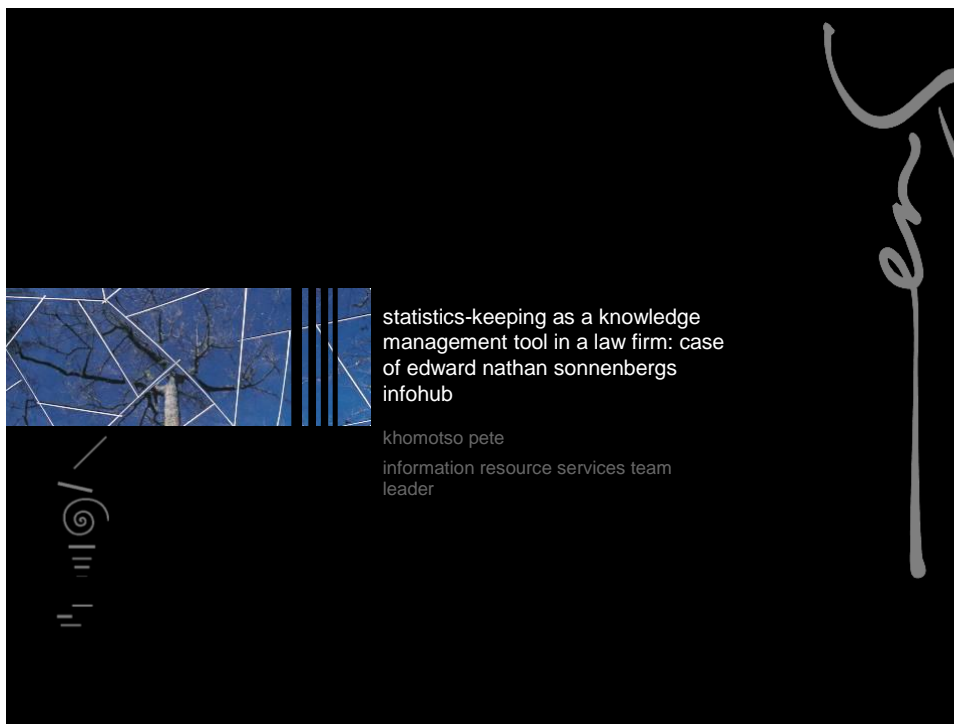
	<p style="text-align: right;">Date : 07/09/2007</p> <p>Statistics-keeping as a knowledge management tool in a law firm: a case of Edward Nathan Sonnenbergs Information Resource Services Cape Town</p> <p>Khomotso Pete (Ms) Edward Nathan Sonnenbergs Information Resource Services Cape Town, South Africa</p>
<p>Meeting:</p>	<p>152 Statistics and Evaluation</p>
<p>Simultaneous Interpretation:</p>	<p>No</p>
<p>WORLD LIBRARY AND INFORMATION CONGRESS: 73RD IFLA GENERAL CONFERENCE AND COUNCIL 19-23 August 2007, Durban, South Africa http://www.ifla.org/iv/ifla73/index.htm</p>	



1. **Abstract**

Edward Nathan Sonnenbergs (ens) is the biggest law firm on the African continent, with offices in johannesburg, cape town, durban and mitchell's plain. The johannesburg and cape town offices are the bigger offices and therefore have information resource services (infohubs) of almost the same size in terms of collection and office space. Research services and facilities are provided to

practitioners nationwide. The infohubs are staffed by a team leader and three (3) qualified librarians each, acquisitions, cataloging and information desk/research; serving about 450 practitioners. The durban and mitchell's plain offices are smaller with durban focusing on maritime and mitchell's plain a pro bono office and therefore do not have dedicated librarians on site. Even though both offices are not manned, both have an information corner with basic hard-copy material for daily needs as well as online access to the library catalogue and electronic subscriptions to databases, though research is done by information specialists in cape town. The recording and keeping of statistics as both a knowledge management and performance management tool will be explored in this paper.

2. **Introduction**

2.1. The focus of this paper is specifically on the cape town office with some references to the Johannesburg office as the two operate a different type of statistics-keeping method at present.

2.2. A brief history of the firm: Edward Nathan Sonnenbergs is a merger between Sonnenberg Hoffmann Galombik and Edward Nathan, which took effect on 01 October 2006. A big advantage was the fact that at the time of the merger both firms used the same library system (Inmagic system), though at different versions.

2.3. Inmagic has two versions: the web-based genie and content server textworks (cs/textworks) which is text-based. The genie is the library catalogue and cs/textworks is used to build various internal databases which include the **research database**, the primary focus of this paper. We do three types of statistics keeping, namely:

2.3.1. Circulation / loans statistics

2.3.2. research statistics

2.3.3. administrative statistics

3. **Why we keep statistics:**

Special libraries are usually small in size and thin on staffing serving clients with varied needs; depending on the firm's practice areas as well as specialized field matters within the firm. As a library, we are an essential part of the business though we still need to prove our worth to the firm and why the services we provide are crucial to the companies we work for. At ens our policy is to produce the right results within the hour of the request (the 1hour mark).It is therefore crucial to keep all statistics, minor or major, to assist us in delivering a good product timeously. This ensures management is also on board regarding the use of their funds. The data we collate is used to convince decision-makers of the value of our services. Various reasons are listed below:

3.1. quality management : relevance of resources, role played by librarians

- 3.2. quantity management: extend/amount of research carried out
- 3.3. keeping/weeding resources – evaluation of usage of resources .
- 3.4. justify the need for resources -decision-making for purchases/increase licenses. queries are evaluated against the resources we have and at mid-year financial evaluations, decisions are made on whether to purchase new products/ to increase licenses on license-protected products (e.g sabinet)
- 3.5. avoid duplication of work / build knowledge database - research is captured with hyperlinks to results supplied to the client.
- 3.6. queries and answers stored on a shared drive - folders are created by name of client and both library staff and clients have access to the information
- 3.7. evaluation of types of queries - the system enables us to evaluate user trends
- 3.8. evaluation of usability of resources - when users struggle to use certain resources, it is easier to evaluate through the statistics and further training will be organized
- 3.9. evaluate use of the irs by clients - this enables us to show how many requests we receive
- 3.10. evaluate staff competence - in terms of how long it takes to solve a query, assistance sought when in doubt, knowledge of resources to consult for queries, feedback to client, the 1hr mark.
- 3.11. validate need for research facilities within the firm - most important to prove that we have a invaluable service to provide and without proper systems in place practitioners will find it difficult to handle their matters
- 3.12. budgeting purposes - overall budgeting for resources (paper-based and electronic subscriptions management) as well as staffing
- 3.13. report writing - a report is compiled at the end of each month listing all that has been done within irs, submitted to business services executive. The reports are also used as part of performance evaluation
- 3.14. team-building purposes – all information specialists do rotational desk duty/research to enhance their searching muscles.

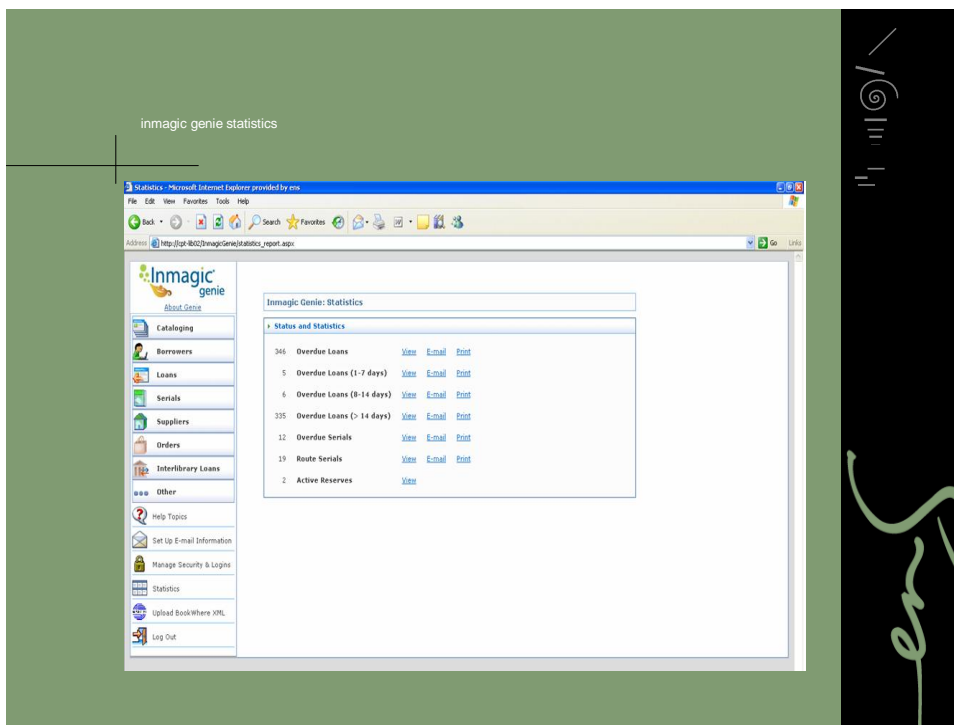
Our core products include:

- sabinet (daily law reports, government gazettes, bills, legislation etc)

- juta online
- lexis nexis online
- westlaw international

4. Circulation statistics: Inmagic genie

The genie is used for circulation of library material. Genie automatically captures loans statistics, which forms part of the statistics report at the end of each month. See below document:



5. CS/textworks and the research database:

cape town library uses Inmagic cs/textworks 9.00 and research is captured and stored on a shared drive. Practitioners have access to the folder too so it's easy for them to also revisit and check information supplied for their previous queries. User needs and demands change rapidly, which means that best practices change too so librarians have to be on top of their game all the time. We receive various types of queries/requests and a user-friendly system had to be put in place to capture the research. All four librarians take turns at the research information desk to familiarize ourselves with our clients, their growing and various needs and for our clients to know who we all are. The johannesburg office has a frequently asked questions (FAQ) system where selective capturing of queries is done and revisited when the need arises. Fields used in keeping the statistics in cape town are:

5.1. Date of query

- 5.2. Requestor
- 5.3. Matter code
- 5.4. Departmental code
- 5.5. Request / query
- 5.6. Sources consulted
- 5.7. Information supplied, with hyperlinks to the results supplied to the user
- 5.8. Time spent on query
- 5.9. Query status
- 5.10. Handled by
- 5.11. Date record created

Below is an example of a query created on the cs/textworks for statistics-keeping with all the required fields and information filled in.

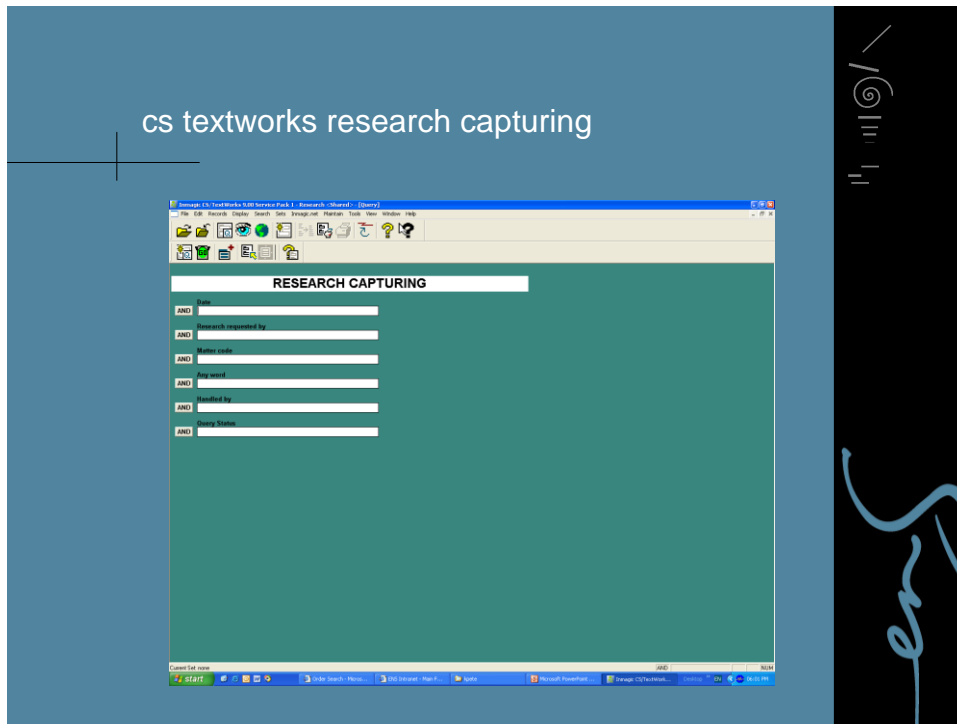
The screenshot shows a web form titled "inmagic cs-textworks" with a dark blue header and a white content area. The form contains the following fields and values:

- Date (enter as 20061005)**: 20070417
- Requestor**: Ashley Govender
- Departmental code from linked db**: 21 32 Tax: Team Gad
- Request**: Please can you urgently assist with the following:
Revenue Laws Amendment Act 2006, and
- Sources consulted**: juta intranet, www.gov.za
- Info Supplied (Please enter file references)**: <file://\problemsolved\sys\infocent\Research queries\Ashley Govender\revenue laws amendment act a20-06.pdf>
- Time spent (For example: Enter 15 min as 15 and 1 hour as 60)**: 30
- Handled by**: Khomotso Pete
- Record created**: 17/04/2007 10:40:13
- ID**: 15431

The form is set against a blue background with a vertical black bar on the right side containing a stylized logo.

After executing a search on various databases, the relevant documents are saved in adobe acrobat or Microsoft word and saved as hyperlinks under each practitioner's name in the shared folder for research. (see "info supplied" in previous slide). The information is presented to the practitioner in a hyperlink format. A different screen is used to search the database at a later stage for research done and stored. The search screen offers various options to execute the search in the database

including user name, date, librarian, keyword or matter code. Below is an example of the search screen. Once the search is done the results are presented in the original format of the capturing, with hyperlinks that one can open without having to redo the search. At the click of the mouse, one is presented with the results without wasting more time trying to decide on the relevant databases to search and how to plan a search strategy. This is an important role played by the research database.



6. Administrative statistics

This is information regarding all other work that is executed within the library and includes training sessions, new periodicals received, binding of periodicals, contents-pages scanned and loose-leaf updates filed. Loose-leaf items updating includes irs copies as well as office copies and therefore the numbers are high. This assists in decision making for budgeting.

Administrative statistics for report-writing

CPT:	Binding: Items returned	Binding: Items sent	Loose-leaf updates: issues	Loose-leaf updates: issues filed	Periodicals: New periodicals	Periodicals: contents pages	Periodicals: new issues circulated	Periodicals: issues in system	Periodicals: filed	Training (Name: Status; Number of hours per
January			106	102	144	56	91	155	89	43
February	25	48	56	56	158	66	129	175	71	6
March		48	74	74	170	69	120	189	70	10
April	20	6	127	177	193	95	124	209	58	4
May										
June										
July										
August										
September										
October										
November										
December										
TOTAL 2007:										

7. Statistics for report-writing

At the end of each month, all the above statistics is collated into one document by the team-leader and submitted to the business services executive. The firm holds staff performance evaluations three times in a year and these reports are used together with goals set and achieved to appraise library staff. These sessions are held by the business services executive together with the human resources manager, a director from employment law and two others from other sections representing clients. The statistics report; including all three forms of statistics, becomes a big contributing factor towards funding for the irs.

7.1. Writing the report:

7.1.1. Statistics is collated end of each month according to:

7.1.1.1. Department most frequently requesting info

7.1.1.1.1. By number of requests

7.1.1.1.2. By time spent

7.1.1.2. Individual most frequently requesting info

7.1.1.2.1. By number of requests

7.1.1.2.2. By time spent

7.1.1.3. Number of queries per department

7.1.1.3.1. By number of requests

7.1.1.3.2. By time spent

7.1.1.3.3. Total of departments

7.1.1.4. Number of requests per individual

7.1.1.4.1. Name/requestor

7.1.1.4.2. Number of requests

7.1.1.4.3. Time spent per request

7.1.1.4.4. Total for all requestors

7.1.1.5. Number of queries per librarian

7.1.1.5.1. Name/librarian

7.1.1.5.2. Number of requests handled

7.1.1.5.3. Time spent on requests

7.1.1.5.4. Total for all librarians

7.2. Detail of requests

7.2.1. Department

7.2.2. Requestor

7.2.3. Request

7.2.4. Handled by

7.2.5. Time spent

Below is an example of a few statistical reports submitted as part of the big monthly report.

Report-writing statistics

NUMBER OF QUERIES PER DEPARTMENT: april 2007

	Department	Requests	Time spent
02 37	Personal Planning and Estates: Team Flax	3	25
03 39	Employment Law: Team Harrison	6	35
03 40	Employment Law: Team Sleenk&	12	170
04 42	Litigation Commercial: Team Zieff	15	245
04 44	Litigation Commercial: Team Lovet&	5	60
04 45	Litigation Commercial: Team Van Niekerk	18	590
05 48	Litigation Insolvency: Team Katz	6	175
12 12	BS: Library: Non-SHG	2	15
16 16	Maritime	3	45
20 09	Team Accounts	2	40
20 11	Team Marketing	3	15
20 12	Team Information Resource Services	5	65
20 15	Team HR	1	60
20 65	Mitchells Plain	1	10
21 32	Tax: Team Gad	9	235
21 60	Tax: Team Dachs	10	120
24 24	Banking and Finance: Team De Klerk	7	195
24 66	Banking and Finance: Team Rudolph	3	55
25 25	Corporate and Commercial: Team Helman	13	270
25 70	Corporate and Commercial: Team Pretorius	18	340
30 36	Property: Team Alexander	5	95
31 49	Professional Support: Team Hutchison	1	5
31 50	Professional Support: Team Sarembock	1	5
33 63	Forensics	7	70
36 79	Retirement Fund Specialised Services: Team Mort	4	130
	All Departments	Requests: 162	Time spent: 3105

Report-writing statistics

NUMBER OF REQUESTS PER INDIVIDUAL: april 2007

Requestor	Requests	Time spent
Adam Bekker	1	10
Adriaan Hoeben	2	75
Aldene de Vos	2	45
Andre Prins	1	5
ndrea Coetzee	1	10
Anita Gihwala	3	125
Annie Erwin	5	90
Ashley Govender	3	55
Beverley Wroth	1	5
Bradley Conradie	2	10
Bronwen Norman	1	10
Carima Toefy	4	85
Caroline Petersen	1	10
Chantal Pillay	2	10
Chantell Rudman	1	5
Charles Makola	7	105
Chevan Daniels	3	20

statistics by librarian

NUMBER OF QUERIES PER LIBRARIAN: april 2007

<u>Librarian</u>	<u>Requests</u>	<u>Time spent</u>
Annalise de Wet	43	870
Ema Penaar	44	795
Joseph Machacha	30	870
Khomotso Pete	47	630
All Librarians	Requests: 164	Time spent: 3165

Conclusion

Research is an integral part of any profit-driven, service-driven, results-driven successful institution. Statistics plays a crucial role in the delivery of our services. In a results-driven environment time is money –literally. There's no room for error and the research database is an integral part of our irls in ensuring that we spent little time executing searches that have been dealt with before as well as convincing our funders of the need to have proper research facilities, resources and staff. Being able to provide the right results at the right time is crucial to the business of law therefore our libraries need to be well equipped with the relevant resources.

Our firm motto is “problemsolved” and this is a motto we all live by in the firm from business services to practitioners and their external clients. As a big law firm support service, our clients require the best service, the right information in the right format at the right time. We therefore always strive to present them with quality service in the most efficient way possible.

thank you



www.problemsolved.co.za