

journals.cambridge.org/lim

LEGAL INFORMATION MANAGEMENT

Journal of the British and Irish Association of Law Librarians

Volume 12 Number 1 2012



BIALL www.biall.org.uk

CAMBRIDGE

International Law Reports

The Authoritative Position in International Law

The International Law Reports is an essential holding for every library offering access to the whole range of international case law in one publication, in a manner which is both efficient and economical.

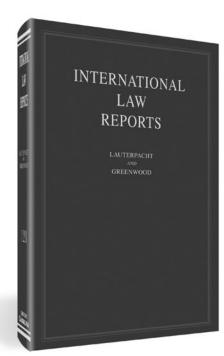
Prepared at the famous Lauterpacht Research Centre for International Law, University of Cambridge, the *International Law Reports* is the **only publication** in the world wholly devoted to the regular and systematic reporting in English of decisions of international courts and arbitrators as well as judgments of national courts.

Available individually or as a complete set (144 hardback volumes).

Why stock the *International Law Reports* in your library?

- First published in 1929 and featuring cases from 1919, no other publication enjoys such an authoritative position in international law
- ► It is the *only publication* to provide comparable coverage of case law in this field
- Cases are drawn from every relevant jurisdiction international and national
- Up to 6 volumes published per year
- It's flexible buy as a complete set or add to your existing collection with individual volumes

Visit our *International Law Reports* web page for more information, or contact Jack MacDonald, Key Accounts Manager (libraries) on +44 (0)1223 358331 or email academicsales@cambridge.org



Set ISBN 9780521469265

Did you know that the full archive of *International Law Reports* is available in a fully searchable form online via the award winning Justis platform? Visit **www.justis.com/ilr** for more details



www.cambridge.org/ilr



Legal Information Management Journal of the British and Irish Association of Law Librarians

Contents

Editorial David Wills	I
OUTSOURCING	
Outsourcing Business and I.T. Services: the Evidence of Success, Robust Practices and Contractual Challenges Mary Lacity and Leslie Willcocks	2
Outsourcing, Offshoring, Nearshoring, Onshoring – What's Going On? Loyita Worley	9
Business Process Outsourcing and Legal Library Services: the Integreon Model - One Year On Kate Stanfield	12
Knowledge Process Outsourcing and the Legal Sector: the Evalueserve Approach $_{\text{Edward Gill}}$	16
Law Libraries: SOS (Save Our Service) Susan Alcock	24
Evaluating and Promoting an In-House Information Team Dunstan Speight	29
CURRENT TOPICS	
Knowledge Management in Law: a Look at Cultural Resistance Elana Zeide and Jay Liebowitz	34
Information Overload: When Information Becomes Hazardous to Your Health Beverley Woolfson	39
The Only Way is Information Literacy Natasha Choolhun	44
Making Molehills Out of Mountains: a Look at Some Emerging Technologies James Mullan	51
Finding Information on Pending Appeal Cases Nadine Fathers	56
CHECKLIST	
Boris and the Pandas: A Blue Print For a Brilliant Intranet Jackie Fishleigh	59
CURRENT AWARENESS	63
BOOK REVIEWS	68



Legal Information Management

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

Editor

David Wills, B.A. M.A.(Cantab) Dip.Lib. MCLIP Squire Law Library, 10 West Road, Cambridge, CB3 9DZ Tel: 01223 350071 Email: dfw1003@cam.ac.uk

Editorial Board

Paul Banks, M.A. Dip. Lib.
The City Law School, London, UK
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
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

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 12, 2012, which includes print and electronic access, is £128 (US \$211.00 in USA, Canada and Mexico) for institutions. The electronic-only price available to institutions is £118.00 (US \$190.00). Single parts are £34.00 (US \$55.00 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 1001-4211. 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 1472-6696/12. 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 of Law Librarians and Contributors 2012 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 Alarcn 13, 28014, Madrid, Spain Dock House, The Waterfront, Cape Town, 8001, South Africa

Printed in the United Kingdom by Latimer Trend, Plymouth