APPENDIX 8.1: OPERATIONAL ACTIVITIES BY CATEGORY

I COLLECTION ORGANISATION, MAINTENANCE AND DEVELOPMENT

1. Housekeeping (hk)
   • New books - acquisition, physical processing, cataloguing, circulation
   • New journals - indexing, circulation
   • Looseleaf serials – interfiling
   • Invoices and statements
   • Correspondence

2. Product design and development (prod)

II CLIENT SERVICES (ref)

1. Direct users to most appropriate information resource
2. Supply copies from in-house resources
3. Obtain material from outside sources
4. Training in use of resources and services
5. Research

III CURRENT AWARENESS (ca)

1. Practitioner profiles
2. Consolidation of incoming data, editing in the light of practitioner profiles
3. Distribution by weekly email.

IV EVALUATION (eval)

1. Survey design and execution
   • Monitoring of expenses – INFOSPEND
   • Monitoring use - USER SURVEY
   • Charge out of services
2. Reports
3. Time log

V SPECIAL PROJECTS (proj))

1. Web maintenance & design
2. Electronic law letter
3. Induction

VI PROFESSIONAL DEVELOPMENT (prof)

1. In-house meetings
2. Seminars, conferences and professional meetings (external)
3. Listserv communications
4. Personal study (Thesis)
5. Article writing