

ISSN: 1472-6696

journals.cambridge.org/lim

LEGAL INFORMATION MANAGEMENT

Journal of the British and Irish Association
of Law Librarians

Volume 11 Number 2 2011

CAMBRIDGE
UNIVERSITY PRESS



BRITISH AND IRISH
ASSOCIATION OF
LAW LIBRARIANS

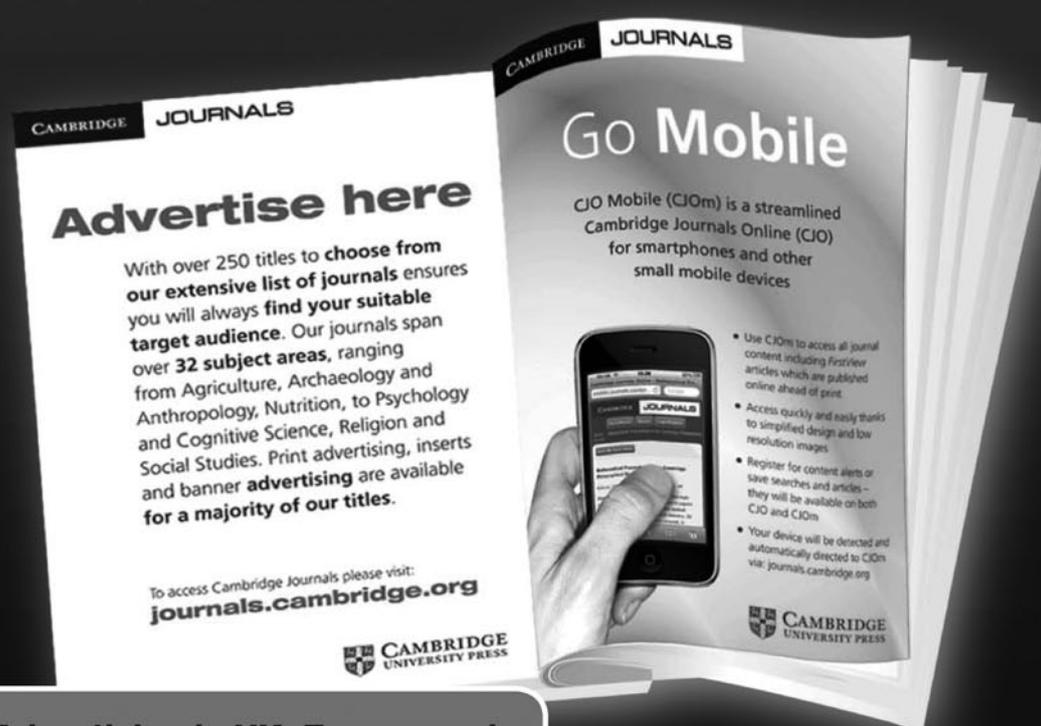
www.biall.org.uk

CAMBRIDGE

JOURNALS

Advertise in Cambridge Journals

To advertise in this journal and for details of pricing, availability and discount opportunities please contact:



Advertising in UK, Europe and Rest of World

The Advertising Sales Team
Cambridge University Press
The Edinburgh Building,
Shaftesbury Road,
Cambridge, UK, CB2 8RU
Tel: +44 (0) 1223 325083
Email: ad_sales@cambridge.org

Advertising in the Americas

Journals Advertising Coordinator
32 Avenue of the Americas,
New York, NY 10013-2473, USA
Tel: +1 (212) 337 5053
Fax: +1 (212) 337 5959
Email:
journals_advertising@cambridge.org



CAMBRIDGE
UNIVERSITY PRESS

Contents

Journal of the British and Irish
Association of Law Librarians

Editorial	79
Christine Miskin	
In Memoriam: Janet Schofield	80
Ann Hemming	
<i>The Legal Profession in a Changing World</i>	
Guest Editorial	81
Janet Noble	
Alternative Business Structures – the Long Pregnancy	82
Nick Jarrett-Kerr	
Outcomes Focused Regulation – a New Approach to the Regulation of Legal Services	85
Bronwen Still	
How the Legal Services Act 2007 has Affected Regulation of the Bar	89
Baroness Ruth Deech	
Family Legal Aid – Does it have a Future?	92
Vicky Ling	
Changing Face of Corporate Information Services – New Service Models and Partnerships	95
Loyita Worley	
Legal Process Outsourcing: Ethics and Compliance	97
Mark Ross	
Future of Legal Services: or the Future is Now	101
Clare Brown	
The Bribery Act: What's all the Fuss About?	104
Amy Bell	
High Kicks and Inner Peace: Knowledge Ninjas at the Legal Ombudsman	108
Sara Meyer	
Current Topics	
OSCOLA, a UK Standard for Legal Citation	111
Sandra Meredith	
Investing in Support for Academic Research	115
Alissa Sputore	
How did you Learn Sharepoint? From Bill Gates to “Click and See what Happens”!	119
Jackie Fishleigh	
Managing Conflict and Stress in the Workplace: Theory and Practice	122
David Palferman	
Legal Information Centre at the National Library of Russia – Ten Years of Successful Work	126
Elena Shishmolina	
Visit to IALS Library: a Comparison with the Facilities of the Nigerian Institute of Advanced Legal Studies Library	130
Ufuoma Lamikanra	
Research and Resources	
Research and Resources for Competition Lawyers	133
Daniel Harrison and Lisa Bunker	
Practical Matters	
Getting some Feedback	139
Cathy Mattis	
Current Awareness	140
Product Review – ILR on Justis	146

Legal Information Management

Published on behalf of the British and Irish Association of Law Librarians www.biall.org.uk

Editor

Christine Miskin, LLB. Dip. Lib. MCLIP, The High Hall,
St Stephen's Road, Steeton, W. Yorks BD20 6SB
Tel: 01535 657060
Email: c.miskin@btinternet.com

Editorial Board

Julie Doran, B.A. (Hons) M.A. MCLIP PGCE (FE/HE)
(Book & Product Review Editor)
University of Gloucestershire, Cheltenham, UK
Sarah Froggatt, B.A. Dip. Lib. (Chair)
Reynolds Porter Chamberlain LLP, London, UK
Claire Groom, MCLIP
Freelance Consultant, Kent, UK
Julie Keys, B.A. Dip. Ed. Dip. Inf.
Fox Williams LLP, London, UK (and Freelance
Consultant)

Wendy Lynwood, B.A. M.A. MCLIP
Birkbeck, University of London, UK
Pattie Punch, M.A.
University of Limerick, Ireland
Katherine Read, B.A. M.A. MCLIP (Current Awareness Editor)
Institute of Advanced Legal Studies, London, UK
Dunstan Speight, M.A. (Oxon.) M.Sc. Econ.
Berwin Leighton Paisner LLP, London, UK
David Wills, B.A. M.A., (Cantab), Dip.Lib. MCLIP
Squire Law Library (in-coming Editor)

Legal Information Management is the official journal of the British and Irish Association of Law Librarians. Aimed at professionals active in the legal information community this topical journal provides invaluable information for all those involved in the provision of legal information in the academic and professional environments. Published quarterly, and with an extensive current awareness section, a regular internationally focused article and coverage of management issues, *Legal Information Management* is the international journal for legal information professionals everywhere.

Subscriptions

Legal Information Management (ISSN 1472-6696) is published quarterly in March, June, September and December. Four parts form a volume. The subscription price which includes delivery by air where appropriate (but excluding VAT) of volume 11, 2011, which includes print and electronic access, is £121 (US \$199.00 in USA, Canada and Mexico) for institutions. The electronic-only price available to institutions is £111.00 (US \$179.00). Single parts are £32.00 (US \$52.00 in USA, Canada and Mexico) plus postage. EU subscribers (outside the UK) who are not registered for VAT should add VAT at their country's rate. VAT registered members should provide their VAT registration number. Japanese prices for institutions (including ASP delivery) are available from Kinokuniya Company Ltd, P.O. Box 55, Chitose, Tokyo 156, Japan.

Orders, which must be accompanied by payment, may be sent to a bookseller, subscription agent or direct to the publisher: Cambridge University Press, The Edinburgh Building, Shaftesbury Road, Cambridge CB2 8RU; or in the USA, Canada and Mexico: Cambridge University Press, 40 West 20th Street, New York, NY 10011-4211. Periodicals postage paid at New York, NY and at additional mailing offices.

Copying

This journal is registered with the Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923, USA. Organizations in the USA who are also registered with the C.C.C. may, therefore copy material (beyond the limits permitted by sections 107 and 108 of U.S. Copyright law) subject to payment of the C.C.C. of the per copy fee of \$10.50. This consent does not extend to multiple copying for promotional or commercial purposes. Code 1472-6696/11. ISI Tear Sheet Service, 3501 Market Street, Philadelphia, PA 19104, USA, is authorized to supply single copies of separate articles for private use only. Organizations authorized by the Copyright Licensing Agency may also copy material subject to the usual conditions. For all other use, permission should be sought from Cambridge or from the American Branch of Cambridge University Press. *Legal Information Management* is included in the Cambridge Journals Online journals service which can be found at <http://journals.cambridge.org>. For further information on other Press journals access <http://cambridge.org/journals>.

Legal Information Management is indexed in Current Law Index, Legal Information Management Index, Legal Journals Index, Library Literature and Information Science. Legal Information Management also appears in full-text on Westlaw.

© British and Irish Association and Law Librarians 2011 ISSN 1472-6696

Cambridge University Press

The Edinburgh Building, Cambridge CB2 8RU, UK
40 West 20th Street, New York, NY 10011-4211, USA
477 Williamstown Road, Port Melbourne, VIC 3207, Australia
Ruiz de Alarcón 13, 28014, Madrid, Spain
Dock House, The Waterfront, Cape Town, 8001, South Africa

Printed in the United Kingdom by the Latimer Trend, Plymouth