

## NEWSLETTER

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*This newsletter is published  
four times a year*

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

## EDITORIAL

The OSALL AGM took place on the 6<sup>th</sup> Aug. 2009. This newsletter therefore includes a report on OSALL's activities during the past year as well as reports presented at the AGM by the Chairman, Website and Listserv administrators and the editor of the newsletter.

Gill Rademeyer gives an interesting account of her trip to Manchester in June to attend the 40<sup>th</sup> BIALL Annual Conference. Also in this issue OSALL chairman, Fanus Olivier, reports extensively on the qualifications on offer to those who wish to join the library and information profession. Regular columnists Mary Bruce and Nico Ferreira are included. Mary this time informs us of the Web 2.0 technology Twitter.

### 2008 SALARY SURVEY

Readers may wish to note that an electronic survey was conducted in January 2009 among SLIS, OSALL and SAOUG members to provide information professionals and librarians with an industry standard for remuneration levels. The 2008 Salary Survey was concluded during the first quarter of 2009 and complimentary copies were emailed to all participants.

The 2008 Survey was hosted and managed by SpotThat Zebra (<http://www.spotthatzebra.co.za/>) and was generously sponsored by LexisNexis, as contracting a commercial vendor to manage it had a definite effect on budget. The Survey has been published and ordering and pricing information is available on the SLIS website (<http://www.slis.co.za/?q=salariesurvey>).

We would welcome your feedback, suggestions and ideas about the Survey – this will help us improve it and make it an even more valuable tool for all special and corporate library information professionals.

## NEWS

**OSALL AGM 2009****CHAIR REPORT 2008/2009****Fanus Olivier**

OSALL had a jam-packed year with workshops and meetings. June 2008 was an election month and the new committee members for 2008/2010 are:

**Committee**

Chair:	Fanus Olivier
Secretary:	Vacant (Salomé Vranas, Acting)
Treasurer:	Gill Rademeyer
Newsletter editor:	Diana Riley
PR & Liaison:	Raylene Basson
Website administrator:	Danielle Botha
Listserv Administrator:	Mary Bruce

**Membership/Finances**

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

At the previous AGM meeting of 2008, an increase in membership fees was voted for and adopted to be implemented in 2009.

**Membership fees:**

1. Institutional: R250-00
2. Personal: R100-00
3. Students and Retired OSALL members: R50-00
4. Newsletter only: R50-00
5. Other Countries: \$30-00 and £15-00

**Membership numbers:**

- Institutional - 70
- Personal - 57
- Newsletters only - 5
- Honorary - 4
- Retiree - 3

**Meetings and Activities****AGM – Wednesday 30 July 2008**

The 32<sup>nd</sup> OSALL AGM was held at the Johannesburg War Museum, Erlswold Way, Saxonwold, Johannesburg. The venue, lunch and refreshments were sponsored by LexisNexis. Gulwa Mzoxolo (Group Competitor Intelligence Analyst Strategic Marketing & Insights –

Group Marketing) of Standard Bank of South Africa was the speaker and gave a presentation on competitive intelligence.

**AMS Lunch – 7 November 2008**

Academic Marketing Services together with Thompson, Sweet & Maxwell once again held a breakfast for OSALL members. Breakfast was at Harrison's on 12<sup>th</sup> in Rivonia, Johannesburg. The invite to the AMS lunch was no longer exclusive. Michael Brightmore posted the invite on the OSALL listserv for OSALL Members to attend.

**Year End Function – 22 October 2008**

OSALL had a wonderful year-end function, a breakfast at Moyo restaurant, Zoo Lake, Johannesburg. Jutta sponsored the breakfast and presented each attendee with a gift.

**OSALL Workshop – 18 February 2009**

A morning workshop, Designing and Moving a Library, was held, where panel speakers (Charmaine Bertram, Danielle Botha, Liz Bourne, Gail Dendy, Charlotte Pitts and Ruth Ward) were asked to present their views on this subject. Each speaker was given 20 minutes to share "your experience in the design, move or merger of a library: the good and bad". Each speaker received a thank you gift supplied by Salomé Vranas. The workshop was held at the Sandton offices of Bowman Gilfillan Attorneys and refreshments were sponsored by Coverseal Libraries Supplies. Coverseal Libraries Supplies also displayed their products.

**OSALL Workshop – 8 July 2009**

OSALL held a morning "Back to Basics" workshop on "Outlook and Powerpoint". Michael Botha was the speaker at this workshop and gave some pointers on "Maximizing the use of Outlook" and how to create a PowerPoint presentation. The workshop was held at the offices of Brink Cohen Le Roux Inc.

**BIALL's 40th Annual Study Conference & Exhibition, held 18 – 20 June 2009 at the University Place Conference Centre, Manchester, England**

BIALL once again invited an OSALL member to attend the annual BIALl conference. BIALl sponsored the conference attendance fee and R10 000.00 from the AMS sponsorship went towards this. Gill Rademeyer from Cliffe Dekker Hofmeyer received this year's BIALl conference sponsorship.

**Website and Listserv**

OSALL's website and listserv are going strong. Danielle Botha and Mary Bruce will give a full report. MACC is still hosting the webpage for 2009.

**PR & Liaison**

Caps with the word "OSALL" and the South African flag were sent with Gill Rademeyer to the BIALL conference as OSALL gifts.

**Social Responsibilities****Take a Girl Child to Work Day**

The Annual Social Responsibility Project - Cell C and Girl Child to Work was on the 28<sup>th</sup> of May 2009. Take a Girl Child to Work Day is a day when thousands of young South African girl learners get the opportunity to spend a day 'at work' by visiting corporate offices, government departments, factories, hospitals, hotels, institutions of higher learning, radio stations, construction sites, and many other businesses across the nation.

The theme of this year's campaign was 'Change your world'. It emphasised the importance of seeking out and using available opportunities such as Take a Girl Child to Work Day, to empower themselves with information, knowledge, experience and understanding to enable them to make changes that will pave the way for a bright and successful future.

Take a Girl Child to Work Day is an initiative that seeks to inspire the girl child and to help them find the right career path and thereby make informed career choices. It provides an opportunity for girls to 'stop, think and evaluate' the choices that they make with the information gathered on the day.

OSALL is currently investigating how to get involved in this project next year and will report back.

**Involvement with the Profession**

Someone who had finished her LLB degree asked me where she could study to become a librarian. This led to some extensive investigation.

After 2005 the Universities and Technikons as we used to know them, changed. Many universities, colleges and technikons merged with each other and this led to the duplication of courses. Some phased out certain courses and created new ones, while others simply did not offer certain courses any longer. Library studies and librarianship was especially affected by these changes. I have compiled a comprehensive report on the results of my investigation into this matter which will be published elsewhere in this newsletter as well as on the OSALL website.

OSALL wants to thank all the sponsors for their sponsorships and hope they will continue to be "friends" of ours in the years to come. LexisNexis has provided an "Editorial Button" on their website for all queries and

problems with LNB products and services. Thank you for providing this service and for your prompt responses.

**WEBSITE ADMINISTRATOR'S REPORT 2008/2009**

**Danielle Botha**

The OSALL website has been running smoothly for the past year. Our website advertising policy has also been a success and we have had a number of advertisements posted by LexisNexis on our website throughout the year.

MA Computer Consulting has generously sponsored the hosting of our website for two years, but OSALL can now cover the hosting costs through website advertising. We also advertise the logos of sponsors on our website who sponsor us an amount above R5000.00 per annum.

The British & Irish Association of Law Librarians (BIALL) launched their new website in June 2008, which can be seen at <http://www.biall.org.uk/>. In the light of this, the time has come for OSALL to "upgrade" our website as well, and work on the new website has begun recently. LexisNexis has generously offered to help with the upgrade, especially with features such as RSS feeds, to help bring our website into the Web 2.0 environment. Discussions regarding this will take place in the near future between the OSALL website administrator and the LexisNexis website developer.

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

**THE OSALL LISTSERV 2008/2009**

**Mary Bruce**

Our listserv has now grown to 336 members and the archives currently house 3 511 messages. The resource continues to attract overseas as well as local attention. In the last year we responded to requests from Australia, New Zealand and America. Among subscribers who joined the listserv in the last year are three from the United Kingdom and two Americans. There is always positive feedback from 'foreign' queries and the offer to reciprocate should any of our members require information from these jurisdictions. Sadri of the Swiss Institute of Comparative Law continues to be an active and valued respondent to many of our questions and is the source of an apparently infinite number of web addresses.

There are still some members who are not receiving messages via the listserv for technical reasons. One of the technical advisors who was able to sort out the problem for his in-house colleagues sent me this explanation:

*"the number of characters before the @ sign in an email address used to be 256 characters but is now 64. Newer spam and antivirus checkers were only allowing up to 64 characters to pass through. The Google Group addresses had 76 characters"*

I mention this in case it assists technical support staff in reducing the number of 'bouncing' messages. Unfortunately there is nothing that can be done from the listserv's side.

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

### OSALL NEWSLETTER 2008/2009

#### Diana Riley

I must admit that my first few months as editor of the OSALL Newsletter have been a rather stressful experience. However it has also been a wonderful learning experience and an opportunity to interact with people whom I would ordinarily not have had contact with.

Many thanks to the previous editor, Sharon Pather-Nagy for her help in putting my first issue as editor together and also to my fellow committee members for their unstinting support. I also wish to thank all who have contributed of their time and knowledge to the newsletter. Special thanks to Mary Bruce and Nico Ferreira for their loyal contributions. Nico's column "Noted Publications" helps keep us up-to-date on the latest publications, whilst Mary has kept us informed of technological developments relevant to our profession.

The highlight of the past few issues must surely be the articles on merging libraries, moving a library and the design of a new library. I am extremely grateful to the contributors for putting pen to paper. By doing so knowledge and expertise has been captured and will be of benefit to other librarians who are faced by the same challenges.

Currently the newsletter is emailed to OSALL members and approximately 40 hard copies are printed and posted. In an effort to save on printing costs and reduce paper use I encourage members to provide an email address as we would like to encourage the distribution of the Newsletter in an electronic format. A note to this effect was included with all postal copies.

### MEMORIES OF MANCHESTER : BIALL: 40<sup>th</sup> Annual Study Conference and Exhibition: Locks and keys: safeguarding legal information, at University Place, Manchester, 17-20th June 2009\*

#### Gill Rademeyer

##### Arrival

I arrived in Manchester via Zurich on a misty Tuesday morning. The weather was warm. Before I knew it, I was through customs, my case sniffed and approved by a sniffer Spaniel and I was ready to try out an English breakfast. I needed to sit down to decide on my next course of action. Could I manage my heavy case in the station which was upstairs or should I take a taxi? Thinking of South African stations, I chose the taxi. I decided that I could manage my case as far as the taxi rank outside and was soon on my way to the Gardens Hotel in Piccadilly. From the airport to the city centre is about 10 miles. The taxi (they call it a cab) cost me £20! The cab driver took me to Piccadilly Gardens and dropped me off outside the Gardens Hotel. My next problem was to get up the steps with all my baggage but I did it! The Gardens is a green area situated between where I was staying and the buses which would take me to the University. I booked in at the hotel and, after a spell of trouble with the door access card, rested a bit and then went off to explore the Manchester city centre close by.

##### About Manchester

Manchester is a city renowned for innovation: a city of firsts, driven by people who produce results and get things done,

- Where the atom was first split
- The birthplace of the first commercial computer
- The heart of the industrial revolution
- The birthplace of the first professional Football League
- The location of the first working canal
- Where the first test tube baby was born

The first lonely hearts ad, the first trade union, and now home to one of the UK's leading conference districts. As the saying goes: "what Manchester does today, the world does tomorrow"! Manchester even hosted the Commonwealth Games in 2002 very successfully. On one of my bus tours, I saw Old Trafford, the home of Manchester United FC. My friends in Manchester support the opposition, Manchester City, which is also a very popular team.

The city of Manchester has undergone a series of massive transformations over the years: from a formidable Roman fort to an industrial epicentre centuries later. I expected a smoky, polluted and unattractive city but was pleasantly surprised instead to find it clean and

beautiful. The streets in the shopping area are filled with colourful hanging baskets of flowers. Everything is so clean. You see the streets being washed daily by small tankers.

It is home to a number of art galleries and museums. I visited the Manchester Museum at the University of Manchester and was quite surprised to find a live animal section in the museum. This contained frogs, geckos, lizards, etc. I had been hoping to see some of the pre-Raphaelite paintings in the Manchester Art Gallery. As it happened, the ones I wanted to see were on loan to another gallery. Nevertheless, I could still have spent hours there.

Public transport was unbelievable. Shuttle buses go around the town and you can just hop on and off, free! They run between the main stations and tram stops, dropping off and picking up passengers throughout the city centre at main car parks and shopping areas. I caught a bus daily to the university at a cost of about £1 each way. I didn't really see the trams running as normal as they were working on improvements. There were road works and detours everywhere, even on the route to the University. Trains were amazing although my first ride wasn't so successful. I ended up on a seat facing inwards right next to the Ladies. This was on my trip up to Windermere after the conference but I had a friendly companion to talk to which made up for it. I also didn't know that there was a standard train ticket and that you could sit even more comfortably in first class. Train travel was very expensive, I thought. The trains have been privatised and the ones that I used were run by Virgin. Even the standard carriages have electronic displays that show you what the next station will be and announcements are made that help you to get off from the correct part of the train at the right destination.

### Start of the Conference

I arrived in Manchester on Tuesday 16<sup>th</sup> June 2009 and first on the agenda was the Pre-Conference Seminar on the Wednesday afternoon. I had a bit of time to myself to look around until 13h00 the next day when the Pre-Conference started. This was held at the MacDonald Manchester Hotel not too far away. By the time I was on my way there it was pouring with rain. I arrived rather wet with frizzy hair from the rain.

It was titled "Proving you're worth it" and was something of relevance to all of us, especially in these economic times. Victoria Jannetta from Field Fisher Waterhouse and Pamela Wolfsohn from Nabarro were the speakers. The aim of this was to help delegates to prove their worth to their organisations, no matter what sector they work in. They shared their own experiences on: how to position your services in the organisation; how to prioritise your services when resources are limited; how to reposition your service to face the challenges of the future; the need

to increase visibility; business intelligence one of main services; embrace and use available technology esp Web 2.0 for Intranet; have KM pages per practice group; new cases should go up on Intranet on day of publication; get usage monitoring database; record all requests. In one of the examples, the library staff were physically re-housed in practice areas to be close to users.

This was a small, intimate group which led to lively discussions and was the high-point of all the talks for me. We finished at about 17h15 and I walked back to my hotel. On the way back I passed the Piccadilly Gardens station. What amazed me was all the people who walk from the station with their cases, big and small. You couldn't do it here! The pavements were extremely smooth and, at each traffic light, sloped down to meet the road so there were no bumps!

That evening I walked back to the Macdonald Manchester Hotel, a few blocks away, for the Overseas Delegates Dinner. This was a wonderful meal with congenial fellow librarians to talk to. I sat next to Jackie Fishleigh, president of BIALL, and opposite me was Jennefer Aston, a librarian from Dublin. She was the previous President of BIALL. On my left was the BIALL Treasurer, Alden Bowers. Later, I shared a taxi with a couple of the others and was dropped off at my hotel.

Manchester has a new world-class conference venue, University Place, on Oxford Road, at the heart of the University of Manchester campus. This has only been available since late in 2008. I took a bus there from Piccadilly Gardens, hoping that I was on the right bus going to the right place. A friendly woman on the bus told me where to get off and there I was at the strange round building.



Photo: University Place, Conference Centre, Manchester

The formal opening of the Conference was on Thursday 18<sup>th</sup> June 2009. This was the time to introduce the overseas delegates. There were not that many – from Australia, Alaska, France, etc. I had time to say a few words on behalf of OSALL and mentioned challenges such as the closing of library schools in SA. I also

showed the photographs from Cliffe Dekker Hofmeyr's Take a Girl Child to Work Day which was in June 2009. The audience seemed to enjoy this and several people spoke to me about it afterwards.

Everywhere you went you heard about the "recession". Another talk "Change management in difficult times" by Linda Holbeche also dealt with related issues. Then Tony Simmonds "KS and tell: harnessing Web 2.0 at the College of Law" told of how they wanted to find better ways to collaborate and communicate among dispersed teams, dared to experiment, and are now all using blogs, wikis, Pageflakes, Delicious, Sharepoint. They came up against opposition from some quarters and shared how one organisation overcame locks and obstacles to harness the promise of Web 2.0.

In the evening, there was a wonderful opening reception followed by BIALL's 40<sup>th</sup> Anniversary Dinner at the Imperial War Museum North. This is located at the Quays, which is something like our Waterfront in Cape Town, about two miles from the city centre. The building itself is a symbol of our world torn apart by conflict. By evening it was freezing after rain all day long. We went by bus from the Macdonald Manchester Hotel to the Imperial War Museum and couldn't get in the door fast enough because of the weather. The first item that you encounter is a Harrier Jump Jet suspended from the ceiling.



IMPERIAL WAR MUSEUM  
NORTH

There was also a Second World War presentation, done on all the walls with sound effects – wailing of sirens, photos, etc. This is a technique called the Big Picture which puts you in the centre of the experience. As the lights fade, giant

screens and surround sound immerse you in the heart of the action, a complete sensory experience which is often very moving. Everyone could see no matter where they were sitting. It was very effective. It was another wonderful meal and there was BIALL birthday cake for each one, individually wrapped.

On Friday the conference carried on but I missed the morning sessions. I had started with a sore throat the day before and was feeling terrible with flu. I decided to rest a bit before venturing out in the cold. The afternoon talks were – "Integrating legal research into the curriculum and into life" by Alison Pope and "Should we be more social – law librarians and social networking" by James Mullan from CMS Cameron McKenna. He received an award at the formal Ball as the Wildy Law Librarian of the Year

2009. Since 2001 James has been an Information Officer at CMS Cameron McKenna where he is currently responsible for the development of Web 2.0 tools within the Knowledge & Information Services Team. He maintains his own blog, The Running Librarian which you can find at [www.therunninglibrarian.co.uk](http://www.therunninglibrarian.co.uk).

Social networking sites have received a lot of press in the last couple of years but not always for the right reasons. "Should we be using these sites and why?" - this session looked at how law librarians could use social networking as a tool for networking with both their peers and their customers. It also discussed the history of social networking, some of the tools currently used, tips on how to do "social networking" and some of the issues associated with using these types of tools.

James uses all the social networking and Web 2.0 tools very effectively. I took notes on Twitter, Facebook, NING, Linked-in (which I have since joined), the dangers of social networking – addiction, privacy issues, social bookmarking sites – Delicious, digg, Stumble upon, Slideshare, LibraryThing, friendfeed. A problem that we have experienced here as well is that IT departments try to block usage even for librarians. We have to be able to demonstrate their usefulness.

The evening was a formal function, a Black and White Ball, at the Midland Hotel in Manchester. I found out where it was and walked there with an anorak on as it was raining and cold! It all looked so grand that I was a bit nervous about going in. My fears were groundless, however. A place had been kept for me next to Jackie Fishleigh and we had a stunning meal. Glitches always creep in. The music person didn't arrive until later than expected, which meant there was no microphone until he did. This was needed for the speeches and awards.

It stays light until 22h00, which means you inevitably don't get much sleep. The Midland Hotel is a beautiful old building with a lot of history. It is probably the most famous in the Manchester city centre. Its place in history was assured when it played host to the first meeting between Mr Rolls and Mr Royce, which meeting led to the creation of the famous car company. A bus had been arranged to take people back to their hotels at various times. The woman bus driver stopped the bus around the corner from my hotel and walked with me to the door. The hotel that I was in had small shops all around it and right up to its entrance. If you blinked you would have missed it. These shops usually stayed open very late.

On Saturday morning we started a bit later, probably because the hotels have their breakfast later. I took some time to visit some of the exhibitions and chat to people. We had bag lunches every day. It doesn't sound so nice but these were of a very high standard. What amazed me most about England was the really wonderful sandwiches

and rolls available everywhere. It was Wimbledon tennis time of year and the strawberries were out of this world.



Photo: University of Manchester – just over the road from the Conference Centre

It was with sadness that you watched the Conference coming to an end, which it did at about 15h00 on the Saturday afternoon. I stayed in Manchester for a couple more days, then caught a train up to the Lake District and Windermere. This is one of the most beautiful places I have ever seen. I went on Lake Windermere several times on various boats, over to Lakeside and the Aquarium, to Wordsworth's house at Rydal Mount, then hiked from there back to his other house, Dove Cottage. This was the so-called "Coffin Trail" named from the days when there was no proper church in the area to conduct funerals and coffins had to be carried along this pathway from Ambleside to Grasmere. Despite the gloomy connotations, the views from the walk were beautiful.



Photo: Rydal Water 1, Lake District



Photo: Rydal Water 2, Lake District

At Rydal Mount, where the poet, William Wordsworth, lived, there is a field called Dora's Field. Dora was his daughter, who died quite young. After she died in 1847, William went down to the field between Rydal Mount and the main road, and together with his wife, sister and gardener, planted hundreds of daffodils as a memorial to Dora. Wordsworth lived at Rydal Mount from 1813-1850 and he died there. He had bought the field intending to

build a house for Dora. Wordsworth was influential in the location and design of Rydal church opened in 1824. He attended regularly and was Chapel Warden in 1833.

I managed to get to the National Gallery in London, which I really enjoyed. I stayed in Kingston-on-Thames with my cousin, saw some of the sights around Richmond Park and the River Thames before taking various trains back to central London and on to Manchester. I stayed the last night with a friend there. Then it was back to the airport and a flight to Zurich and then on to Johannesburg.

Once again, thanks very much to Academic Marketing Services (Mike and Mari Brightmore), Sweet & Maxwell and also Cliffe Dekker Hofmeyr who also helped sponsor my trip. It was a wonderful eye-opening experience which I will never forget.

\*BIALL – British and Irish Association of Law Librarians, UK – [www.biall.org.uk](http://www.biall.org.uk)

## WHERE AND WHAT TO STUDY TO BECOME A LIBRARIAN

**Fanus Olivier**

After years of planning and consultation the structure of higher education in South Africa was changed. Many universities, colleges and technikons merged with each other and this led to the duplication of courses. Some phased out certain courses and created new ones, while others simply did not offer certain courses any longer. After an extensive investigation trying to find out which institutions still offered courses in library studies and librarianship, I can report the following:

Listed below are the merged institutions:

This information can also be found at: [http://africa.msu.edu/s\\_afr\\_un.htm](http://africa.msu.edu/s_afr_un.htm)

### New Universities

- Nelson Mandela Metropolitan University
- North-West University
- North-West University (Mafikeng Campus)
- North-West University (Vaal Triangle Campus)
- Rhodes University
- University of Cape Town
- University of Fort Hare
- University of Free State
- University of Johannesburg
- University of KwaZulu-Natal
- University of KwaZulu-Natal (Westville)
- University of KwaZulu-Natal (Edgewood)
- University of KwaZulu-Natal (Howard College)

- University of KwaZulu-Natal (Nelson R. Mandela School of Medicine)
- University of KwaZulu-Natal (Pietermaritzburg)
- University of Limpopo
- University of Pretoria
- University of South Africa
- University of Stellenbosch
- University of Venda
- University of the Western Cape
- University of the Witwatersrand
- University of Zululand

#### New Technikons / Universities of Technology

- Cape Peninsula University of Technology
- Cape Technikon

- Central University of Technology
- Durban Institute of Technology
- Mangosuthu Technikon
- Tshwane University of Technology
- Vaal University of Technology
- Walter Sisulu University of Technology and Science
- Walter Sisulu University of Technology and Science (Mthatha)
- Walter Sisulu University of Technology and Science (Butterworth)
- Walter Sisulu University of Technology and Science (Buffalo City)
- Walter Sisulu University of Technology and Science (Queenstown)

Institutions offering a degree or diploma in Library Science:

<u>INSTITUTION</u>	<u>DEGREE / DIPLOMA</u>
<u>GAUTENG</u>	
University of Johannesburg	<p><b><u>Information Management</u></b></p> <p><b>About the course:</b></p> <p>This specialised course is offered to full-time residential students. The primary purpose of the qualification is to provide students with intellectual competencies and practical skills in the application of information and knowledge management principles in the different functional units of an enterprise. South African enterprises today operate in a global market with an increasingly turbulent and volatile environment, and must withstand the competitive pressure both from other producers as well as from new alternative technologies and products. In this environment of uncertainty, information and knowledge management offer opportunities for innovative managers to use information as a strategic tool for competitive advantage.</p> <p>The degree comprises 27 semester courses that, in turn, consist of Business Management and Information Science as compulsory major subjects. A further major subject must be chosen from Marketing Management, Economics or Logistics Management. Ancillary subjects include Accounting, Analytical Techniques, Auditing, Business Information Systems, Financial Management and Human Resources Management. The objective of the degree is to prepare students with the necessary skills and expertise to function in the global knowledge economy.</p> <p><b>What can I do with a BCom. (Information Management)?</b></p> <p>Many job opportunities are available in the private sector as well as government departments. In South Africa there is a marked growth in demand for the services of information consultants who can turn information provision into a successful commercial venture. Enterprises are prepared to pay for information that will enable them to increase their profit margins and remain ahead of their competitors.</p>

Any of the following opportunities can be pursued:

- Information manager (managing the strategic information resources in an enterprise)
- Knowledge manager (managing the knowledge resources in an enterprise for competitive advantage)
- Records manager (managing the business records of an enterprise)
- Web manager (creates, maintains and develops a Website for an enterprise)
- Business intelligence worker (collecting, analysis and dissemination of information about an enterprise's external environment)
- Information broker (deliver information retrieval services and value-adding of information)
- Information consultant (advice on information systems and the management of information as an economic resource)

Courses offered:

1. BCom
2. Postgraduate Diploma
3. BCom Honours

### **Information Science (BA)**

#### **About the course**

This specialised course is being offered only to full-time students. The degree programme educates students in the ability to obtain, manage and communicate information, emphasising the electronic environment such as the Internet and World-Wide Web. South Africa is well on its way to become an information society, and Information Management will play an important role in this regard. Course modules such as personal, organisational and strategic information management prepare students to use information as an important resource in the decision-making process.

#### **What can I do with a B.A. (Information Science)?**

Many job opportunities are available in this vast and changing environment. Any of the following job environments can be pursued, depending on the combination of subjects included in the course that you choose and the extent of your practical experience:

- Information specialist (act as expert on information and information sources, especially those in electronic format)
- Information consultant (giving advice on information systems)
- Information analyst (expertise in the value-adding of information)
- Internet and intranet expert (manage Internet/World-Wide Web information sources)
- Database vendor (create, search and use commercial databases)
- Indexer (organise information for electronic databases)
- Records manager (organise mainly unpublished information sources)
- Marketing researcher (research on the information needs of decision-makers)
- Information and knowledge manager (manage information & intellectual capital).

Courses offered:

1. BA (Information Science)
2. BA (Honours) Information Science

	<ol style="list-style-type: none"> <li>3. MA Information Science</li> <li>4. DLitt et Phill Information Science</li> </ol>
University of Pretoria	<p><b><u>Department of Information Science</u></b></p> <ol style="list-style-type: none"> <li>1. Baccalaureus Informationis Scientiae – BIS with specialization in Information Science</li> </ol> <p><b>What does the degree entail?</b></p> <p>The increasing amount of information available and growing information needs have necessitated the training of information intermediaries to effectively facilitate the bringing together of users and the information they require. This package focuses on the use of information technology and the processing of information products and is designed to train students in the management, retrieval and organization of information, and also teaches them how to add value to, package and distribute information. Students will also have the opportunity to develop knowledge and skills in the management of one of the most important resources of enterprises – information and knowledge.</p> <p>Two or three specialization options are available, depending on the electives chosen.</p> <p><b>The degree offers the following career opportunities:</b></p> <ul style="list-style-type: none"> <li>• Information manager (manages information and knowledge resources) ;</li> <li>• Information specialist (organizes, retrieves and adds value to information);</li> <li>• Information consultant (consults on information products, services and systems);</li> <li>• Information broker (acts as an 'infopreneur' and buys and sells information products and services);</li> <li>• System specialist (develops and analyzes information systems).</li> </ul> <ol style="list-style-type: none"> <li>2. Baccalaureus Informationis Scientiae Honores with specialization in Information Science</li> <li>3. Magister Informationis Scientiae (Research) with specialization in Library Science with specialization in Information Science</li> <li>4. Magister Informationis Scientiae (Coursework) (not presented in 2007/2008) with specialization in Library Science with specialization in Information Science</li> <li>5. Doctor Philosophiae (DPhil) with specialization in Library Science with specialization in Information Science</li> </ol>
UNISA	<p><b><u>Information Science</u></b></p> <p><u>Courses offered:</u></p> <p><u>Diploma in Information Science</u> – The primary purpose of this qualification is to provide students with foundational and practical competence in Information Science with the view to delivery of library and information services to the community.</p>

	<p><u>Degree of Bachelor of Information Science</u> – Replaces the previous degree and national diploma: Library and Information Studies (Former TSA)</p> <p>Degree of Master of Information Science</p> <p>Degree of Doctor of Literature and Philosophy</p>
<b><u>KWAZULU-NATAL</u></b>	
Durban Institute of Technology	<p><u>Course offered:</u></p> <p>Library and Information Studies (National Diploma, B.Tech.)</p>
University of KwaZulu-Natal (Pietermaritzburg)	<p><u>Courses offered:</u></p> <p>Post-Graduate Diploma in Information Studies Bachelor of Library and Information Science, Honours,</p> <p>Masters and Doctoral programmes:</p> <ol style="list-style-type: none"> <li>1. Masters by Research</li> <li>2. Masters by Course work</li> <li>3. Doctoral Programme</li> </ol>
University of Zululand	<p><u>Courses offered:</u></p> <ol style="list-style-type: none"> <li>1. Bachelor of Library and Information Science</li> <li>2. Bachelor of Arts (Information Science) – The purpose of the programme is to offer the student knowledge, skills and attitudes for information and knowledge management in broad information fields in public and corporate organizations</li> <li>3. Post-Graduate Diploma in Library and Information Science</li> <li>4. Bachelor of Information Science (Honours)</li> <li>5. Masters Degrees of Library and Information Science</li> <li>6. Doctoral Degrees of Library and Information Science</li> </ol>
<b><u>EASTERN CAPE</u></b>	
Walter Sisulu University	<p><u>Courses offered:</u></p> <ol style="list-style-type: none"> <li>1. Post-graduate Diploma in Library and Information Science</li> <li>2. Bachelor of Social Science Degree in Library and information Science</li> <li>3. Masters of Social Science Degree in Library and Information Science</li> </ol>
University of Fort Hare (Alice Campus)	<p><u>Courses offered:</u></p> <ol style="list-style-type: none"> <li>1. Bachelor Degree of Library and Information Science</li> <li>2. Bachelor Degree of Library and Information Science (Honours)</li> <li>3. Masters Degree of Library and Information Science</li> <li>4. Diploma in Library and Information Science</li> </ol>

<b><u>WESTERN CAPE</u></b>	
University of Cape Town	<p><u>Courses offered:</u></p> <ol style="list-style-type: none"> <li>1. Post-Graduate Diploma in Library and Information Science</li> <li>2. Honours Bachelor in Library and Information Science</li> <li>3. Masters Degree in Library and Information Science (Beyond this level of the Programme, further study at the MPhil and Doctoral (PhD) level is possible)</li> </ol>
University of the Western Cape	<p><u>Courses offered:</u></p> <ol style="list-style-type: none"> <li>1. Bachelor Degree in Library and Information Science</li> <li>2. Bachelor Degree in Library and Information Science (Honours)</li> <li>3. Masters Degree in Library and Information Science</li> <li>4. Lower Diploma in Library and Information Science</li> <li>5. Higher Diploma in Library and Information Science</li> </ol>

In conclusion it would appear that the institutions based in Gauteng are trying to broaden the scope of Library Science / Information Studies so that it does not appear to be only library orientated, but would appeal to students who may wish to work within the larger, commercial institutions. The degrees and diplomas offered by the other institutions (KwaZulu-Natal, Eastern and Western Cape) appear to have retained the traditional approach to Library and Information Science Studies.

Herewith a list of the institutions and their addresses:

University of Johannesburg:

<http://www.uj.ac.za/infoman/FieldsOfStudy/Undergraduate/Bachelor/InformationManagementBCom/tabid/12864/Default.aspx>

<http://www.uj.ac.za/infoman/FieldsOfStudy/Undergraduate/Bachelor/InformationScienceBA/tabid/12865/Default.aspx>

University of Pretoria:

<http://web.up.ac.za/default.asp?ipkCategoryID=2085>

[http://web.up.ac.za/sitefiles/file/2009\\_yearbooks/Information%20Technology%2019%20Nov%2008.pdf](http://web.up.ac.za/sitefiles/file/2009_yearbooks/Information%20Technology%2019%20Nov%2008.pdf)

UNISA:

[http://brochure.unisa.ac.za/brochure/showprev.aspx?d=1\\_2\\_33&f=p\\_97969](http://brochure.unisa.ac.za/brochure/showprev.aspx?d=1_2_33&f=p_97969)

[http://brochure.unisa.ac.za/brochure/showprev.aspx?d=1\\_2\\_11&f=p\\_02526](http://brochure.unisa.ac.za/brochure/showprev.aspx?d=1_2_11&f=p_02526)

Durban Institute of Technology:

[http://studentinfo.dut.ac.za/reginfo/2009\\_Prospectus.pdf](http://studentinfo.dut.ac.za/reginfo/2009_Prospectus.pdf)

University of KwaZulu-Natal (Pietermaritzburg):

<http://www.infs.ukzn.ac.za/course3.htm>

University of Zululand:

[http://www.uzulu.ac.za/arts\\_hand\\_book.php](http://www.uzulu.ac.za/arts_hand_book.php)

Walter Sisulu University:

<http://www.wsu.ac.za/faculties/mainfaculties.htm>  
(Faculty of Education/ Prospectus 2009/page 70)

University of Fort Hare (Alice Campus):

<http://www.ufh.ac.za/fssh/schools/ss/others.html>

<http://www.ufh.ac.za/downloads/General%20Prospectus%202008.pdf> (Page 102 of prospectus)

University of Cape Town:

<http://www.humanities.uct.ac.za/postgraduate/departments/ils/>

University of Western Cape:

[http://www.uwc.ac.za/index.php?module=cms&action=showfulltext&id=gen11Srv7Nme54\\_4273\\_1210050426&menustate=dept\\_library](http://www.uwc.ac.za/index.php?module=cms&action=showfulltext&id=gen11Srv7Nme54_4273_1210050426&menustate=dept_library)

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## DOTTING THE i AND CROSSING THE t

### ALL THAT TWITTERS IS NOT GOLD

Mary Bruce



[www.twitter.com](http://www.twitter.com)

Fine : when in Rome, do as the Romans do, but when on Twitter . . . abandon the principle. That's as negative as this column is going to get as I've recently found this service to be a landmine of useful information if, as with all else in the electronic domain and particularly within Web 2.0 applications, one uses it judiciously.

So, dis-remember what you've probably heard about Twitter and, if you don't already use it, consider the facts. No-one else chooses your toothbrush – don't let anyone mess with the individual choice of bristles in your information management arsenal if they work for you.

The Twitter protocol is referred to as micro-blogging. Participants post messages of up to 140 characters which are seen almost immediately by all who have chosen to follow individual profiles; these Tweets are also visible to casual visitors in archived format and become searchable on Google but the primary strength of Twitter is its immediacy. The fact that it's free and supremely mobile has also boosted its meteoric rise. Its membership had reached 32 million users by May 2009, up from 2 million a year earlier, and its growth is estimated at 50-100% per month. It is primarily designed for use on cellphones but I use it quite happily from my desktop and prefer not to be exposed to it 24/7.

Yes, there's an inordinate amount of Twitter litter out there – the figure currently being bandied about is 40% of Twitter traffic being 'babble'. However, if one takes the time to identify useful sources and bears in mind its role as a form of real-time messaging, the rewards are worthwhile. To be honest, my knowledge of Twitter was minimal and firsthand experience absolutely zippo until, about two months ago, I was asked to incorporate it into my work. It took a few weeks of almost completely silent watching and listening to learn the etiquette and identify people who add value to my particular set of interests.

### Why to Tweet

Possibly being exposed to constant streams of information makes us reticent when it comes to adding more to the flow. However, consider some of the reasons the UK Cabinet has directed government departments to use Twitter. Please read the full document<sup>1</sup> as I'm only referring to three points here:

- “provide thought leadership and credibility, increasing our visibility as the experts in our remit within the online space ;
- provide an informal, ‘human’ voice of the organisation to promote comprehension of and engagement with our corporate messages ;
- provide an additional, low-barrier method for audiences to interact with the Department to provide feedback, seek help and suggest ideas”.

What organisation/company/firm would not espouse those goals in an ongoing programme of customer relationship management?

Consider too the article by Paul Lippe<sup>2</sup> which discusses social networking within the legal field. It points out that, despite the concern of some lawyers that ‘social’ precludes ‘professional’, “knowledge in law is distributed (ie social)”. Access to information from a trusted source, eg colleague or someone within a known network, is extremely valuable and can help reduce costs to clients or, conversely, generate income for a law firm.

American attorneys have already created a huge repository of specialised information within Twitter. I was surprised at how quickly some of them started following one of my Twitter profiles. So too with law librarians in the UK as well as US. This is a community with endless potential. (By the way, South African attorneys are already represented too although most posts so far relate to the gym and golf).

Twitter allows one to build a reputation in one's field and create an extensive directory of like-minded contacts. It provides the perfect forum to post questions and get answers from sources that are already known or traceable at least. Because of the hyper-networking that takes place, it is also being increasingly used in the field of job-hunting and recruiting. Just as one has long been able to ‘Google’ individuals, it is now possible to gain further insight by following their Twitter streams, once again making use of information in the public domain.

### What to Tweet

Reference has been made to the 40% guano – invaluable to those who have an interest in it but generally avoided by those of us who clean our own shoes – and few would deliberately aspire to be among the producers thereof.

Remember that this is “more like headlines than hard core contents”<sup>3</sup> and aim to make a unique contribution.

Unless one is posting a brief comment or advisory (@SabinetLaw excels at these), Tweets usually contain an abbreviated link to a blog post or other online resource. Reading comments from a wide variety of bloggers and their readers, almost everyone values personalised input with a mixture of links to articles (both by the person posting the link and by third parties), humour, quotations and ReTweets (more further on).

Twitter is a more concise way of informing clients of newsletters, additions to website/s, events . . . than RSS feeds, either of which the client would have chosen to opt into. On the down side, if one is experiencing technical difficulties, delays in service delivery or other problems, inform clients via Twitter so they aren't left to wonder what's going on.

Unfortunately there are plenty of Tweepers who put up an endless mishmash of (largely uncredited) quotes, sometimes very funny but that quickly palls when the same person reposts the same content repeatedly. Life's too short to spend much time on unoriginal material. Fortunately the power to "Follow" and "Unfollow" rests entirely with each account holder.

It is suggested that one publishes between two and ten Tweets a day : too few and followers lose interest ; too many and followers lose interest.

A feature that we are sure to see more of is the ability to conduct polls through various services such as StrawPoll and Twitter Poll Daddy. Brief questions and answers is what Twitter excels in.

### How to Tweet

Literally type a short message into the window and press Update. Once published it can be read by your followers and will become searchable on Google in due course. It may also be ReTweeted by those who read it: this means reposted with credit to you. Beware: it can also be retrieved by an evil service even if you later choose to delete the post so – Think Twice before posting. These days mistakes quickly become viral communications for the entertainment of the masses.

Should you wish to send a private message to an individual follower, send a Direct Message which will be visible only to you and the recipient. Semi-private conversations held in the public domain quickly become boring for others.

It is worth bearing in mind this oft-repeated advice. After setting up your free account (username and password), include a relevant photograph in your Profile and complete a short Bio. As you will discover when you visit others' Profiles, the personal touch is appealing and inspires more confidence and motivation to Follow someone than the profile of an unknown entity. Put some

thought into your choice of Handle or username unless this is obvious, such as the name of a company. One's Handle can be changed later on without losing contacts or timelines.

There are over 2 000 applications to help manage the incredible amount of information one can be subjected to. One name that crops up inevitably is TweetDeck. I used this for the first time yesterday and it may grow on me. I have no problem with it but also currently have no problem managing my accounts as I do not subscribe to one of the Twitter norms. This is to have as many Followers and to Follow as many people as possible, ostensibly to boost one's profile and reputation. One is not expected to read all the posts that will then come through.

My philosophy is that I have chosen to Follow each person because I believe they have something of value to offer so, yes, I *do* want to read what they post. I don't care if my modest figures (just tipped three figures on one profile compared to many account holders who boast tens of thousands of both categories) give me a lower ranking and I do not think that impossibly high numbers reflect favourably on one's credibility.

### Who to Follow

This is the part I know a number of us are finding difficult. The most effective method I've used to date is looking to see who my contacts are Following; it's surprising how many familiar names are starting to appear. It's also a bit disconcerting at first when well-known names start Following one's own profile. Be aware that Twitter, as with the Internet as a whole, is plagued by porn stars and people who automatically Follow others in order to get their numbers up. Once again, delete/ignore/report them.

Trying to find others in one's area who Tweet is not as easy as it would be in America where zip codes are easily searched. A tip that makes a lot of sense is identifying local news sources (see News sites below) and looking through their contacts as they will likely be Followed by people in the area.

### Tweepers I'd Recommend

- @sabinetlaw ([www.twitter.com/sabinetlaw](http://www.twitter.com/sabinetlaw))
  - News sites (visit the homepage of the website and look for the link to their Twitter page just as you would for the RSS feeds icon. *Tip: go to the top of the page, press <Control F> and type in Twitter (or RSS/XML)*)
  - Find one law librarian and more will quickly follow
  - Stephen Fry because, if you share his humour, you will understand that he really deserves to be followed by over 728 000 people (his bio describes him as, among other factors, Lord of Dance, Prince of Swimwear)
- Twitter is here to stay, although it will be a while before the service settles into a more stable model and finds its

true niche. After reading others' Twitter streams for a week or two, I began to get a feel for this slightly different protocol and am definitely finding information is coming to me more quickly and, as with RSS feeds, am not spending so much time looking for it.

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

<sup>1</sup> *Template Twitter Strategy for Government Departments / United Kingdom. Cabinet Office*  
<http://blogs.cabinetoffice.gov.uk/digitalengagement/file.axd?file=2009%2F7%2F20090724twitter.pdf>

<sup>2</sup> *Welcome to the Future : Oh So Social? / Paul Lippe*

<http://amlawdaily.typepad.com/amlawdaily/2009/07/future.html>

<sup>3</sup> *25 Twitter Tips for Business / David Zak*  
<http://ow.ly/ilKq>

<sup>4</sup> *5 Methods I Used To Get A Job Through Twitter / Jade Craven*

<http://www.twitip.com/5-methods-i-used-to-get-a-job-through-twitter/>

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 Please send suggestions and contributions for future columns to [mary@lawsoc.co.za](mailto:mary@lawsoc.co.za) and/or [d.riley@bowman.co.za](mailto:d.riley@bowman.co.za)

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Compiled by Nico M Ferreira  
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 ferrenm@unisa.ac.za

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