GLOSSARY

Abbreviations and acronyms

AALL  American Association of Law Libraries  
CD  Compact disk  
CLE  Continuing Legal Education [of the Law Society of South Africa]  
IIA  Institute of Internal Auditors  
IIA SA  Institute of Internal Auditors, South Africa  
LIASA  Library and Information Association of South Africa  
OSALL  Organisation of South African Law Libraries  
OSTI  Office of Scientific and Technical Information  
ROI  Return on investment  
ROCE  Return on capital employed  
SAICA  South African Institute of Chartered Accountants  
SLA  American Special Libraries Association  
TQM  Total quality management  
UK  United Kingdom  
VAT  Value-added-tax  
Web  World wide web

Explanatory notes

ad hoc  
For a particular or special purpose

Annotation (of law reports or statutes)  
Marginal notes to alert a reader to subsequent judgments that cite an earlier one, or to changes in legislation.

Benchmark  
Pioneered in the 1979 by Xerox to compare the performance levels between organisations in competing or unrelated industries in order to promote the use of best management and operational practices.

Billable hours / time  
That part of a practitioner's time that could be charged to a client account.

Compact Disc  
Optical storage medium storing 640 or more megabytes of uncompressed data (Garratt, 2001).

Corporate governance  
The system by which companies are directed and controlled (King Report on Corporate Governance, 1994: 1).

Counsel opinion  
Legal opinion obtained from an advocate.

Current awareness  
Services provided to alert information users to information resources, or to information services that may impact on their practices or on any aspect of their professional life for which they might wish to be advised.
**Downsizing**
"Radical reduction in the size of an organization, usually by delayering. May also imply a re-focus on certain core businesses and disposal of peripheral ones."
(Crainer & Obleng, : 1111.)

**Information audit**
Evaluating information resources with regard to both inventory and flow of information in an organization.

**Information professionals**
Information workers who have tertiary qualifications (university or technikon) in library and information sciences. An expression used in preference to "librarian".

**inter alia**
Among other things

**Internal audit**
"Internal audit is an appraisal activity established within an entity as a services to the entity. Its functions include, amongst other things, examining, evaluating and monitoring the adequacy and effectiveness of the accounting and internal control systems." (SAICA Handbook, 1999. vol 2: 9)

**ISO**
A word, derived from the Greek isos, meaning equal. Also the registered name of the International Organization for Standardization; not an acronym.

**Judicial precedent**
Interpretation of legislation by the courts of the land

**Library and information services**
Phrase used to explain the focus of information services in the context of organisation and provision of appropriate information resources to support the core business of an organisation. Not to be confused with information technology systems

**Library housekeeping**
Routine activities providing for the acquisition, organisation and maintenance of information resources and services

**Listserv**
Subscription-based Internet-driven electronic mailing lists moderated by a list manager.

**Local area network**
Computers linked in a confined geographic area to share information.

**Log, time-log**
A record of performance, events, or day-to-day activities
([http://www.yourdictionary.com/cgi-bin/mw.cgi](http://www.yourdictionary.com/cgi-bin/mw.cgi))
**Notional charge**
A record of potential earning rather than a financial transaction. An indication of how much money could have changed hands had the transaction been carried out in the open market (Dyke, 2001).

**Outsourcing**
Originally guidelines regarding competitive bidding for government contracts with private vendors (Pergament, 1999). Regarded as use of outside contractors to undertake specific operational activities.

*per se*
On its own

*Pro rata*
In proportion

**Reengineering**
A radical change in key business processes and in the way of doing business (Crainer & Obleng, 1995: 233).

**Regulations, regulatory law**
Piece of legislation generally proclaimed by a departmental Minister in terms of specific sections of an Act and not debated in parliament. Of same legal force as the Acts under which they fall.

**Return on capital employed (ROCE)**
Profit divided by capital employed (Who owns whom's Dictionary of stock market terms, 1988: 96)

**Return on investment (ROI)**
Dividend that an investor could expect on an investment (Who owns whom's Dictionary of stock market terms, 1988: 96)

**SERVQUAL**
Name of a quality assurance tool developed in 1988 by Berry, Parasuraman and Zeithaml

**Software**
Programs that are loaded onto computers to perform specific tasks. [http://www.2400hrs.com/glossary](http://www.2400hrs.com/glossary)

**Spreadsheet**
A number-related document whereby calculations and formulas are applied to the data organised in rows and columns of cells. [http://www.2400hrs.com/glossary](http://www.2400hrs.com/glossary)

**Statutes, statutory law**
Law promulgated by the passage of Acts through both houses of the South African Parliament.
**TQM (Total Quality Management)**
System associated with WE Deming for satisfying customers and suppliers by integrating the business environment towards continuous improvement. [http://www.iqd.com/hoshin_def.htm](http://www.iqd.com/hoshin_def.htm)

**Workstation**
Computer that may be linked to a local area network or wide area network but which has access to information and data that may be drawn into operational activities.