

NEWSLETTER

Vol. 17 No. 2

May 2006

*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

This is my last editorial. I have enjoyed having the opportunity to edit the newsletter, and also enjoyed being a member of the OSALL Committee.

The May issue of the newsletter has several interesting articles. Marina Rubidge's article is one that will add value to all of us, in helping us deal with the thorny issue of budgets, and how to organise them - the nightmare of most librarians! Mary Ellen Bates' article on organising search results is helpful for all of us, in an age of information overload.

"I was your client" is an article about an attorney / client relationship, but I have included it, as the points that Sean Bosse makes, are pertinent to us, as librarians, in the service that we offer. The Lawpaths project, the story of 'nearly a success', is interesting, and sharing of resources has emerged as a result.

FROM THE CHAIR

This is my last "From the Chair", as my term as OSALL Chair expires with this year's AGM. I must say I enjoyed my four years as Chair, it was both challenging and exciting, and I certainly learnt a great deal. One of the true highlights was that I met many more fellow law librarians than I would ever have by just being a solo librarian, and have built numerous friendships on the way. OSALL members must be the friendliest, most interactive group of people one can find in a professional environment, and I think we should be proud of who we are.

OSALL has come a long way since 1976, and in the past four years the committee together with myself have worked for many changes and improvements: our logo, website and newsletter were upgraded and modernised, we've changed banks to streamline our banking and to enable us to do it electronically, we've arranged many meetings, workshops and conferences, we've sent members to overseas conferences and strengthened relations with overseas and local sister organisations - the list goes on, and will continue to go on. It has been a pleasure working with the two different committees I chaired over this period, and I wish to thank them for all their voluntary hard work and commitment to such a worthy cause. It is wonderful that my last AGM as Chair will be celebrated as OSALL's 30th birthday, and I look forward to seeing you all there.

NEWS

The single most important item of any business is arguably the Budget...

Marina Rubidge, Librarian
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As a member of the "solo librarian club", multi-tasking and versatility has become an essential part of daily existence. Until about two years ago, every expense that was incurred, was just dumped onto an Excel spreadsheet, without it performing any useful task, other than just being a list of items and their costs.

It finally happened that I was called upon to present a clear-cut budget with just figures and no detail. Finance has never been my strong point, but, after many hours of going through statements, and plenty of discussion with our extremely patient and helpful Accounts Department, I came up with a solution that turned out to be a very simple one. It takes a little bit of time to set up initially, once this is done, it is easy to maintain, if entries are done immediately & religiously.

The result, is a detailed record of all Library Expenses, while on the other hand, I am able to present only the figures at a moment's notice, with no panic calculations and pouring over invoices.

If you do not have a basic knowledge of Excel spreadsheets, I would strongly recommend that whilst reading this article, you open a blank Excel Spreadsheet, and that you try the formula as you work through each step.

The solution:

A two sheet Excel spreadsheet

Sheet 1 Is a record of detailed **Library Expenses**, which includes expenses, such as newspaper and journal subscriptions for the office and miscellaneous stationary purchases, binding and annotation of Law Reports etc. In other words, everything. I even include Issue no's and initials of people who requested the

purchase of particular items.

Sheet 2 A month by month **summary** of all purchases made by the Library. The amounts spent are automatically added, as they are recorded. This is done by means of an addition formula which is inserted into the TOTAL cell.

Here, for the sake of clarity, one should understand basic formulae, as used in Excel spread-sheets. These formulae are equations that perform calculations on values in your worksheet. **See Addendum at the end of this article**, for basic formula used.

BUDGET – WORKSHEET NO 1

1. Detailed Expenses

Herewith an example of a typical monthly record. Each month is set up in a separate table on the **first sheet**

I make a distinction between all the different categories of items purchased, with different symbols (b = books or loose-leaf; e = electronic; m = miscellaneous etc). The amounts are logged on the first part of the table, as they are made, while a summary of all the purchases for any particular month, is calculated at the end of the monthly table. Thus I will have a different total for every category. This total is added at the end of the column.

DETAILED LIBRARY EXPENSE- 2005 / 2006 – WORKSHEET NO 1

1.1			
	A	B	C
1			
2	bCr card	Cuthbert - Asset Project and Finance	3,956.16
3	bCr card	BEE Service - Lexis Nexis	600.00
4	b	SA Mineral & Petroleum Law	345.00
5	b	Hockley's Insolvency Law	300.00
6	b	Davis, Due Diligence - Main volume	4,217.81
7	b	Schoeman. - Guide to Companies Act Rev Serv No 30	130.70
8	b	Erasmus. - Superior Court Practice Rev Service 23	280.57
9	b	Malan. - SA Banking Legislation. - Serv 16	260.39
10	b	Schoeman. - Guide to Companies Act Rev Serv No 30 -	130.70
11	b	Corporate Financial Reporting. JB	191.00
12	m	Zendubind - Library	1,021.36
13	m	Zendubind - Library. Acts	1,408.89
14	b	Practical Tax handbook	470.00
15	oCr card	The Star - JB	318.39
16	e	Lexis Nexis Intranet	4,290.83
17		TOTAL - July	28,921.80

TOTAL July
=C2+C3+C4+.....C16
Enter

1.2 SUMMARY JULY 2006

	A	B	C
18			
19	Electronic Subscriptions	14,290.83	=C16 Enter
20	Periodical Subscriptions		
21	Book Purchases	10882.33	=C3+C4+C5+C6+C7+C8+C9+C10+C11 Enter
22	Miscellaneous	2430.25	=C12+C13 Enter
23	Office Subs	1318.39	=C15 Enter
24	Cape Town Branch		
25	July Breakdown	8,921.80	
		July Breakdown	=C17 Enter

SUMMARY BUDGET – WORKSHEET NO 2

2.1- Monthly Totals 2005/2006

	A	B	C	D	
1	Library Budget for 2005 / 2006	<u>Book Purchase 2005/2006</u>	<u>Subscriptions 2005/2006</u>	<u>Total 2005/2006</u>	Formulae for Totals of the months
2	March	32,478.40	21,824.21	54,302.61	=B2+C2Enter
3	April	16,085.38	16,651.36	32,736.74	=B3+C3Enter
4	May	14,248.80	14,290.83	28,539.63	=B4+C4Enter
5	June	7175.97	14,720.35	21,896.32	=B5+C5Enter
6	July	13,312.58	15,609.22	28,921.80	=B6+C6Enter
		Total amount of all book purchases made in July =(worksheet 1)B21 Enter	Total amount of all subs paid in July =(worksheet1)B19+B20+B22+B23 +B24 Enter	This total for July should be the same as on Sheet 1 Total for July	
7	Aug	22,246.48	14,843.60	37,090.08	
8	Sept	12,586.85	19,462.57	32,049.42	
9	Oct	24,494.72	16,342.83	40,837.55	
10	Nov	26,873.68	28,426.32	55,300.00	
11	Dec	4,506.29	43,464.83	47,971.12	
12	Jan	12,561.00	19,545.41	32,106.41	
13	Feb	28,941.29	60,289.20	89,230.49	
14		215, 511.44	285,470.73	500, 982.17	
		TOTAL above is total of All book purchases =B2+B3+B4+B6+B7+B8+B9+B10+B11+B12+B13 ENTER	TOTAL above is addition of all subscriptions	TOTAL above is addition of all Totals	

2.2 Summary- Library Budget - 2005 / 2006

	A	B	C	D
		March 2005/2006	Estimated Expenses for 2006/2007 at 10% increase	
		Each of the amounts below, are the sum of monthly totals for the different categories of library items.		Formula used to calculate 10% increases in this column
20	Electronic Subscriptions	227,863.29	227,969.29	=B20*(1+10%)
21	Periodical Subscriptions	35,970.31	36076.31	=B21*(1+10%)
22	Book Purchases	200,032.02	200,138.02	=B22*(1+10%)
23	Miscellaneous	15,479.42	15585.42	=B23*(1+10%)
24	Office Subs	21,637.13	21743.13	=B24*(1+10%)
25	Cumulative to February 2006	500,982.17	501088.17	
		=B21+B22+B23+B24 Enter	=C21+C22+C23+C24 Enter	
26	GRAND TOTAL Budget 2005/2006	500,982.17	501,088.17	
		=R25 Enter	=C25 Enter	

A final word... This is not a creative article...it hopefully a practical one. Please feel free to phone or email if you have any queries, and I will try to explain the detail to you.

Final Note

1. Entering Formulas

<http://www.jmu.edu/computing/ittraining/tutorials/microsoft/excel/formulas/entering.shtml>

Formulas begin with an equal sign (=) because they contain cell addresses. The equal sign prevents Excel from interpreting the formula as text, since cell addresses begin with letters. You enter a formula in the cell where you want the result to appear.

When you enter a formula into a cell, you can either type the cell addresses or use the mouse to select the cells and allow Excel to enter the cell addresses into the formula automatically. If the cell addresses that comprise a formula are not visible, it is more accurate to use the mouse to select cells while creating a formula. You only need to type the equal sign (=) to start the formula and each of the other arithmetic operators in the formula.

Select the cell into which you want to enter the formula.
Click Cell D13.

3. Type an equal sign (=) to begin the formula.
An equal sign (=) appears in the formula bar and in the cell.
- Enter the rest of the formula.
Type D11+D12.
- Press **[Enter]**.
The result of the formula appears in the cell.

2. Addition

Add all numbers in a contiguous row or column using the

AutoSum Button 

- Select the cell into which you want to enter the formula.
- Click Cell C6.*
- Click the **AutoSum** button.

A suggested range (C2:C5) surrounded by a blinking marquee is selected.
- Press **[Enter]**.
The result of the formula appears in the cell.

3. Percent Increase

Formula	Description (Result)
=A2*(1+5%)	Increases number in A2 by 5% (24.15)
=A2*(1+B2)	Increase number in A2 by the percent value in B2: 3% (23.69)
=A2*(1-B2)	Decrease number in A2 by the percent value in B2: 3% (22.31)

Save yourself! Free resources for organizing, maintaining and sharing the fruits of your web searches

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As any researcher knows, web searching can sometimes produce a disorganised mass of results. Saving results in a format you can find and use later is more challenging than simply bookmarking a site or saving an HTML file to your hard drive. This article looks at some free resources any searcher can use to save, organise, search and even share the results of web-based research.



Yahoo! has several web search personalization features available; the one that is of interest in the context of saving web pages is My Web 2.0 <<http://myweb2.search.yahoo.com>>. Note that this is different from My Yahoo!. You have to log in to use My Web; if you already have a Yahoo! account, you use that ID and password. Otherwise, now is the time to sign up - all you need to do is select an account name, and provide your name and gender.

Once you have logged in, go to the My Web site and type in your search words, just as you would in the regular Yahoo! search page. The search results page looks just like the Yahoo! search page, with one exception - there are links at the end of each item that let you save that page. If you click the "Save" link, you'll get a pop-up box, in which you can select your options for saving. You can:

- change the title of the saved page; the default is the title of the web page itself.
- add your own notes about the page - what you found helpful in it, a reminder of the project it was for, a note about what's on the page, and so on.

- add tags - subject terms you can create to describe the page. Helpful tip: If you use the same tag for every page you save for a specific project, you'll be able to find them all easily.
- decide whether you want to share this page with others in your "community" (more about this later), with everyone on Yahoo! or limit access to only yourself.
- decide whether you want to archive a copy of the page, which means that you'll always be able to see what the page looked like when you saved it, even if it changes later.

Once you've filled out whatever items you want on this pop-up page, close it and you can continue with your search. That page, and any others you save, will be stored within the My Web section of Yahoo! and, depending on how you set the access, viewable by anyone within Yahoo!, everyone in your "community" or just you. Once you have finished your web searching on Yahoo!, go back to the main My Web page, or click the "My Web" link at the top of the search page. You will see a link labelled "[a number] Saved Pages"(e.g., "10 Saved Pages"). Click that link and you will see the list of all your saved pages, along with your notes, your tags, a link to the current version of the page and - if you selected the option - a link to the archived copy of the page.

Ask.com (formerly Ask Jeeves) offers a web-page archiving feature through its My Stuff page <<http://mystuff.ask.com>>. Registration is required; you are asked for an email address and a password. Once you log in, you type in your search words in the search box and click "Search the Web". As with Yahoo!'s My Web, the search results page looks like the one you would see from the regular Ask.com search site <<http://www.ask.com>>, except that each item in the search results includes a link to "Save". Click that link for each web page you want to save, and the text of the link changes from "Save" to "Saved". Unfortunately, you aren't able to edit the title or add tags when you save the web page; to do that, you need to return to <<http://mystuff.ask.com>>, click the "edit" link next to each saved page, and then edit the title or description of the page, or assign your subject words ("tags") to that page. Ask.com keeps track of what search terms you used when you retrieved a specific web page, which may be a useful feature if you need to repeat your search later. Unfortunately, Ask.com does not offer the option to archive a copy of the web site; if you click the link of any saved page, you will see the current version of the page, which may not necessarily be the same as when you saved the page. You can also organise your pages into folders, which may be a helpful way of keeping track of which pages were saved for which projects.

A9.com <<http://www.a9.com>>, the search engine owned by Amazon.com, offers a "Diary" feature that is somewhat similar to the My Web and My Stuff sites described above, although with fewer features. You'll need an Amazon.com account to use the Diary feature and you will need to have installed the A9.com toolbar <<http://toolbar.a9.com>>. The process of storing pages in the Diary isn't particularly intuitive, and you aren't able to tag your Diary entries as you can with Yahoo!'s My Web and Ask.com's My Stuff. When you are viewing a page you want to save, click the "Diary" icon on the A9.com toolbar. A box will open up between the toolbar and the web page, where you can type in notes about the page. Click the "Diary" icon again and the information on the web page, along with your notes, have been stored to your Diary. To view all your Diary pages, you can either pull down the Diary menu from the toolbar and select "See all Diary Entries" or you can go directly to <<http://diary.a9.com>>.

One limitation of both Yahoo!'s My Web and Ask.com's My Stuff is that they only store web pages that you found through a search on that engine. So, for example, if you conducted your research on Ask.com and stored your web pages in My Stuff, and then went to Yahoo! and stored pages in My Web, you will have two separate archives of articles for a particular project.

One workaround to this problem is to save all your pages to one search engine's 'my web' feature, and then use that search engine's downloadable toolbar to save any page you're viewing to your personal archive. For example, regardless of how you get to a particular page - through a Google search, an Ask.com search, or by going directly to the site - you can save it to Yahoo's My Web by clicking the My Web icon on the Yahoo! toolbar. This will prompt you to log onto Yahoo!, and it then takes you to a pop-up window where you can tag the site and save it to your 'my web' archive. Likewise, you can save any page to Ask.com's My Stuff by clicking the Save icon on the Ask.com toolbar.

In addition to free resources, several companies like Onfolio <<http://www.onfolio.com>> and NetSnippets <<http://www.netsnippets.com>> offer desktop software packages to help with post-search data management. Many have free trials, and even when you pay for a license, they are reasonably priced. However, you may find it helpful to start with the free web-based products, to get a sense of how you might use post-search tools prior to purchasing anything.

Let's Share

Yet another option for saving and organizing web pages are what are sometimes called "social bookmarking services" such as del.icio.us <<http://del.icio.us>> and Furl <<http://www.furl.net>>. The purpose behind these services is twofold:

- to let you store and organise your bookmarks on a password-protected web site, so that you can get to the bookmarks from whatever Internet-connected computer you are on.
- to share your bookmarks (or a selected subset of them) with others, and to see what other people have bookmarked; the theory is that, if you bookmarked a page and someone else did as well, the other bookmarks that person saved might also be of interest to you.

With both del.icio.us and Furl, you sign up and set up a free account, and then install an icon on your browser toolbar. When you see a web page you want to save, you click the icon and a window pops up, in which you can change the saved title of the page (the default is the web page's title), the URL, and insert any notes you want to add and tags or subject terms. One advantage that Furl has over del.icio.us is that it also allows you to archive an actual copy of the page into your private area; del.icio.us only saves the URL. With either service, you can use the tag or subject term field to organise your web pages by research project, or by other words that will help you find certain pages again.

You can also "subscribe" to other users' bookmarks, and get notified whenever those users add new bookmarks to their public accounts on Furl or del.icio.us. [If a user saves a bookmark and labels it "private", no one else can see that bookmark]. And if you find a web page that is particularly useful, you can bookmark it and then see who else has publicly bookmarked that page and what other pages they have bookmarked. One very handy feature of Furl is the ability to generate a bibliography of saved pages in any one of several standardised citation formats.

Another option for sharing files, web pages, photos and music is eSnips <<http://www.esnips.com>>. Like Yahoo! My Web 2.0, it's free, and it lets you invite people to view (and, if you choose, edit and add to) your collections of information, organized in "folders". You have a lot more flexibility with eSnips than with Yahoo! My Web 2.0 in terms of what you share with whom. An eSnips account management page shows you your private and shared folders - for example, you can set up folders for your own use, a "documents for clients" folder, or folders for specific projects. For any folder, you can decide who can view them, whether viewers can also edit files and upload their own files to your folder, whether you need to approve the files before they're uploaded, whether they can add comments to your files, and even whether they can invite other people to view the folder. You can also "publish" folders so that they are viewable by anyone. The most significant advantage of eSnips is that, once you have downloaded the eSnips toolbar, not only can you upload files to share but you can also bookmark a

page, save a snippet of text from the page, or archive the entire page in an eSnips folder. If you plan on conducting in-depth research with others, eSnips may be your best choice for creating a space where all of you can collaborate, share resources, and comment on saved files and web pages.

You can also share your results in Yahoo!'s My Web 2.0, if you create a "community" - essentially, a group of people you invite to join you. This is done through Yahoo! 360 degrees <<http://360.yahoo.com>>, a service that lets you create your own blog, upload photos, share your thoughts, and stay in touch with friends. To share your saved web sites with others, you log onto My Web 2.0, click the link labelled "invite", then provide each person's email address. Yahoo! will send an email to the people you want to join your community and, once they click on the emailed link and sign up for My Web 2.0 themselves, they will be able to view your stored web pages by clicking the link for "My Community's Pages". Your friends and colleagues can also save copies of your saved pages to their own My Web 2.0 page.

Note that when you set up your My Web 2.0 account, you may want to change some of the default settings. For example, the default for who can see the web pages you save is "Everyone", meaning that anyone else who has a Yahoo! account can see what pages you have saved. If you want, you can change that to My Community (meaning that only people you invite can see what pages you've saved) or even Me (no one else can see your shared pages, which would defeat the purpose of creating a Community, of course).

What is particularly noteworthy about the information profession is the increased importance in managing information rather than simply finding and delivering it to others. As we rely more heavily on web-based resources, the need for information-organisation and information-sharing tools becomes that much more critical.

I WAS YOUR CLIENT

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Introduction

Peter Cheales, in his book: *I Was Your Customer* (Peter Cheales: Second Edition 2003), looks at the issues of service and service delivery from the perspective of the customer. The theme throughout the book is focused on what we, as service providers, do (or don't do) which turns customers away or which result in the loss of

customers gained. What is interesting from the reading is that, globally, customers are on a revolutionary drive to now demand a better service from their service providers or face the inevitable loss of their custom and spending power.

This article, adapted on the theme of this great book, looks at clients of law firms and is an attempted virtual dialogue with you, the law firm service provider, about what you need to be aware of to ensure your client's retained custom. If you are unaware, you will face the reality that your client will show his/her/its displeasure by moving to your nearest competitor.

What I see

It is not every day that I need to consult with a lawyer and the thought of doing so is nerve-wracking. Who should I go to? Who is best able to help me with my problem? How much will it cost me? How do I know that you can help me?

To help me with my choice of which lawyer or law firm to approach, I look, firstly, at your appearance: Your offices: Are they clean? Is the receptionist friendly? Does it "fit" my idea of what a law office should look, feel like and smell like? I look at how your staff are dressed and how friendly they are when they see me nervously sitting in reception. Am I treated with respect and offered a cup of coffee?

I see the lawyer I am going to consult with. How is he dressed? Do I get a good feeling about him from the way he walks and talks? Does he show confidence and is he friendly? I am nervous. When I walk into his office, I look around the room: Is it clean and orderly? Are there files all across his desk an untidy desk is a sign of an untidy mind and will my file be just another one lying on his desk?

When I talk about my problem, I am looking for signs of genuine interest and concern. I need to feel that I am my lawyer's most important client! When he discusses the way forward in handling my case, I want to feel that he understands his work and that the advice I am getting is the best possible advice. I want to know that I have received value for my money after my consultation.

During this time, I want to feel and see that my matter is receiving attention. How often does my lawyer phone or write to me about the progress of my case? I hate having to phone or enquire about my own case. I pay my lawyer to service my legal needs. I expect, no, demand good service. I look at the efficiency and effectiveness of how long it takes to resolve my matter, how often I am communicated with and how regularly I am kept informed of the cost of all this work. I look at the stationery used: Is it designed with a strong logo? Is it good paper? Are there spelling mistakes and do they use correct

grammar?

Add value

As far as I am concerned, all law firms and lawyers offer the same type of service, so what makes me choose you? I am impressed by your office and all the work put into your branding, advertising and brochures. I love the use of words such as "quality service", "excellence" and "Client Care". All these fuzzy words give me the impression that you are focused on providing me with a quality service. But I caution you: at the moment of truth, if you fail to live up to the expectations created, your efforts will count for nothing. You have got me into your front door and I am prepared to spend my hard-earned money with you, so now I want the best service, I want to experience the "added value" that you speak about. I demand a quality service.

Remember this: I am a fickle client, as are your other clients. If you promise me the moon and the stars, then I expect nothing less. I will remain your most loyal client for so long as you give me what I want and what you have promised to deliver.

Build a partnership with me

When I need professional help, I look to the place or person that I feel I can trust and whom I know has my best interest at heart. Do you know that I have been with the same doctor for over 10 years! Not because he is the very best or has a smart-looking practice. No, I am with him because I trust him. I feel that he understands me and is always looking out for my best interests. He phones me regularly and sends me reminders for my yearly check-up. The same with my tax consultant: The firm is small, but they live up to their creed of "Service Excellence". The receptionist knows me by my first name and the secretary always sends me a birthday card on my special day. Every year, my tax consultant reflects on my previous tax history and, together, we plan the way forward. I will not easily move to another. I have found a trusted partner for my needs.

Funny thing, our relationship. When I am happy, I like to tell all my friends and family, even complete strangers. I like to share my good fortune with others and I know that I am the best marketing resource for my professional advisor. I will do anything to convince my friends to refer their work to him and I know that they will build life-long relations together. I do caution you again: While I am happy to promote you, if you fail me, I am also your worst marketing tool. I can take a few mistakes now and then. We are all human. The way you handle the mistakes will define you and our relationship. Make continuous mistakes and don't learn from them, I will look to leave you and begin to seek out a new professional advisor. I also have the habit to extol the bad experiences I encounter with friends and family and, I'm sure, they will

think twice before using you.

Fail me

As your client, I hold the power of your future. Give me good and committed service and, together with your existing and future clients, we will help grow your legal practice into a formidable and profitable company, that I promise you. It won't be easy. You will have to work hard in everything you do to get there. Make sure that the expectations you create in your marketing literature, you can meet. Train your staff not only in delivering a demonstrable service to me but also on how they can personally add to my experience with your firm. I like friendly, efficient and well-dressed people. Ensure that your partners and junior lawyers treat me with respect and as their equal. I don't like it when I am looked down upon or made to feel inferior. Work hard to promote your brand, not only in service delivery, but also in the literature that you send me, your website and brochures. Make the information you send me relevant and interesting. Tell me about your successes. I like to be associated with winners!

Fail me or fail to do anything I have suggested, you will be sorry! Don't get me wrong, I won't always rant and rave, I won't always bite my lip and let things slide. No, every time you fail me, you diminish and tarnish your reputation with me. Soon, it will be blackened and, before you know it, I will be gone. I will not tolerate poor service, no matter how big or small you are. I will not accept excuse after excuse. I will not allow you to take my hard-earned money only to receive a sub-standard service. Fail me and I, together with your other clients, will slowly leave your firm for your competitors. You may not feel it at first, but soon you will see the errors of your way when your revenues dry up and profits are not what they once were. Fail me and that big house and fancy car you want will become an even further dream. Fail me and you will work twice as many hours to make up the lost income. Fail me and I will contribute to your poor health because of the stress you experience as you see your firm go down. Fail us, your clients, and we will ...shut you down.

I was your client

You may be a good lawyer, but that is no longer enough. I want, no, I demand more. I want you to give me a demonstrably superior service. In return, I will promise you my loyalty and continued custom. Fail me ...well, perhaps you can print this poem (below) and paste it on all your staff's desks (as well as your own) and be reminded of what I have said and what can happen. I am your client and I have taken the time to warn you. Fail me and this is what you will remember me saying.

I never complain.
I never grumble at the poor service I get.
I will stand at the counter patiently while the receptionist

chats with a secretary about last night's date.

I don't scowl when kept waiting by my attorney. And, if he finally wanders over to see what I want or is impatient or discourteous, I don't complain. I am very tolerant.

When I ask a simple question and get a curt answer, do I call for the senior partner? No, I just tolerate the situation. I like to be nice to people because - well, that's the way I am.

I never moan, I never fuss, and I never criticise. I hate to make a scene. I think that's just awful.
No, I am a nice client.

But I will tell you something else, too:
I am the client who doesn't come back!
That's my defence against being pushed around and receiving poor service.

You don't care?
What does one more or less client matter?
But multiplied?

I can ruin your business
That's why I can sit back and laugh when I see you spending all that money on marketing and advertising to get me back, when you could have kept me in the first place:

With a smile, a few kind words, a little service

Think about it.

About the author:

Sean Bosse is a practicing attorney in Cape Town who, in 2001 left practice to complete an international MBA focusing on strategic management and marketing. Sean was employed for a few years as a strategic business manager in the IT corporate sector before returning to practice and assisting his firm with several strategic initiatives to improve strategic and operational management. Sean is passionate about strategic and marketing management, especially in the law firm setting and often describes his interests as a passion for the Business of Law.

Sean is an attorney with Herold Gie (Cape Town), and is the Marketing Director of the firm.

The Lawpaths project: the story of nearly a success

Sarah Carter, Templeman Library, University of Kent
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When I had the privilege of being invited to South Africa to the OSALL breakfast meeting in November 2005 I was asked if I would write an article for your newsletter on the Lawpaths project, which I mentioned in my presentation. If we had been starting work on Lawpaths now it would have been such a different story!

The idea for Lawpaths¹ is one which several of us in the academic law librarian community had been mulling around for some time before the JISC² called for bids for funding under its Exchange for Learning (X4L) programme. The idea was to share expertise in the form of the web-based skills resources which we were all developing independently, and to allow them to be customised for local needs. Some innovative work was already going on in designing tutorials and courses, but for the most part the resources were simple in format. They were, however, extremely time-consuming to prepare, since we lived in a shifting world of ever-changing content and interfaces. We all felt dissatisfied with the guidance from the information providers, consisting as it did in online help which could only be used within the service, and printed guides which did not function well as trouble-shooters, and we spent much time and effort designing guides to Westlaw, Lexis and other services, which fitted our own needs.

So, when the Exchange for Learning programme was announced, it was an opportune moment to bring these ideas together. The Lawpaths project aimed to develop a resource bank of materials to support the learning and teaching of legal information research skills, based on the best existing examples and consisting of guides, tutorials, workbooks and other materials developed by librarians, legal academics and publishers in a form which could be re-used and customised by other institutions. It was envisaged that a continuing service would be launched at the end of the project, reinforced by an active user community. The JISC provided three years' funding, and the project got under way in August 2002.

Three years later it was becoming clear that it would be impossible to get a service up and running as envisaged, and in the end it was decided to close the project down. So what happened? Well, in addition to various unforeseen problems which are explored in the project

Final Report³, it turned out that there were numerous difficulties in getting access to resources. While the will was undoubtedly there, and all the feedback we had was enthusiastic about the idea, sharing materials turned out to be fraught with difficulties, largely because of the growth in the use of VLEs.

Virtual Learning Environments were in existence at the start of the project, but not extensively used. During the next three years it became clear that most of the innovative work by law librarians was hidden away behind passwords in VLEs, and as a result was inaccessible except in the institution itself. Furthermore, law librarians were, we suspected, far too busy building tutorials and other training materials to cope with the complexities of institutional ownership and intellectual property rights which were involved in sharing materials. While there was a notional willingness to share, in practice it was difficult to get anyone to do it. Attempts to generate discussion via a user community mailing list failed dismally – probably as a result of people's preoccupations with building their own resources, but also, we suspected, because of a natural diffidence among the authors, who were reluctant to submit their materials to public scrutiny. So while people were keen to see what others had done, they were less willing to let their own materials be used. We were forced to recognise that the initial enthusiasm had dissipated, and that it would be impossible to get the service off the ground.

However, all is not lost. Although Lawpaths did not succeed, the sharing and re-purposing of resources is happening anyway, though with a different focus. During the course of the Lawpaths project practical approaches to information literacy were fast taking hold. Although the term has been used for a good many years, institutional IL strategies and policies are relatively recent. CILIP's IL Group was set up in 2004, and the first LILAC⁴ was in 2005. An enormous amount of interesting work is happening in this area all over the world, as a look at the LILAC 2006 conference website will show. The Information Literacy website⁵, launched at LILAC 2006, contains resources and learning objects which can be repurposed or used as inspiration. The JORUM⁶

¹ Lawpaths project website:
<http://www.kent.ac.uk/library/lawpaths>

² Joint Information Systems Committee:
<http://www.jisc.ac.uk/> JISC is the centrally-funded body which supports ICT in further and higher education in the UK

³ Lawpaths Final Report and Evaluation Report:
<http://library.kent.ac.uk/library/lawpaths/documents.htm>

⁴ Librarians Information Literacy Conference, organised by CILIP:
<http://www.cilip.org.uk/specialinterestgroups/bysubject/informationliteracy/lilac>

⁵ Information Literacy website:
<http://www.informationliteracy.org.uk/>

⁶ JORUM: <http://www.jorum.ac.uk/>

repository of learning and teaching resources is a service which was developed as part of the JISC Exchange for Learning programme.

I believe that Lawpaths has made its contribution to encourage new thinking about skills training. When we started, the emphasis was on delivering skills courses in the classroom. Now, the concept of embedding information literacy skills into the curriculum is well advanced.

When I started in law librarianship, online research was in its infancy, and we had no public access computers. I shall be bowing out of law librarianship at the end of the year in the knowledge that I can keep in touch with developments and colleagues all over the world.

WHO GOES WHERE

Mzoxolo Gulwa (mzoxolo.gulwa@standardbank.co.za) has moved from the Johannesburg Bar Library, and started working at Standard Bank SA from the 3rd July 2006. Mzo is now an Insights Analyst (Competitive Intelligence) at the bank's Marketing division. He's done short courses in Competitive Intelligence at the University of Pretoria and is specialising in Knowledge Management on his post-grad studies at Unisa.

Mzo has held the portfolio of Vice-Chairman, on the OSALL Committee for the past two years. The Committee would like to thank him for his contribution to OSALL, and wishes him all the best, in his career move to competitive intelligence.

Sandy Stephens (stephens@concourt.org.za) is a law librarian (you may remember her from the Johannesburg High Court) and is part of the Constitutional Court Library team working on the South African Electronic Judgments Project – a truly exciting project making judgments from South African courts freely available via the Constitutional Court website, enabling everyone to read about matters that affect their lives.

For your interest, on the website one can search for Constitutional Court judgments from 1995 and case papers from 2002 to present, as well as Supreme Court of Appeal judgments from 2005. All SA High Courts, Labour Appeal Court, Labour Court, Competition Appeal Court and the Land Claims Court judgments from 2005 onwards are also available. Namibian judgments from the High and Supreme Courts are already on the website, and plans are to extend this to other SADC countries. Visit the website at www.constitutionalcourt.org.za

Sharon Pather-Nagy (s.nagy@bowman.co.za) has joined Bowman Gilfillan Inc. in Sandton, as at 01 May 2006. She previously worked at Shephstone and Wylie Attorneys in Durban.

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Contributed by Nico Ferreira, UNISA
ferrenm@unisa.ac.za

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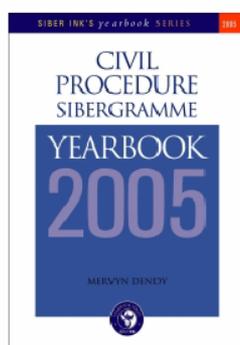
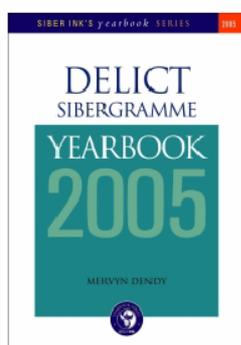


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The Sibergramme Yearbooks 2005 are a compilation of the author's *Sibergramme* Issues in 2005. The period surveyed is December 2004 to November 2005. (*Siber Ink's Sibergrammes* are electronic publications on various law topics. Sibergramme Issues are sent to subscribers regularly by e-mail, keeping them up to date with new legislation, case law and legal literature.)

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WEB ADDRESSES NOTED

Into digital projects and worried about the financial implications? See The Digital Black Hole, at http://www.tape-online.net/docs/Palm_Black_Hole.pdf

Indigenous peoples and the law, see <http://www.kennett.co.nz/law/indigenous/>

For constitutions of countries and other constitutional documents, see <http://www.psr.keele.ac.uk/const.htm>

***Politically Correct* holiday greeting
(for those of you going away!)**

I wanted to send out some sort of holiday greeting to my friends, but it is so difficult in today's world to know exactly what to say, without offending someone. So I met with my attorney yesterday, and on his advice I wish to say the following:

Please accept with no obligation, implied or implicit, my best wishes for an environmentally conscious, socially responsible, low stress, non-addictive, gender neutral celebration of the winter solstice holiday, practiced within the most enjoyable traditions of religious persuasion or secular practices of your choice with respect for the religious/secular persuasions and/or traditions of others, or their choice not to practice religious or secular traditions at all.

I also wish you a fiscally successful, personally fulfilling, and medically uncomplicated recognition of the onset of the generally accepted calendar year, but not without due respect for the calendars of choice of other cultures, whose contributions to society have helped make America great (not to imply that America is necessarily greater than any other country or is the only "America" in the western hemisphere) and without regard to the race, creed, color, age, physical ability, religious faith, or sexual preference of the wishee.

By accepting this greeting, you are accepting these terms: This greeting is subject to clarification or withdrawal. It is freely transferable with no alteration to the original greeting. It implies no promise by the wisher to actually implement any of the wishes for her/himself or others and is void where prohibited by law, and is revocable at the sole discretion of the wisher. This wish is warranted to perform as expected, within the usual application of good tidings for a period of one year, or until the issuance of a subsequent holiday greeting, whichever comes first, and warranty is limited to replacement of this wish or issuance of a new wish, at the sole discretion of the wisher.

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