in the Goodwood area.' My lecturer said it will be most entertaining and will check to see how someone as bright as me got through the system unnoticed. I am sure my masters will be of use to the firm.

I also enjoyed the consultation but don't know why you keep asking me not to say anything. I guess we are going with the tough guy soft guy thing. And if the witness won't talk I don't see why glaring at them won't work. My cousin has taught me a lot and I think you should let me handle this sort of stuff.

Oh yes, your wife called. I said you were buying her flowers. I know you were in a consult but I didn't want her to worry. I have made reservations as well as I said you were taking her to movies to see Dracula's Blood IV.

Regards

N U Clark

Article from Law.com

Part librarian and part traffic cop, a knowledge manager's main task is to corral the vast amount of information generated at a law firm, and put it all within easy reach. "Lawyers by nature want to ask, and

knowledge management can provide advice," says Chris Boyd of Wilson Sonsini Goodrich & Rosati. Two more benefits, say others in the field: enhanced services for clients and more business for law firms.

See web address for full article:

<http://www.law.com/jsp/article.jsp?id=1036630379427>