



NEWSLETTER

Vol. 32 No. 3
 December 2021

*This newsletter is
 published three times a year*

OSALL

P.O. Box 783779
 Sandton, 2146

<http://www.osall.org.za>

OSALL Committee members

Karabo Moleya
 (Chair)
 Tel: (011) 586 6219
 Email:
chair@osall.org.za

Amanda Franken
 (Vice-chair)
 Tel: (011) 797 4225
 Email: vice@osall.org.za

Maropene Ramabina
 (Secretary)
 Tel: (015) 952 8521
 Email: secretary@osall.org.za

Joyce Khakhu
 (PR & Marketing)
 Email: pr@osall.org.za

Hesma van Tonder
 (Treasurer)
 Tel: (051) 401 3468
 Email: treasurer@osall.org.za

Joyce Khakhu
 (Listserv administrator)
 Tel: (011) 292 6915
 Email: listservadmin@osall.org.za

Danielle Botha
 (Website administrator)
 Tel: (011) 535 8000
 Email: websiteadmin@osall.org.za

Audrey Lenoge
 (Membership)
 Tel: (012) 420 4558
 Email: members@osall.org.za

For all newsletter contributions:

Sharon Pather-Nagy
 (Newsletter Editor)
 Tel: (011) 530 5092
 Email:
editor@osall.org.za

Editorial

Dear Members

It is hard to believe that just 12 months ago, the start of a hopeful new year began. So many things have occupied and shaped us, these last 12 months. There were moments of joy, tears, frustration, loss and amazement in this year, and all of it came together to build precious memories and to shape our character in ways that only the passing of time can achieve.

May we be encouraged at this time to live like small children, enjoying every day for what it brings. Looking back to remember happy memories and holding on to the precious, but never dwelling in the past. Looking forward to what is in store and what the future holds, but never holding it in front like a carrot on a stick and endlessly chasing empty promises and meaningless material fulfilment. Make this Christmas a time of enjoying the fullness of the here and now, the memories that are made, that will one day be the thoughts our own children, in turn, to remember and cherish.

I would like to take this opportunity to thank each and every member of OSALL, the Committee, our Sponsors and everyone who has made it possible for OSALL to still stand. I further wish you and your families a blessed holiday season. See you all in 2022.

Karabo Moleya
 OSALL Chair

OSALL Year End Event

at Potato Shred on 5 Nov. 2021
 Pictures taken by Danielle Botha





News

COVID-19 AND LOCKDOWN: THE EXPERIENCE OF LEXINFO CC

By Adami Geldenhuys

The COVID-19 pandemic and lockdowns threw Lexinfo CC (library and legal information consultants) a few curveballs, demanding creative thinking and adjustments to our normal schedule. We share with you some of our experiences.

As with every other organisation, we were forced to make quick decisions on the way forward before our first hard lockdown. We decided to prioritise the updating of the loose-leaf publications in our clients' libraries to ensure that these were available for use at home. Month-end billing was also brought forward in the hope of getting paid on time. Due to the uncertainty of the situation, we were concerned that payments would be delayed. We were also busy with indexing projects for a publisher at that time, so our work situation was probably best described as 'crazy.'

On the first day of hard lockdown, Murphy, (as in Murphy's Law), came knocking on my door. I pressed the start button on my computer with great enthusiasm, looking forward to indexing and finalising the weekly issue of the Lexinfo Attorney Alert without interruption. Nothing happened. After frantically checking the electricity, cables and trying to restart 'my lifeline' to the world, I realised it's a goner. It dawned on me that we are in Level 5 lockdown, and we are unable to access computer shops and the usual support we normally take for granted. After a good cry, I forced myself to make a plan. One of them involved our IT support trying to talk me through replacing the power supply with one from an old standalone that I had. Let me just say that I know nothing about computer hardware, and nor do I have any interest in it, but WhatsApp and IT can be very patient. Despite our efforts, the old power supply was also faulty. My best option ended up being sharing my son's laptop, who had just started with online schooling. After a couple of hours of phoning around, lots of coffee, and more grey



hair, the shared laptop had all the necessary software installed and I was back in business. The Attorney Alert was delivered on time with the help of Daphne.

Fortunately, we are used to working from home, so this was not a new concept for us.

We helped a few of our clients to cut down on library operating costs and advised on online subscriptions especially during the initial lockdown. It seems that most of our clients are operating normally again now. One of our Mossel Bay clients has managed to expand their business. Our income was of course affected, mainly because we could not provide our normal services at our clients' premises. Luckily, we had very few cancellations of our subscription-based services.

Before hard lockdown commenced, we started to compile a daily newsletter, the Covid-19 Regulatory Update, for our existing clients. After lockdown started, we decided to make it available free of charge to the legal fraternity as our way of giving back. The feedback from legal professionals was very encouraging. The interaction with our readers was a positive experience, as we got to know some of them on a more personal level. The Covid-19 Regulatory Update is now available every Tuesday on our blog at:

<https://www.lexinfo.co.za/blog/categories/covid-19-regulatory-update>

We gained insight into the ramifications of COVID-19 on the business from our monthly newsletter, the Practice Management Alert, particularly regarding the impact on mental health and wellbeing. This newsletter provides law firms with practical tips and knowledge about how to run their practice more efficiently, support their staff during disruptions, embrace advancing technology, and learn what is trending in other law firms, locally and internationally.

The pandemic's harmful impact on general wellbeing has certainly become clear in the legal and library professions. Apart from the financial and health concerns associated with the pandemic, our team is bombarded with mainly negative information when compiling our specialised newsletters. Although very topical, the content of these newsletters focuses on many gloomy issues such as corruption, medical negligence, loadshedding, and of course COVID-19 itself. Being exposed to negative information on a daily basis can and does affect one's emotional wellbeing.

We have learned the importance of being kind to ourselves. For this reason, Lexinfo CC suspended all services for a week in August, and took a 'wellness break'. This is a trend we have seen be implemented since in other big companies as well. The nature of our information business makes it very difficult for team members to take leave during the year. Taking over from a colleague places a heavy burden on the person covering the work. A wellness break provides everyone in

the team with an equal chance to rejuvenate, without the guilty feeling of overloading a team member. One can argue that this is not a client-orientated approach, but how good can your client service be if your team is overworked and stressed out? The wellness break was a first for the business and we are planning to implement two wellness breaks during the coming year.

We are thankful that our team has been blessed with good health.

The pandemic has turned everyone's world upside down, but also created opportunities to do things differently and to look at the people around you with kinder eyes.

Staying Current

[Top 5 legal technology news stories of 2021](#) By Nicole Black, 21 Dec. 2021

In many ways, 2021 felt like the year that would never end. The pandemic dragged on, and new variants popped up like whack-a-moles. The resulting instability resulted in an increased reliance on remote working software, as lawyers put into place technology that provided the flexibility that their firms needed to transition to a dispersed workforce should the need arise.

In other words, if nothing else, 2021 was an eventful year. Identifying the top five legal technology news stories of the year wasn't easy, but the common thread of remote work and its effects filtered through the newsworthy items that made the list.

[Remote Work Proves the Firm Library Is More Than a Physical Space](#) By Marshall Voizard, 10 Dec. 2021

In a sense, the COVID-19 pandemic and our forced work-from-home experience has finally answered this question. For most firms, print and the physical library location was out of reach for at least a year, and yet in my career I've never seen as many job postings for law librarians as I have in the last 12 months. Correlation may not equal causation, but adding in a number a recent legal news articles on this trend along with many anecdotal stories from colleagues, I'm happy to say I think we can all feel confident that we stand on stable ground.

[Start with Why](#) By Casey Flaherty, 14 Nov. 2021

What, How, and Why all matter. But, for our business audience, legal's What and How are inherently uninteresting. Always start with their Why.

Our stories need not be complex to be persuasive. But they should always be grounded in driving better business outcomes.

News

GOODBYE AS I RETIRE

By Carol Coetzee

As most of you know, I retired from LexisNexis on 31st August after 26 years. During this time I also served on the OSALL committee as a supplier for many years. It's been my honour and privilege to work with so many members of OSALL and enjoyed many cups of coffee in beautiful libraries.

The relationships forged and friends made will always be very special to me. As LexisNexis sponsored the AGM luncheon each year, it was my job to secure a venue and help to arrange this special event. After large law moved to amazing new buildings, changing the skyline of Sandton forever, it was just a matter of choosing a different firm each year to host the event as they were all such magnificent venues.

One truly memorable occasion was when it snowed in 2012 at CDH. I can remember everyone crowding the windows to watch a winter wonderland forming below us. Apart from the law firms, the last physical AGM was held at PWC in Midrand in August 2019 and those that attended will recall the incredible views. This was certainly one of the best events and the speaker, Vasti Geldenhuys was so inspirational and certainly entertaining.

We certainly had fun at the AGM each year and now that we can have safe gatherings I'm sure you will all look forward to event in the future. I have to thank Karabo and the committee members again for all the support, a truly special group of people,

I am busy packing up our house in Brackenhurt, Alberton as we prepare to move to Onrus near Hermanus in the Western Cape on 15th January. We have lived in our home for 40 years so there is a lot to sort out and throw away which is quite an emotional job, lots of memories. My children our coming out from London for one last Christmas in this home and I can't wait to see them. We have all suffered with family overseas and not being able to travel due to Covid-19. My son will extend his holiday and be with us for the move which is fantastic. We have to do a fourteen hour car trip with two cats! Onrus is really beautiful and I can't believe I shall get to call this little piece of heaven home soon.

I shall have a mountain and sea view as well as many wine farms to visit in the area. I'm also within walking distance of the beach and shall be able to do whale watching every year.

I do miss working and my customers very much and still find myself checking my phone every five minutes for e-

mails, some habits die hard. I must admit that I don't miss the pressure of the sales environment though. As I say goodbye, please do stay in contact, I would love to hear from all of you.

I wish you all a wonderful Festive Season and and a Happy New New Year.

Stay safe, Carol



The whales at Hermanus, Carol's new life (picture taken By Carol Coetzee)–

Publications Noted

By Pieter du Plessis
Stellenbosch University

Journal articles

Law Library Journal 2021: Vol. 113, Iss. 1

Burchfield, J. W. Tomorrow's Law Libraries: Academic Law Librarians Forging the Way to the Future in the New World of Legal Education: p. 5

Law Library Journal 2021: Vol. 113, Iss. 2

Mignanelli, N. Legal Research and Its Discontents: A Bibliographic Essay on Critical Approaches to Legal Research: p. 99

Academic Law Libraries' New Frontier - The Post-Truth Cognitive Bias Challenge and Calls for Behavioral and Structural Reforms: p. 101

International Journal of Legal Information 2021: Vol. 49 Iss. 1

Sharma, S. Select eLegalls: Enriching a Legal Justice System in the Emerging Legal Informatics and Legal Tech Era: p. 16

International Journal of Legal Information 2021: Vol. 49 Iss. 2

Grondel, S. COVID-19, the Ubiquitous National Security Threat: Lessons Learned Around the Globe: p. 66

International Journal of Law and Information Technology 2021: Vol 29. Iss. 2

Oster, J Code Is Code and Law Is Law - The Law of Digitalization and the Digitalization of Law: p. 101

Canadian Law Library Review 2021: Vol. 46 Iss. 2

Viselli, L. Artificial Intelligence and Access to Justice: A New Frontier for Law Librarians: p. 17

Legal Information Management 2021: Vol. 21 Iss. 2

Covid-19 Industry Survey June 2020: p. 4

Curley, V. Celebrating a Century of Women in the Law: Using Historical Exhibitions to Enhance User Engagement and Promote a Library Service: p. 36

AALL Spectrum 2021: Vol. 26 Iss. 1

Barley, J. Building Play-to-Win Cultures & Emotionally Intelligent Teams: Strategies and Advice for Creating New, Post-Pandemic Work Environments p. 26

Brown, C. How to Surf the Labor Disruption Tsunami: Tips for Hiring, Onboarding, and Managing Employees in the Post-Pandemic Workplace: p. 2

098o21ews

Capps, M. Add E-Discovery to Your Legal Tech Toolbox: Tips for Providing E-Discovery Support and Instruction in Law Firm and Academic Law Libraries: p. 18

Legal Reference Services Quarterly 2021: Vol. 40 Iss. 2-3

Fletcher, C. Casebooks, Bias, and Information Literacy—Do Law Librarians Have a Duty? p. 184

Shucha, B. Representing Law Faculty Scholarly Impact: Strategies for Improving Citation Metrics Accuracy and Promoting Scholarly Visibility: p. 81

Computers in Libraries 2021: Vol. 41 Iss. 11

Dixon, N. AI Assistance in the Workplace: How Would It Work in Your Library? p. 4

Journal of Library Administration 2021: Vol. 61 Iss. 8

Detmering, R. Finding a New Fit for Student Success: Librarians as Agents of Teaching Innovation and Institutional Change: p. 947

Lembinen, L. Innovation in European Academic Libraries – Leadership Perspective: p. 921

Lipinski, B. Welcoming Spaces, Welcoming Environments: Addressing Bias and Over-Policing in Libraries: p. 1017

Weyant, E. Suggestions for Improving Morale, Part 2: Review of Existing Literature on Librarian and Library Staff Morale: p. 996

Journal of Library Administration 2021: Vol. 61 Iss. 7

Weyant, E. Contributions to Low Morale, Part 1: Review of Existing Literature on Librarian and Library Staff Morale: p. 854

Library Leadership and Management (Online) 2021: Vol. 35 Iss. 3

Smith, G. Revisiting Strategy in a Time of Crisis

Soehner, C. Write Now! Managing Change and Increasing Research in an Academic Library

Library and Information Science Research (Online) 2021: Vol. 43 Iss. 4

Montesi, M. Human Information Behavior During the Covid-19 Health Crisis. A Literature Review

Ngulube, P. Prevalence of Methodological Transparency in the Use of Mixed Methods Research in Library and Information Science Research in South Africa and Nigeria, 2009–2015

Pham, H. A Methodological and Theoretical Exploration of a Two-Comparative Study of Collaboration Between Academics and Library Staff

Reference Librarian 2021: Vol. 62 Iss. 2

Lund, B. Training and Practice of Instructional Librarians: Cross-Population and Longitudinal Perspectives: p. 126

Roy, L. Teaching with the Considerate Touch: Purposeful Kindness: p. 98

Journal of Academic Librarianship (Online) 2021: Vol. 46 Iss. 6

Christoffersen, D. Considerations for creating library learning spaces within a hierarchy of learning space attributes

Dali, K. Learning and change through diversity, equity, and inclusion professional development: Academic librarians' perspectives

Ihejirika, K. Do they "like" the library? Undergraduate students' awareness, attitudes, and inclination to engage with library social media

Scoulas, J. College students' perceptions on sense of belonging and inclusion at the academic library during COVID-19

Journal of Librarianship and Information Science 2021: Vol. 53 Iss. 4

Fedorowicz-Kruszewska, M. Green Libraries and Green Librarianship – Towards Conceptualization

Hicks, A. Deconstructing Information Literacy Discourse: Peeling Back the Layers in Higher Education: p. 559

Young, J. The Role of Libraries in Misinformation Programming: A Research Agenda: p. 539

Library Management 2021: Vol. 42 Iss. 8/ 9

Kunene, N. Adoption of Transformational Leadership Qualities for South African Academic Libraries in Gauteng Province: p. 561.

Samah, N. Exploring Library Management Support for Enhancing Self-directed Learning: Narratives from Research-support Librarians

Various Journals

Ajibade, P. Virtual Learning: a Disruptive Service in Academic Libraries. **Library Hi Tech News**: 2021 Vol. 38, Iss. 1: 12-13

Ali, M. COVID-19 working from home (WFH): Library Services and Librarian Experiences. **Journal of Access Services**: 2021 Vol. 18, Iss. 3: 212-223

Ayeni, P. A Systematic Review of Library Services Provision in Response to Covid-19 Pandemic. **Evidence Based Library and Information Practice**: 2021 Vol. 16, Iss. 3: 67-104

Bangani, S. The Fake News Wave: Academic Libraries' Battle Against Misinformation During COVID-19. **Journal of Academic Librarianship**: 2021 Vol. 47, Iss. 5: Online

Boss, S. Virtual Programming During COVID: What We Wished We Had Known in Advance. **College and Research Libraries News**: 2021 Vol. 82, Iss. 7: 330-333

Choi, Y. Public library Twitter use During the Early Period of the COVID-19 Lockdown in the United States. **Electronic Library**: 2021 Vol. 39, Iss. 5: 712-731

Cohn, S. Our Year of Remote Reference: COVID19's Impact on Reference Services and Librarians. **Internet Reference Services Quarterly**: 2021 Vol. 25, Iss. 4: 127-144

Das, S. Digital Library Research in BRICS Countries During 2000-2019: A Scientometric Analysis. **Annals of Library and Information Studies**: 2021 Vol. 68, Iss. 2: 127-134

Essien, F. Factors Influencing Library Usage Among International Students and the Potential Role of Library Orientation. **Library Quarterly**: 2021 Vol. 91, Iss. 4: 473-490

Froehlich, T. Some Thoughts Evoked by Peter Lor, Bradley Wiles, and Johannes Britz, "Re-thinking Information Ethics: Truth, conspiracy theories, and librarians in the COVID-19 era,". **Libri**: 2021 Vol. 71, Iss. 3: 219-225

Fruehan, P. Expanding and Improving our Library's Virtual Chat Service / Discovering Best Practices when Demand Increases. **Information Technology and Libraries**: 2021 Vol. 40, Iss. 3: Online

Gentry, L. Digital Collections at a Distance: Telework During the COVID-19 Pandemic. **Library Resources and Technical Services**: 2021 Vol. 65, Iss. 2: 65-75

Guren, C. COVID-19 and Book Publishing: Impacts and Insights for 2021. **Publishing Research Quarterly**: 2021 Vol. 37, Iss. 1: Online

Hennesy, C. Measuring Actual Practices: A Computational Analysis of LibGuides in Academic

Libraries. **Journal of Web Librarianship**: 2021 Vol. 15, Iss. 4: 219-242.

Hosoi, M. Reshaping Perspectives on Flexible Work: The Impact of Covid-19 on Academic Library Management.

Portal: 2021 Vol. 21, Iss. 4: 695-713

Keenan, C. "Lean" Outreach in the Time of COVID-19: Using Online Channels to Promote Online service.

Public Services Quarterly: 2021 Vol. 17, Iss. 3: 201-207

Lipinski, B. Welcoming Spaces, Welcoming Environments: Addressing Bias and Over-Policing in Libraries. **Journal of Library Administration**: 2021 Vol. 61, Iss. 8: 1017-1022

Lowe, R. Electronic Resources Management in the Time of COVID-19: Challenges and Opportunities Experienced by Six Academic Libraries. **Journal of Electronic Resources Librarianship**: 2021 Vol. 33, Iss. 3: 215-223

Mhlongo, M. A Framework for the Integration of Indigenous Knowledge into Libraries in South Africa.

IFLA Journal: 2021 Vol. 47, Iss. 3: 375-385

Matizirofa, L. Maintaining Student Engagement: The Digital Shift during the Coronavirus Pandemic a Case of the Library at the University of Pretoria. **New Review of Academic Librarianship**: 2021 Vol. 27, Iss. 3: 364-379

McGahey, B. 'It's Like Waking Up in the Library': How an International Student Dorm in Copenhagen Became a Closed Circuit during COVID-19. **Anthropology in Action**: 2021 Vol. 28, Iss. 1: 63-66

Nzomo, P. Towards a Definition of Multilingual Information Literacy (MLIL): An Essential Skill for the 21st Century. **Journal of Library Administration**: 2021 Vol. 61, Iss. 7: 897-920

Osorio, N. Exploring the Impact of the Pandemic on Reference and Research Services: A Literature Review. **New Review of Academic Librarianship**: 2021 Vol. 27, Iss. 3: 280-300

Peruginelli, G. COVID-19 and Digital Library Services: An Overview on Legal Information. **Digital Library Perspectives**: 2021 Vol. 37, Iss. 1: 65-76

Phillips, A.L. We Call to #protectlibraryworkers: A Rallying Cry for Library Workers During the Covid-19 Pandemic. **Library Quarterly**: 2021 Vol. 91, Iss. 3: 250-253

Pinto, M. Experiences of Information Literacy and Mobile Technologies Amongst Undergraduates in Times of COVID. A Qualitative Approach. **ASLIB Journal of Information Management**: 2021 November: Online

Sharda, P. Online Learning and Teaching Using Google Classroom During the COVID-19 Pandemic.

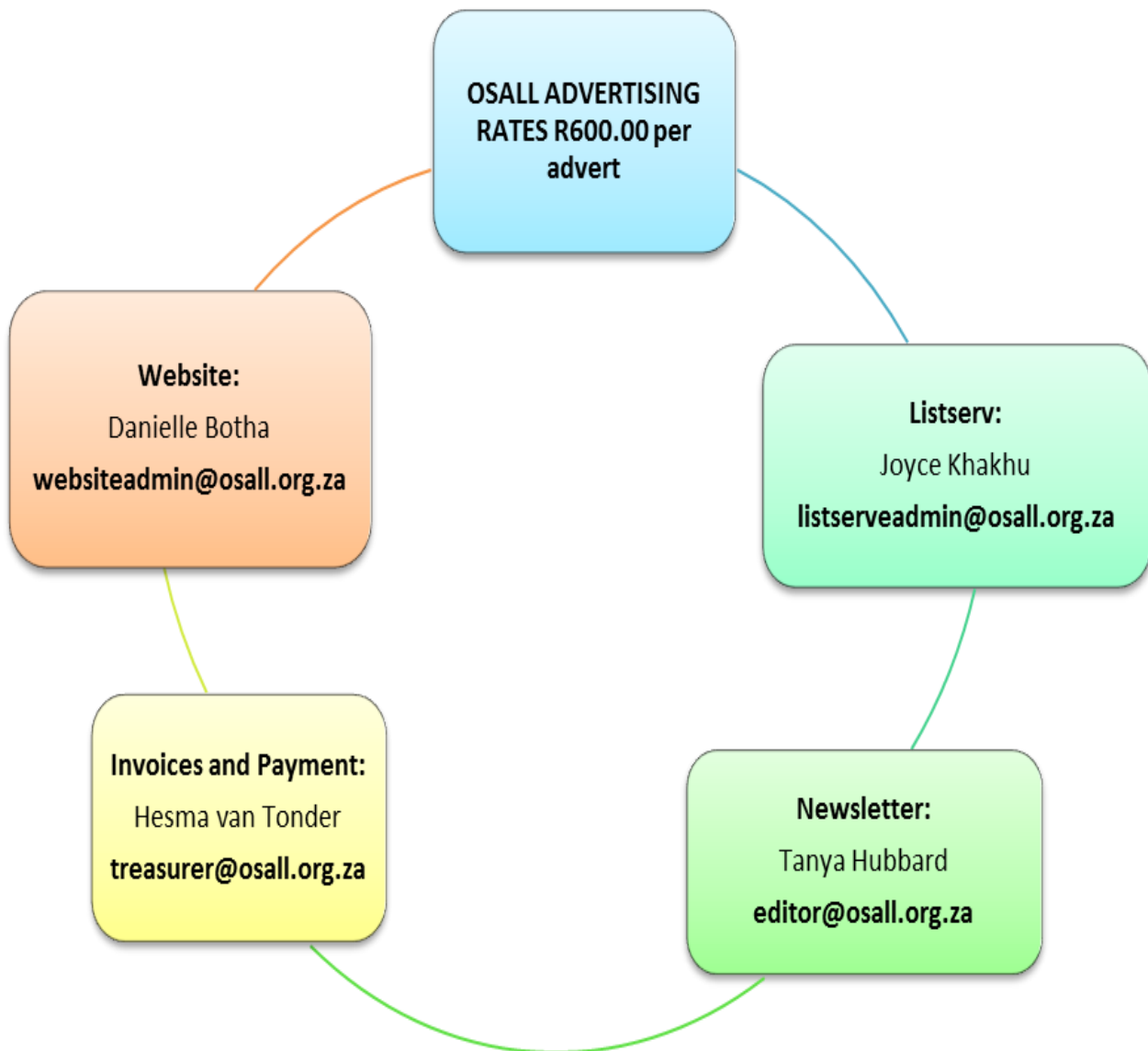
DESIDOC Journal of Library and Information Technology: 2021 Vol. 41: 352-357

Shoab, M. Digitalization of Academic Libraries in Higher Education Institutions during COVID-19 Pandemic.

Library Philosophy and Practice: 2021: 1-15

Tshikoshi, A. Adoption and Use of Web Technologies by Librarians in Open Distance e-Learning at the University in South Africa. **African Journal of Archives and Information Science**: 2021 Vol. 31, Iss. 2: 147-165

Yap, J. Are We in-Sync? Students' Virtual Instructional Experience and Perceived Information Literacy Skills in Time of Pandemic. *Internet Reference Services Quarterly*. 2021 Vol. 25, Iss. 4: 169-184



Please note:

- Proof of payment must be submitted prior to publishing and or posting of adverts.
- Adverts must be submitted in JPEG format.