

## NEWSLETTER

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

## EDITORIAL

Welcome to the March 2009 edition of the OSALL Newsletter.

This edition is all about library design and library moves. The law firm library is often in a high profile position. However it must also be functional and relevant to the needs of its clientele. Therefore law librarians must inform themselves well where it concerns library design and find a way to be involved in the design process from the onset. And whilst it is clear that it is no easy or simple task to design a new library (or move a library) it seems that the pros far outweigh the cons.

This edition therefore includes contributions from some of the panel members of the Library Design Workshop held in Sandton in February. Many thanks to Charlotte Pitts, Elizabeth Bourne and Ruth Ward for putting pen to paper. Ruth Ward gives an in-depth account of the shelving specifications to be taken into account when planning a new library.

Also in this edition Daphne Burger and Kathy Knight give an interesting account of the merger of the Weber Wentzel and Mallinicks libraries in Cape Town. The merge of two libraries clearly involves a great deal of work, but it appears the advantages are numerous.

This newsletter also pays tribute to Paula Loynes who had a long and distinguished career in law librarianship. Lynette Davis writes on the life and times of this indomitable person.

Many thanks also to regular columnists Mary Bruce and Nico Ferreira for their contributions. Mary writes on developments which better allow us to access information in the 'deep web'.

Kind Regards

Diana

## NEWS

## TRIBUTE TO PAULA LOYNES

Lynette Davis  
Johannesburg Bar Library



This feature celebrates the achievements of Paula Loynes who passed away recently. Paula was a very civilized, wise and indomitable person who is respected and remembered with great fondness. She had a multi-faceted career even before she came to law librarianship; and she was an exceptional

legal librarian, legal indexer and secretary of OSALL.

Paula was librarian of Deneys Reitz Inc. in Johannesburg for over a decade, from 2 February 1981 to 30 June 1992. After she joined the library, she built it up into one of the foremost law firm libraries in South Africa. This was due to her expertise, intelligence and an attitude of total commitment to service. Her influence soon began to be felt by many law librarians to whom she became a mentor, role model and friend.

At Deneys Reitz, Paula put projects in place to enable the materials of Southern Africa to become accessible. At that time, computerized databases were not readily available. She became an expert on the constitutional development of the independent and national states of South Africa. She collected the gazettes and official materials of those jurisdictions; and indexed them chronologically and by subject. Her indexes were fully comprehensive, accurate and innovative. Those libraries which made copies of the indexes should treasure them because they are still the only complete access tools to the legislation in question. Paula was frequently contacted for help in tracing the applicable statutes and regulations.

In her spare time, Paula did book indexing for LexisNexis. This represented indexes to various South African law textbooks and The Law of South Africa (LAWSA). Her LAWSA indexes included consolidated indexes to the full set and specific indexes to individual volumes particularly those in the original green edition. Her responsibility for indexing a specific volume is usually indicated on the verso of the title page.

Whilst Jeannie van Wyk (Burdzik) was the OSALL chairperson from mid 1982 to mid 1984, Paula was the secretary. During their term of office, OSALL conducted a very active programme with many meetings, including legal quizzes. The highlight of that time-span, was the Conference on Southern African Legal Sources and Materials, held at the University of Bophuthatswana from 14 to 16 March 1984. It was a joint effort by OSALL and the university. Jeannie and Paula worked assiduously on the planning of that outstanding event and drove to the venue on many occasions to make the appropriate arrangements.

On her retirement in 1992, Paula relocated to her small holding near Hoedspruit, outside the Kruger National Park: and she devoted herself to developing it. She continued to compile further indexes to LAWSA. After some years she moved to Pietermaritzburg and then Cape Town to be closer to her children and grandchildren. In her retirement she continued to demonstrate her great zest for the experiences which life brings.

Paula passed away on the night of 4 December 2008. According to her daughter Kari, it was a good passing, just the way she wanted it to be and her family were all able to be with her.

(With thanks and acknowledgements for the information in many e-mails from colleagues and friends, including Kari Cousins and Charmaine Bertram; and in the article on Jeannie van Wyk in the OSALL Newsletter, v. 18, No. 4, December 2007, p.6-7).

#### **A selection of e-mailed memories from Paula's friends and colleagues:**

**Annemie Coetzee** – I served on the OSALL committee almost thirty years ago and I recall Paula very clearly. In those days we were only a few law librarians in Johannesburg and were very much dependant on one another for information, and I remember Paula as being the expert on the legislation of the TBVC states. But I am sure she had a wonderful life, having had the privilege of a long and very active life.

**Daphne Burger** – Paula was a mentor to many of us and will always be fondly remembered.

**Elizabeth Bourne** – She was a really wonderful librarian and a Great Character. I remember her with white hair flying dashing about at Deneys Reitz. And she turned her hand to so many things – from the collection and organization of the Homelands legislation to the indexing of multiple volumes of LAWSA. Then I remember some of her marvellous stories. She was the kind of person who made an impact whether she intended it or not.

**Julia Woolcott** – I did not know Paula very well, but I admired her greatly. I once met an attorney who was working at Deneys Reitz at the same time as she was, and he had two things to say about her:

- 1.) If Paula was an attorney she would be a partner tomorrow;
- 2.) Paula earns her full salary in the first two days of the month.

These comments stick in my memory since they were such high praise from someone who had every opportunity to evaluate her work. I have also been able to appreciate the quality of Paula's work in that, in my very small library, I chose to use the index to LAWSA as my thesaurus for subject indexing. Only after a little while did I realize that this index was in fact originally compiled by Paula. It is a first-class index and I don't think I have needed to adapt or query an entry.

Paula was a great personality, and I am sure that she is traveling on somewhere else to develop and expand herself even further.

**Rosemary Hope** – I worked with Paula while she was at Deneys Reitz in Johannesburg. She actually came down to Durban to conduct my interview. She was a truly remarkable lady.

## MOVING LIBRARIES

Ruth Ward  
[rward@werksmans.com](mailto:rward@werksmans.com)

The idea of moving can actually be quite exciting... This is a rather anecdotal account of lessons learnt, from our move in 2001. While we are now quite happily ensconced in our rather beautiful, and generally quite functional library, it was not easy getting there.

### Number one on any priority for moving:

#### 1 Get up-close and personal with the move project manager / committee

- 1.1 All the work you have invested in building relationships, and establishing the credibility of your services will pay off handsomely in preliminary and preparatory negotiations. This is the time to work all those relationships for maximum 'influence', to get information about what is being planned, and what your space is likely to be. Use every network to keep an ear to the ground, and get in on the planning as early as possible.
- 1.2 Despite what you may feel, express enthusiasm – not dread! Positive vibes are infectious, and people are likely to be more willing to listen to positive input, than groans and fears.

#### 2 Second golden rule – put everything in writing

- 2.1 From the very first opportunity, put all your requirements, problems, objections in writing, and communicate with the appropriate people. This will give you a vital point of reference in future, and save time negotiating issues.
- 2.2 Emails are much better than phone-calls. If you reach an agreement or discuss a problem by phone or in a meeting, confirm decisions made with a follow-up email or memo for a permanent point of reference, and copy the relevant person / people involved.

#### 3 Know what you 'need' and what you 'want' and be prepared to compromise in some areas.

- 3.1 Visit other libraries and colleagues and discuss their battles and successes. Read, and get the planning basics sorted. Involve your whole team – everybody has different ideas, views and talents! Get all the input you can, and brainstorm, then plan, and repeat until you are satisfied.
- 3.2 Ensure that special fire precautions for libraries are understood by the building planners and engineers – no water in library area – instead powder extinguishers are required.

#### 4 Ensure that you get a scale plan, then – use graph paper – make your little cut-outs (to scale), and move furniture and office space around. Not all of us have very spatial brains – I need to see it, not just image it. Establish 'high use' areas, and review the 'flow' of everyday processes, and review how and where they will take place.

- 4.1 Take into account factors like no direct sunlight on books, while still maximising natural light in the library, and if possible in offices.
- 4.2 Avoid reflections from lights or windows on computer screens.
- 4.3 Position offices for accessibility to enquirers (if required), maximising natural light for long-term comfort.
- 4.4 Check minimum space requirements between shelves, as well as and sufficient lighting and ventilation between shelf stacks. Rather late in our planning, we found that there were supporting uprights in the area, which restricted options where shelving could be positioned – and we lost many meters of shelving. These landed up with wood cladding, and they were not available for shelving.

#### 5 Shelving

- 5.1 Seems to be a huge sticking point, and this is where I tell you one of my own war stories, (but not before mentioning that I think we had it easy – compared to some – the sloping floors of the Constitutional Court library stacks spring to mind...!!)

- 5.2 Identify possible 'archiving' candidates, but try to avoid having your collection split. The further away the archive, the less useful – therefore less stuff will go there. So if you can have an archiving area IN the library (like compactus) so much better. We wanted more compactus shelving from the start – but were told it was too expensive at the time, so we made provision to add compactus progressively in the future. This required ensuring with engineers, that the flooring specification was adequate, for future installation, which was agreed.
- 5.3 Ensure that the space allocated to you is adequate, and ensure that there is space for growth. If allocated space is NOT adequate, keep your objections factual, and make the consequences of this absolutely clear, (again in writing!) We seem to have a long way to go before electronic resources will replace or significantly slow the growth of hardcopy collections.
- 5.4 Establish norms and standards eg. standard depths and lengths for shelves. Analyse your stock – how much of your collection is books, lever arch files, pamphlets or long runs of standard sized journals?
- 5.5 Not all parts of your collection will grow at the same rate: the reference section is likely to be fairly static, with updated materials replacing older materials – eg Current dictionaries, and directories will replace older editions.
- 5.5.1 Textbook collections will increase at different rates, depending of subject areas trends, but one can estimate a total growth rate for the average number of new items acquired each year.
- 5.5.2 Serials – law libraries typically consist predominantly of long runs of law reports and journals. It is important to estimate the growth for law reports and journals separately. Some journals may be annual, others monthly, etc. Journals will 'grow' much more slowly than law reports etc.
- 5.5.3 I suggest that it is worthwhile reviewing the physical space occupied per year, for each title, and multiplying this 'shelf length' by the number of years you expect to occupy the new premises, to calculate your shelving needs.
- 5.6 Avoid custom shelving if possible: there are countless tales of attempts to rectify or work around inappropriate shelving – and I have one of these to share: Although I was well aware of the maximum recommended shelf length (900mm) I had 'assumed' that this was known to the designers and space planners – A big mistake! I had endless consultations with the (rather junior) interior designer responsible for the library shelving, trying to convince her that our needs for sufficient shelf space had simply not been met. BUT, I was unaware that we were getting

completely customised shelving. (Beautiful, but far from the functionality we had anticipated.) The cherry wood shelves were overly long, (with beautiful, but impractical beading), had 'lips' under each shelf – apparently for strengthening the shelves – which still started to sag after only one year. Tall files 'catch' on the lip under the shelf, and our plan to adjust shelving to 6 shelves per tier in parts, and 5 shelves per tier in other parts of the collection, had to be (pardon the pun) shelved. This resulted in a major reinforcing exercise for all shelves, which required laboriously removing all library stock during the reinforcing, and then reshelving everything.

#### 5.7 Calculating shelving requirements:

- 5.7.1 Calculate standard shelf widths, and depths.
- 5.7.2 Do you need special shelves for special materials?
- 5.7.3 Large sets of law reports – long runs, small and neat – easily stacked 6 shelves per tier.
- 5.7.4 Large lever arch files – added depth and height.
- 5.7.4.1 Calculate average additional space required each year / growth per category of material.
- 5.7.4.2 Decide which items can fit into 6 shelves per tier, and which can fit only 5 shelves per tier.  
So, we had **475** running metres in 2001 – with our anticipated (conservative) growth rates – total requirements calculated to **724** running metres in 10 year's time
- 5.7.4.3 Establish actual floor space requirements – back to back and width and length. Decide on units which can be separated or fixed. Can ends of stacks be used for shelving or display purposes.

Ensure that you finalise, on a scale map, the actual arrangement and location of all materials in the new premises. This enables you to pack, with the new locations in mind.

#### 5.8 More shelving – duplication or not?

- 5.8.1 Space between shelves
- 5.8.2 Lighting between shelves vital
- 5.8.3 Ventilation between shelves  
How much of your stock is relatively low usage – archival shelving – Compactus – Zippels
- 5.8.4 Great opportunity for weeding – tell me where you send your old books?? topic for website – list of worthy causes?

#### 5.9 We sorted our shelving by category:

- 5.9.1 Law Reports  
Books  
Journals  
Legislation

Lever arch Files / Info files / Bantex Boxes – all those odd things special libraries collect (opinions etc).

#### 5.9.2 Packing:

5.9.2.1 Identify items which need to be available the most (packed last, unpacked soon).

5.9.2.2 Don't feel obliged to 'fill' a box – depending on box sizes, rather underfill so that boxes can be easily lifted and contents of specific shelves easily identified.

5.9.2.3 Be sure to take care of ALL details such as how boxes will be moved to the removal vehicle, and where the vehicles will be parked and how boxes will be unpacked. Issues such as whether the removal vehicles can get sufficiently close to the library – are there stairs or lifts for access, all need to be considered and planned.

### 6 Reading / work areas for lawyers

6.1 Thanks to an interesting feature we'd seen at the old Webber Wenzel library in town – standing workspace for library patrons – we incorporated this which works really well, for all staff, when perusing items. The warm 'study' ambiance we wanted has certainly been achieved.

6.2 Couches and for relaxation, seen previously at Ernst & Young are a great draw-card, and is a useful information social interaction place, as well as a valuable knowledge sharing area. The filter coffee machine in this area is a great attraction, to invite people to pop-in to the library.

6.3 Initially we wanted 2 public workstations with computers in the library, but got only one, which in fact is plenty, given our high level of networked resources.

### 7 Circulation / issue / mail area

7.1 Decide if and where you need a handy drop off area – mail drop and book returns near entrance. Useful to keep this area suitable at standing height for people on the move.

7.2 Check if you require a reference desk or not, but ensure that you communicate clearly with the designers about this!

### 8 Library office space

8.1 We wanted the office to feel 'interlinked', so got solid glass panes between all offices. This is very practical, and also reduces noise in the library. Little things like needing to see when a colleague is at their desk or not, to know when to pick up their phone etc, and generally helps create a collegial environment.

### 9 Library workroom

9.1 I think this is vital. A place is needed which can be closed (and preferably locked after hours.)

Preparation of binding, all the 'in process stuff' – filing, binding, checkin etc. can be left.

9.2 Remember to check for sufficient power points, network and telecoms points in offices and work areas, and Copiers and scanners etc need to be conveniently located.

### 10 Actual move

Liaise closely with the general move co-ordinators. Colour coding box labels helps with categorising different types for materials.

10.1 Systematic **numbering of boxes for unpacking** (Label in the order in which you want to UNPACK) where possible, if very useful.

10.2 Don't forget to tag and pack all 'non-book' paraphernalia – desk contents etc

10.3 Handy hint we got from movers – for difficult shelf sequences – it is handy to use lightly sticky labels, and simply write on sequential numbers, so that items can be easily sorted and shelved, with minimal supervision.

10.4 Unload boxes where they will be unpacked.

10.5 Keep high usage items accessible and well labelled until the last minute.

10.6 All items currently out on loan to partners – the people they are issued to, are responsible for moving them to the new location.

### Conclusion

In summary – roll up your sleeves and get involved at all levels. Don't leave any details unattended. Speak to your colleagues – this is a great network. Be brave, energetic and get support from colleagues wherever possible. OSALL is a great network – make it work!

### MEMORIES OF DESIGNING/MOVING/MERGING A LIBRARY

Charlotte C Pitts

In all cases it would be advisable to make sure that there is a trauma counsellor on hand 24/7/365 – you will need this.

#### 1 Designing a library

Design issues need to be looked at from the physical layout of the collection as well as from the staffing perspective.

##### 1.1 Library

Try to be part of the design team from the outset. Make sure you get regular feedback and updates. It is essential that you understand the two dimensional plans. Many things are not clear from a flat piece of paper. Avoid odd shapes for the library eg octagonal. These shapes are impractical and waste space. Try to lobby for a

store room (which does not leak) for little used materials. Remember this is not *YOUR* library so decisions about colour schemes and décor need not be according to your taste. Focus on the nitty gritty practical aspects.

Designing and moving mantra: measure measure measure. Double check yourself, get someone else to measure as well. Make notes and diagrams of exactly what has been measured. Remember all the easily overlooked areas (behind a door, under a window sill, store rooms). Establish the exact linear metres currently in use and then calculate what you need for growth in the various areas.

Pay particular attention to the depth of shelving as well as the height. Width of 30cm is best. If shelves are too wide, you will find a second, hidden collection of books, especially small ones, hiding behind the main row of books. Height should take a lever arch file standing upright. Shelves should be FULLY adjustable all the way up and down the sides of the shelf units. Some people think 3 holes per shelf is fully adjustable – it is NOT.

Make sure shelving can take the WEIGHT of a full row of Government Gazette bound volumes or Butterworths loose leaf Statutes without collapsing. The pins supporting the shelves need to be sturdy and fitting securely.

Make sure that the collection is accessible to trolleys and wheelchairs (width of aisles, turning around).

Make sure that the lighting (natural and from light fittings) is not blocked by the alignment of the shelves. Shelf alignment and access points by users in relation to library staff is also critical. Ideally staff should be able to welcome users (actually, monitor what they are taking out!) and see what is going on at all times.

**Signage** is critical. It should be easily movable as shelf space always has to shift to cope for growth. Readability is important. Beware of shiny paper.

Create **space for users** to rest heavy volumes eg indexes which searching other volumes on the shelves. Users also need spaces to sit and work and network points for laptops.

**Issue systems:** best near the entrance/exit which should be in full view of the library staff.

## 1.2 Staff

Consider whether you want staff integrated in the library area or separate.

Is each staff member going to do a duty shift? Do you want a reference "desk"?

Do you want a counter?

What about client seating for the reference interview?

Library work is untidy. There are always vast amounts of post to be opened, loose leaf services waiting to be filed, journals and government gazettes ready to go out for binding/returning from binding, new orders waiting to be catalogued, books waiting to be covered/labelled. A work room area is a non-negotiable and with LOTS of shelves. It should preferably be a room that can be closed and/or locked.

Screens v offices. Librarians do need to talk a lot on the phone and face to face with users, suppliers, colleagues. Open plan can be good from the point of view of assisting each other and avoiding duplication of reference queries from users.

## 2 Moving

Moves have to be planned with military precision. All hands need to be on board. The oldest clothes need to be hauled out.

A move is an opportunity to rearrange the stock into better/more logical/user friendly sequences.

When packing: keep an inventory of what is in each box. Number the boxes. Try to pack and number the boxes in the sequence that you will need at the other end.

Do not assume that removal people know what to do. Stand with them, supervise them. Best is for library staff to do the packing themselves – hard work but worth it in the long run. Make sure the boxes get placed in numerical order.

## 3 Merging

Make a detailed inventory of both libraries (computer systems, subject systems, how you do things, suppliers, labelling). Then compare. Look for the commonalities; look for the differences; decide what needs to be changed and how. Decide on the "best of" approaches. All this needs to be done totally rationally and devoid of emotions, yet with great sensitivity. Everyone needs to be involved. Communication with all parties is key.

Document all decisions. Document all the new work procedures for the integration jobs. Be methodical. Question everything. Merging is another opportunity to improve on existing systems.

Try to get the integration done as quickly as possible. Set time lines for the different projects (these time lines will alter drastically as unforeseen problems arise). It is very easy to lose the thread of what you

are doing which is why it is essential to document the new, usually temporary, work procedures. Problems compound when there are 2 parallel systems running. Use contractors if necessary to speed up the process.

While the merger is going on the services need to continue. Decide what can wait eg ordering of new books.

Initially the tasks look daunting but you suddenly get to a point where you can see the light at the end of the tunnel.

## THE MOVING EXPERIENCE

Elizabeth Bourne

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Generally starts with the ominous words "We (as in Bowman Gilfillan etc.) are going to move" – usually heard as rumour in the corridors with all the attendant gossip, misinformation etc.

Ominous – hard work & stress. Exciting – Aha, my ideal library!

I have moved three libraries. 1<sup>st</sup> one – I had tick bite fever. Mercifully few memories – small library in an open plan office. Library consisted of four large stacks and my desk – in a pleasant corner of an open-plan office.

2<sup>nd</sup> move: From central Jhb to Sandton. Planning worked well. I walked around the library space in the Twin Towers at Sandton City when it was just bare concrete. Move took a while but I had an excellent assistant and the library had plenty of space.

3<sup>rd</sup> move: From Sandton City to current building. A dreadful experience from start to finish. I thought the library situation in the new building was unsuitable; I was between assistant librarians and there was a merge of two libraries. One good outcome: Nothing about a move could ever alarm me again.

### The Design of the library

It goes without saying that the librarian should be involved from as early a stage as possible. Matter of luck - either you are involved in the design or you aren't. If you aren't involved, at least the faults can't be blamed on you!

Ideal situation – go and walk around your allotted space when it is just that – empty space.

### Some rules:

- Never believe what a designer or decorator says, or even what is set out on a plan until you have

measured it up yourself. Examples: – current library: 13 bays on diagram – in reality only 12. Height of bays – Jhb central: 9 shelves and new library in Sandton City: only 8.

- Talk to other librarians; go and visit other libraries; read all you can about library design.
- List your 'do's' and 'don'ts' ; have your ideal library in mind but know that you are going to have to compromise; be prepared to make changes if circumstances alter.
- Decide what can be got rid of from your current library; what can be re-organized; what can be improved.
- Get your self a steel tape measure; know that you are going to require endless patience and that things will go wrong; know also that you may have to fight for the things which you consider essential, e.g. current store room was originally located outside the building.
- You should have been asked how many linear metres of shelves you have in the old library and you should expect that at least this metreage of shelves can be fitted into the new library or the library plus a storeroom. Check that the contents of your library (plus a percentage for growth) will indeed fit into the given shelf space.

Make yourself copies of the plan of the library and then you can get down to work. Windows, doors and immovable objects, e.g. columns will be marked on the plan. A designer may have given you an idea of how the metreage of shelves can be fitted in. The design was the part I enjoyed: what can be fitted where, which is the best location for the issue desk, etc.

You should measure the amount of shelving required (plus a percentage for growth) for each kind of library material e.g. law reports, books etc. I made a rough drawing of each bay plus its contents.

Date and number your drafts and keep working until you reach the glorious moment when you write *Final* across a plan.

### The Move: some rules

- Get strong people to do the physical packing and unpacking of the boxes.
- Pack a box of the 20 or so items you cannot live without including a copy of your catalogue. Keep this box with you.
- Ask a colleague in another firm if they will be a backup for you during the time your library is unavailable.
- Labels, labels, labels. Label all boxes and keep a record of the contents.
- All the bays in the old library and the new library should be numbered. Mark the bays in the old library with the numbers of the bays where things will end up

in the new library. Check that the packed boxes are marked accordingly.

Once the packing and labelling is done, you can take a breather. There is nothing you can do about the physical move - unless of course, you are in the unfortunate position of having to do your own moving. Generally it will take longer than was planned. That was certainly the case when we moved from Sandton City to West Street.

I won't deal with unpacking. However much help you have, it is an exhausting business. There is always something unexpected. There may even be something good that is unexpected – like finding that the photocopier fitted perfectly into the area where the planners had originally meant to fit another bay.

### Moving a library – including the merger of two libraries

Surely one of the worst nightmares in the world! The move is the easy part. The plan has been made; the materials from the merging library have ended up in their allotted space. It is the merging of the two collections which is the problem. You have two different systems; you have users who do not know your library; things are done differently in different organizations; different people have different expectations. You have to cope with all these things while you try to deliver a library service. I was quite lucky: the incoming collection was very different from my collection and I gradually incorporated that stock into the original stock. I keep saying I – it wasn't just me. We hired a cataloguer, found a new assistant and gradually and amazingly, order overcame the chaos. But it was no short and easy task.

### Advantages/Disadvantages of a move

On the whole, I don't think there are any disadvantages. It may be a little sad to leave a familiar space but there is always something exciting about starting over. You get to re-design your library; eliminate the mistakes of the past; spring clean the stock and re-organize.

# Should We Consent?

## Rape Law Reform in South Africa

Lillian Artz, Dee Smythe (Editors)

The **ONLY** book to deal with the intricacies of South Africa's sexual offences' law reform process.

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## THE IMPACT OF LAW FIRM MERGERS ON THE LAW FIRM LIBRARY

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Many articles have been written about the effects on libraries of mergers between law firms. Most have documented expected effects of both a positive and negative nature, and this article gives some idea of the challenges and benefits that faced the library staff involved in the merger last year between the former Webber Wentzel Bowens and Mallinicks Inc.

### Prior to the merger in March 2008

At the time of the merger, Webber Wentzel, which was founded in 1868, had established two libraries. The bigger collection being based at their Johannesburg offices in Fricker Road, Illovo, headed up by Carol Clark, and assisted by Teresa Weinfas and Palesa Masilo. The smaller collection was based in their Cape Town office and staffed on a one morning a week basis by Daphne Burger. The policy was that the Johannesburg library staff and resources were available at any time to the Cape Town lawyers, a system that worked very well.

The Webbers library has for many years utilized the library management package InMagic which was extensively customized to suit the requirements of the firm. The Cape Town users were able to access the library catalogue, albeit on a slow and unresponsive line, and access to the various electronic products was similarly cumbersome. This resulted in most professionals opting to ask the library staff to assist with research if they were unable to find what they were looking for from the printed material available. This situation was alleviated to some degree by the Cape Town office acquiring their own subscriptions to eg Jutastat products where the CD's could be installed and accessed locally.

Although the Cape Town library had its own budget and purchased its own library stock, all the cataloguing and classification was done in Johannesburg. Shelf labels and bar codes for the books were printed and sent to Cape Town after the items were captured on InMagic.

Mallinicks Inc, which was established in 1969, formalized their library with the arrival of Jackie Kallaway in 1985. Jackie with the help of Kathy Knight, from 1997, was able to build an extensive collection and both gained a great deal of expertise along the way. The Mallinicks library operated exclusively on a card catalogue system.

### Two into one?

The library at WWB in Johannesburg was largely unaffected by the merger with Mallinicks – it was business as usual except for a bigger component of professionals who needed access to their resources and expertise on occasion.

The merger of the two firms was announced in November 2007 at which stage WWB Cape Town had already put in place plans to move from their premises in the Picbel Building in Strand Street to the new Convention Tower in March 2008. This was the perfect opportunity for both firms to begin their new merged legal identity in a brand new location and negotiations for more floors at the Convention Tower were started. Once acquired the firm was informed that the three additional floors would take longer to complete and occupation would only be available in July 2008.

This meant that the whole of WWB's staff had to be absorbed into the Mallinicks offices, based at Granger Bay Court in the Waterfront, as a temporary measure. The Mallinicks library was already at bursting point so the decision was taken to put the contents of the WWB library into storage with the exception of the Shipping Law department's materials (an area not catered for by Mallinicks). This created an ideal opportunity to reassess the library collection in the light of Mallinicks' holdings, and Kathy and Daphne had a few meetings to discuss what should be kept (as more people would need access to more copies), and what could safely be disposed of. A total of 128 boxes were packed, some of which were earmarked for giving away or recycling. The rest all went into storage.

Jackie Kallaway officially retired in May 2008, and in June 2008 Mallinicks acquired the services of Zanele Mtikakra from the Supreme Court Library in Port Elizabeth. The librarians were then faced with the task of going through the library stock and weeding extensively from the active collection and from the enormous amount of material housed in the basement. The entire, and comprehensive, collection of Western Cape Provincial Gazettes and Government Gazettes went with grateful thanks to the City of Cape Town. Where duplicates had occurred in the two Cape Town collections, eg LAWSA & SALR we were able to give these to WWB Johannesburg. These books have now found a home in the additional offices acquired by WW in Fricker Road.

The library was given the option of moving into the new premises one week before the rest of the staff, with the expectation that everything – from the stored cartons from Picbel as well as the Mallinicks collection – would be unpacked and correctly shelved and ready for business on the Monday morning when the new WW office opened its doors.

The need for a sense of humour was very apparent in that first week where the librarians had to compete with builders, painters, electricians and hoards of workmen all trying to finish their particular job before D-day. For the first couple of days the air-conditioning was stuck on "freezing" (this was midwinter – July in Cape Town), and as we watched the rain squalls come racing in over Robben Island only to burst dramatically against our western windows we discovered windows and doors that were not waterproof and large leaks spread rapidly on our newly laid plush carpets. Hauling boxes around and packing shelves became the way to keep warm. All the problems were quickly attended to and by the Monday we were up and running and able to continue our personalized and professional service to all the WW lawyers in Cape Town.

### Pros and cons

Con - The first disappointment was to discover that the librarians were not going to be allowed any input on the new library design, already a *fait accompli*, and then horrified to discover that the location of the library, and the shelving, were all facing west. After much pleading a meeting was permitted between Kathy and the office designer and we were able to get the shelves repositioned at right angles to the windows and minor adjustments were made to our workspace and cupboards. Librarians as a whole need to be much more proactive in the design of their workspace – being told that your library has the best view of any library in the world is not enough.

Pro – Our library has the best view in the world! It is located on the 15<sup>th</sup> Floor in the Penthouse of the Convention Towers, next to the Cape Town International Convention Centre, with a balcony running the full length of the library, serviced by two sliding doors and floor to ceiling windows. Stepping onto the balcony we have a view from the Table Mountain cable car across to Lions Head, Signal Hill, Sea Point, the Waterfront, Robben Island, the harbour and part of Table Bay. Unfortunately in summer the blinds have to be closed by 2p.m. because of the heat and possible sun damage to the books. Repeated requests for deck chairs and umbrellas have so far fallen on deaf ears!

Con – There is absolutely no additional storage space other than the shelving in the library. The Shipping library has had to be located in the Maritime Department, two floors away from the main library which is not an ideal situation.

Pro – WW Johannesburg has an enviable collection and the Cape Town library is able to rely completely on Carol, Teresa and Palesa supplying them with any material that Cape Town no longer has access to themselves.

Con – The Mallinicks library was still operating on a card catalogue system.

Pro – InMagic was installed in the Cape Town library toward the end of 2008 and the ex-Mallinicks collection as well as the old WWB collection has almost entirely been added to the InMagic database. The professional staff are able to see both the Cape Town and Johannesburg catalogues although a decision has been made to keep them separate.

Pro – The ex-Mallinicks librarians, and professional staff, have the added advantage of now having access to a much broader selection of both local and international electronic products, thus strengthening our searching abilities and cutting down on our turnaround time.

Pro – The ex-Mallinicks librarians are now part of a more structured in-house work environment and hierarchy that recognizes the value and benefits that a qualified librarian can bring to the business as a whole, and in that respect the librarians are encouraged to attend seminars and training sessions. Appraisals are also conducted in a more professional manner.

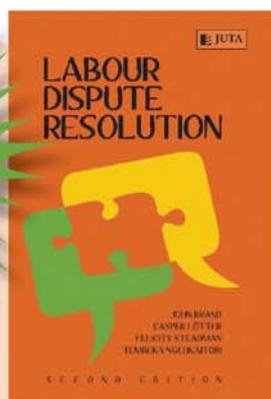
One of the greatest benefits from the merger has been to bring together the library staff from the different components, and the six ladies have bonded to form a formidable team of experienced and professional librarians, each committed to the highest service levels, no matter from whom the inquiry may come. There is regular communication between the staff in Johannesburg and Cape Town that cements the professional respect held for the other members of the team.

The library is a work in progress, constantly growing and evolving. The merger of WWB and Mallinicks Inc into Webber Wentzel has been of great benefit to the librarians, the professional staff and to local law libraries in general. It can only go from strength to strength.

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## DOTTING THE i AND CROSSING THE t

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### HOW LOW CAN YOU GO?

A single incident some years back epitomises a mindset that I still find totally incomprehensible. I had managed to find a way to re-arrange my work-flow that streamlined a number of processes and worked well for me and improved my productivity. At a weekly meeting the department head asked about the change and, once I'd explained, I was told "you will go back to the old procedure because we've always done it that way". I went back to the old procedure and within a short while moved to a different place of employment where having an active brain wasn't seen as a threat but actually encouraged.

There may still be some individuals who resist change and, if that bobs their boat, perfect – but the adventure in discovering and testing new concepts and products, accepting/incorporating them into suitable facets of life or rejecting them after a good look, bobs mine and it's good to be part of a community of fellow bobbees who embrace development and progress.

What would our teenagers do all evening if Herman Heunis had made a lifelong commitment to landlines and faxes? 23-year old Mark Zuckerberg would be one of millions sitting at home smsing individual friends instead of riding the crest of the social networking phenomenon if he hadn't stepped out of his comfort zone.

Finding what we know, or can reasonably anticipate, is satisfying but how can we measure the success of our Internet searches against what we don't know? In the light of a recent project, I have resolved to find relevant ways of searching for exactly what I want, specialised information, that isn't just going to come over and shake me by the Google.

It's likely that many of our searches target specific documents: either we find them or we don't. When dealing with a citation, for example, we are not going to be satisfied with a 'similar page' result. It has to be the original or nothing. However, this is a good time to avail ourselves of opportunities provided by the current surge of activity that aims to open up less accessible information stored on the Internet. We've heard it referred to collectively in the past as, variously, the "Invisible Web", "Hidden Web" or "Deep Web". Until recently I

hadn't spent much time analysing the implications of the different terms, accepting that they all referred to information that wasn't readily going to jump up and grab one in the search box.

I've recently had occasion to read up on the theory behind current 'deep web' search developments and it has definitely given me reasons to widen the ambit of my search strategies.

An observation on the terminology: 'invisible' and 'hidden' are not strictly accurate. They gave definition to the concept as early as 1994 but by 2001 the finer distinctions had been recognised and the term 'deep web' was coined. Obviously some pages have been deliberately tagged by their owners to repel search bots but there is a far wider range of reasons for some resources failing to appear in general search results.

As we've heard before, bots like pages with hyperlinks, the more the better, as it facilitates their passage around the Web. It therefore stands to reason that any unlinked 'stand alone' pages are going to escape the attention of these tireless little auto-indexers. Some search engines limit the number of pages that can be indexed per site, partly in an effort to avoid duplication (you've seen the "similar pages have not been displayed" reports at the end of ranked results). Databases that require users to login are also not going to be bot-friendly and are therefore unlikely to be automatically indexed.

And then, maybe most significantly, how much information is generated on the fly when users submit queries and dynamic results are returned? Lots of it on every page but these results are not stored and so cannot be indexed by search engines. They are simple generated afresh on demand and are very disposable. They also don't provide a permanent URL to give the bots a reference point.

The good news is that, despite the unqualified growth in the amount of information stored on the Web, the types of inhibitors to discovery are significantly less than in the past. I'm sure most of us recall that only a few years ago pdfs were generally not considered searchable and consequently formed part of the 'hidden' material; so too PowerPoint and other file types that no longer present an obstacle.

So, how to trace this information? One type of facility is referred to as 'federated search engines'. These portals are interfaces between users and multiple pre-selected sets of databases relating to specific fields. They do not rely on pre-created indexes as the targeted databases/resources are interrogated directly, or in 'real time', thus returning up-to-the-second data, a definite advantage over standard search engines. Wikipedia uses <http://www.science.gov/> as an example of this type of service.

Web harvesting services cater for particular interest groups and focus on specific URLs. This approach optimises the results as it's not trying to be all things to everyone. Wikipedia's example in this case is Indonesian Scientific Index (<http://www.isi.lipi.go.id/>).

Many of the services that access information in the deep web rely directly on human input from their owners to identify the URLs to target, the depth to which searches are to be carried out, and the classification of resources and results. And so the wheel has turned: directory searches are once again coming into their own. A name that needs to be introduced in this field is Gary Price. A number of resources refer to one of his services, DirectSearch, as a prime example of a deep web directory. Last seen, this service was being revamped and I am unable to access it at all at present. However, take a look at <http://www.answers.com/topic/gary-price> and another of Gary's sites that you are likely to have used in the past: <http://www.resourceshelf.com/>.

As an incentive to recognising the significance of these hidden resources, one source estimates that, while standard search engines are currently indexing about 20 billion pages, the deep web consists of 1 trillion pages; or, put another way, the deep web contains about 7 500 terabytes of data compared to 167 terabytes recognised by most searches.

A lot of the data that is mined by these facilitators comes from relatively 'dry' directories and government resources. It really is a matter of identifying what type of result you require and which service caters best to this type of request. If you are looking for someone's phone number, maybe Google would throw up the result, but there are more direct ways of searching for this information.

This particular example also provided me with room for thought. I'm not particularly vociferous about personal privacy on the Internet because, as long as its information one puts up about oneself, it shouldn't contain anything that shouldn't be accessed by others. Problems do arise when people start publishing information about others. In this case, what surprised me was the ease with which I was able to find personal information that the 'owner' might not want available to all and sundry.

Pipl.com describes itself as the "most comprehensive people search on the web". It also contains a concise explanation of why much of this type of information is found on the deep web: "since most personal profiles, public records and other people-related documents are stored in databases and not on static web pages, most of the higher-quality information about people is simply 'invisible' to a regular search engine" (<http://www.pipl.com/help/deep-web/>).

My brother has been a resident in the US for some six years and, although we keep in contact by email and sms, I have never phoned him at home. So I decided to use him as my test case. Considering the amount of data that had to be searched, the few seconds it took to return the results was quite scary. About a dozen people with the same first and surnames were supplied but only one with the same middle initial. Not only was I given his home telephone number and the fact that he had moved house, I was offered a fee-based profile which would check his criminal and sex offender status, bankruptcy, small claims and judgments, address history, relatives, and so on – all without his knowledge that the search was being run. In fact, I'm not even sure if he is aware that the service exists. While the search was running, the information on the screen told me "Intelius is searching billions of current utility records, court records, county records, change of address records, property records, business records, and other public and publicly available information to find what you're looking for".

All I wanted was a phone number. But would we want even our home phone number easily accessible to anyone with Internet access? It would enable anyone with work-related queries to contact us 24/7 and there could be any other number of reasons why we would choose not to make this information available.

In all, this has been an extremely interesting foray into a developing world and one that I'd recommend to anyone who has reason to run Web searches on a regular basis.

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99 Resources to Research & Mine the Invisible Web

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

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