

NEWSLETTER

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Legal Research Training

Dates for our next series of training sessions for new pupils are as follows:-

Session 1: Essentials of Legal Research

Monday 4 April 2016, 6.00 p.m. to 7.30 p.m. Location: Inner Temple Drawing Room

Session 2: Legal Research Workshop: Cases

Tuesday 12 April 2016, 6.00 p.m. to 7.00 p.m. Location: Inner Temple Committee Room

Session 3: Legal Research Workshop: Legislation

Tuesday 19 April 2016, 6.00 p.m. to 7.00 p.m. Location: Inner Temple Committee Room

Refreshments will be provided at all the sessions.

To register for a place on one or more of the sessions please email trainingsessions@innertemple.org.uk.

Saturday Opening

One of the four Inn Libraries is open from 10.00 a.m. to 5.00 p.m. on each Saturday during the legal terms.

January	
30 January	Inner Temple
February	
6 February	Lincoln's Inn
13 February	Middle Temple
20 February	Gray's Inn
27 February	Inner Temple
March	
5 March	Lincoln's Inn
12 March	Middle Temple
19 March	Gray's Inn
26 March	CLOSED

April

2 April

Inner Temple

To view a Saturday Opening Timetable click here.

Westlaw Commentary Trial

We have been given access to Westlaw commentary sources for a three-month trial period starting on 1 February. The trial includes works such as Archbold, Charlesworth & Percy, Chitty, Clerk & Lindsell, Kemp & Kemp, McGregor, The White Book and Woodfall. For more details click here. Access will only be available within the Library.

We would be interested in having feedback on the usefulness of the individual online sources included in the trial.

AccessToLaw - the content of our gateway site, which provides annotated links to over 1,300 free legal websites, was checked and updated on a quarterly basis. There were 85,017 individual visitors to the site from 184 countries, the majority coming from the UK, USA, Malaysia, India, Australia and Canada. The sections of the site accessed most frequently were Case Law, Caribbean, Court Information, and Courts and Tribunals.

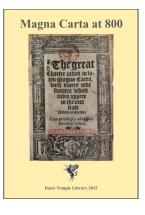
Binding - a total of 500 volumes of UK law and 100 volumes of Commonwealth law were bound or rebound during the year. Bookends Bindery, which specialises in dealing with early printed books and manuscripts, carried out conservation and repair work on a number of items including Playford's *Dancing Master* and one of the Petyt Manuscripts, *Theatrum Criminalium*, volume 2.

Cataloguing - around 230 new law titles and editions were added to the catalogue during the year. This does not include continuation volumes of periodicals (which are of course heavily represented in a library such as ours), reissue volumes of encyclopaedic works, non-law books, or new editions of reference books, so the actual number of volumes acquired (and in some cases, catalogued) would be many times that total.

Clerks - we emailed Inner Temple chambers and chambers neighbouring the Inn to offer library tours to clerks and there was a good response to this. Tours take about 30 minutes and provide a friendly introduction to the Library. They cover the geography of the Library and the way material is organised, as well as demonstrating how enquiry desk staff can provide assistance.

Committees - the Librarian acted as Secretary to the Library Committee and as coordinator of the Bar Librarians Group, and attended meetings of the Institute of Advanced Legal Studies Library Committee. The Deputy Librarian continued as a member of the British and Irish Association of Law Librarians Conference Committee and attended meetings of the Inner Temple Book Prize Committee.

Current Awareness Blog - the coverage of the blog includes the latest legal news, new case law and changes in legislation, announcements of forthcoming lectures and seminars, and advertisements for chambers vacancies. A total of 4,140 posts were added in 2015. The blog now has 42,225 posts, 1,106 subject categories, 2,839 subscribers via email or RSS feed and 6,896 Twitter followers. The number of individual visitors to the website was 226,621. The top ten most frequently accessed subject categories were sentencing, appeals, police, human rights, murder, internet, media, children, local government and sexual offences. The highest-ranking locations for visitors were the UK, USA, Australia, Canada and Hong Kong. A more detailed annual report on the Current Awareness service can be viewed via our website.



Displays and Articles - during the year we mounted a number of displays to commemorate anniversaries and events and to highlight particular parts of our collection. These included Classics, Magna Carta, the Supreme Court (10th anniversary of Royal Assent to the Constitutional Reform Act) and the Race Relations Act 50th

anniversary. To accompany the displays we produced information sheets outlining the main points and offering suggestions for related research resources available in the Library. We also began to revisit noteworthy articles that have appeared in the Library's Newsletter over the years, and to reprint some of them as leaflets. All the leaflets and information sheets can be found online via our new Displays and Articles webpage.

Document Supply Service - this service is available to barrister and judicial members of all four Inns wherever they are based. Over the year 182 items have been scanned and emailed to barristers located in the Bahamas, Belgium, Bermuda, the Cayman Islands, Cyprus, Gibraltar, Guernsey, Jersey and the Isle of Man, in addition to many locations in the UK. 2015 saw the introduction of an **online order form** for material required for judicial proceedings.

Donations - members of the Inn continue to present copies of their newly published works. We also receive Wildy, Simmonds and Hill publications free of charge. Donations resulted in a saving of £2,256 on monographs and £7,570 on loose-leaf releases and journals in 2015. The late Mr David Humphreys gave a generous donation of £1000 to the Library in 2014 and part of this sum was used to purchase the new edition of *Jowitt's dictionary of English law.*

Enquiries - staff at the Enquiry Point dealt with 3,600 personal and telephone enquiries from barristers, judges, pupils, students, and clerks. Enquiries were, as always, very varied and ranged from establishing whether the Offences against the Person Act 1864 is still in force in Jamaica, to finding the 1601 or 1602 report of the Monopolies case. In response to users' requests we are also selling items of stationery and bottles of water, and lending charging devices, at the Enquiry Point.

Facebook - we continued to expand the range of content on our Facebook page and have been more actively promoting the Library's collections. We celebrated Black History Month in October with a series of profiles of members which were very well received. We also published a series of "On this day" posts highlighting legal and literary landmarks and events from history. We regularly promote library and training events and include practical information such as changes to opening hours. The total number of "likes" currently stands at 1,573.

Feedback - we received complimentary feedback during the year from users who made written submissions to the Inn's Strategic Review Group. Examples include:

For me the standout aspect of the Library is the wealth of knowledge of the staff. When I need to research an unfamiliar area of law, the librarians are the first port of call to find out key practitioners' texts, relevant law reports and online databases to gain all the information I need. The library services are orientated towards the need for up to date information and fast turnaround times required by legal practitioners... **Pupil**. [The Inner Temple] has a first class library run by first class staff for whom nothing is too much trouble....They have a vast bank of research knowledge which is invaluable for our work. **QC**.

The service provided to users of the Library is exceptional. Whenever one of our editors has any difficulty locating a particular case or copy of a report, whether electronically or in hard copy, a member of library staff will always take the time to locate the item and explain in detail how the cataloguing system works. When contacted by telephone the library staff always go out of their way to deal quickly and efficiently with any enquiry. Editor, Archbold and Criminal Law Week.



Guides - we produced new guide а on starting legal research which is aimed at students. The content of the Readers' Guide, Student Guide, Out of London Members' Student Guide and Preparing for Pupillage: Legal Research Tips, and the guides to online services, were all updated. Α new

edition of *Library Resources for the Bar*, a guide to the library services of the four Inns, was published. All of these are available in the Library or for downloading from the website.

Historical Enquiries - most of the historical enquiries dealt with during the year have concerned persons supposed (correctly or otherwise) to have been members of the Inn. Other enquiries received have been on a wide range of subjects, for example the Great Fire of London, the Fire Judges, picture framing in the 17th century with particular reference to women practitioners of that craft, the Hall of Clifford's Inn, and Atlases printed in the Netherlands in the 16th to 19th centuries.

IT - the connection to the Internet was upgraded from a 10Mb leased line to 100Mb. The Library's Wi-Fi network was extended with extra access points so that Wi-Fi is now available throughout the Library. Two of the public access photocopiers were configured to scan and send directly to users' email addresses.

Legal Research Training - the Library ran its legal research training course for new pupils in the spring and autumn. We changed the format in the autumn, in response to feedback from previous attendees. The first session remains an overview of legal research, covering aspects of case law and legislation. The second and third sessions have been changed to a workshop-style format. Participants are given a series of questions to answer using the hard copy and electronic resources in the Library, where staff are on hand to help. We have received very positive feedback on the introduction of this practical element to the course.

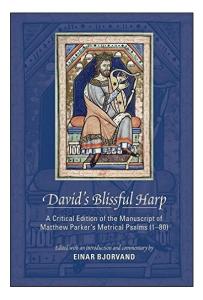


During the summer the Deputy Librarian and Senior Library Assistant also ran a legal research refresher session for BPTC students at the City Law School. We continue to provide one-to-one training on databases and on printed material as required for students, pupils and barrister members of the Inn.

Lexis PSL - we negotiated with LexisNexis on subscription rates for their Lexis PSL service on behalf of members of the Inner Temple who are sole practitioners and members who work in chambers that do not have a current subscription to Lexis PSL. Members were emailed about the discounted subscription rates.

Littleton Basement - the number of items requested from the Library's basement store in the Littleton Building (over 270) remains the same as last year. The majority of books requested are old editions of practitioners' textbooks and older Commonwealth material. Most of this material is not available online. This highlights the importance of having on-site storage from which materials can be retrieved quickly to meet users' time constraints.

Manuscript Enquiries - our mid-15th century illuminations of the Court of King's Bench and Court of Common Pleas have each featured in three publications during the year, as has Edward VI's Devise for the Succession. Last vear also saw the appearance, after many years' gestation, David's blissful of



harp, Professor Einar Bjorvand's critical edition of Matthew Parker's metrical psalms, the autograph manuscript of which is in our collection.

The study projects being undertaken by visiting scholars and correspondents continue to demonstrate the richness and variety of the manuscript collection. These have included, to mention only a few: the Irish House of Commons; the Chronicles of Robert Mannyng and of Roger de Hoveden; dancing in the Inns of Court; the correspondence of Théodore de Bèze; Matthew Parker's Psalter (not in connection with Professor Bjorvand's publication mentioned above); and the architecture of the English country house.

Marshall Hall's Desk - the desk that belonged to Sir Edward Marshall Hall QC when he was in chambers in 3 Temple Gardens was acquired by the Inn during the year and is now located in Room F of the Library.

Newsletter - four issues of the Library's electronic newsletter were sent out to all members and tenants in January, April, July and November.

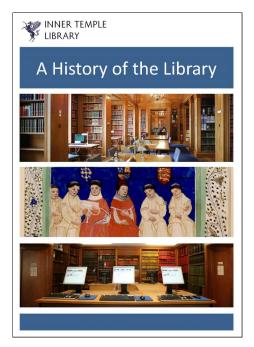
Online Services - the Library added to its range of online services by subscribing to the Practical Law service in 2015.

Open House Weekend - on 19 and 20 September the Library opened as part of the London Open House Weekend, in which the Inner Temple and Middle Temple participated in celebration of the 800th anniversary of the sealing of Magna Carta. Seven members of the Library team were on duty each day to welcome visitors and answer their questions.





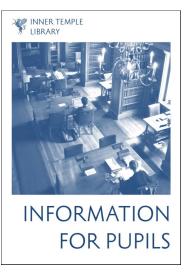
Over 2,300 people visited the Library and had the opportunity to view a selection of historical manuscripts, as well as displays about Magna Carta, Sir Edward Marshall Hall, the Murder in the Temple of 1733, Library history and the process of researching legal cases. We created a *History of the Library* booklet from our website content especially for this occasion and 2,000 copies were taken away by visitors.



Photocopiers - during the summer the public access photocopier operation was extended to allow users to scan as well as photocopy from the print collections, and the cashcard system was replaced with a software solution, Uniflow. This enables users to set up individual PIN-activated accounts, to which credit can be added as necessary. As there is still a demand for a cash-based system for copying, a third, coin-operated machine is also available.

Publications - the entire range of library guides and leaflets has been redesigned, rebranded and reformatted. Our aim has been to present more consistency of design (thereby making it clear that these publications are part of a series) and to update the images and colours to make them more attractive. Signage, notices and maps in the Library have been reformatted to make them more helpful to users.

Pupils - in addition to legal research the training sessions already mentioned, staff gave library tours to new pupils. The Deputy Librarian and one of the Library Assistants also gave introductory talks about the Library to new pupils at a number of lunchtime sessions in October. An Information for Pupils pack was



produced and distributed to Inner Temple chambers and handed out to pupil supervisors attending training sessions run by the Education & Training Department. The pack contains essential information on our services, facilities and events for pupils.

Staff Changes - one of the Library Assistants, Natalie Kent, left the Inn to take up the post of Assistant Librarian at Pembroke College, Cambridge. She was replaced by Verity Parkinson who had been working in the Library as an Evening Assistant whilst studying for an MA in Library and Information Studies. Prior to this she was a Graduate Trainee Library Assistant at the Institute of Advanced Legal Studies Library.

Staff Training - courses attended by Library staff included the following topics: information literacy; how libraries use social media; Photoshop; and forms of address. Representatives of the Library also attended the annual conference of the British and Irish Association of Law Librarians.

Strategic Review - library staff and users made written submissions to the Inn's Strategic Review Group and attended the open meeting. The report of the SRG recommended that

...the facilities provided by our excellent Library and librarians should be maintained and, wherever possible, improved. So far as is deemed necessary, the physical collections should be maintained, in an accessible form, within the Treasury Building. ...the Library should adopt a modern "blended" approach to the provision of information, embracing modern technology where appropriate and using electronic and online resources, whilst also retaining the core, printed collections which should be readily available. In fulfilling its core functions, the Inn is always going to need a first-class research library.

Student Events - the Library participated in the Inn's introductory evenings for London and out of London students, and offered tours for new BPTC students in September. In addition a Student Open Day was held on 23 September. This was well attended and was designed to introduce new BPTC students to the Library in a relaxed and informal way.

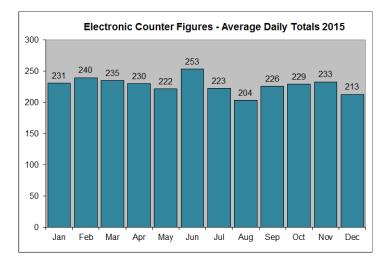


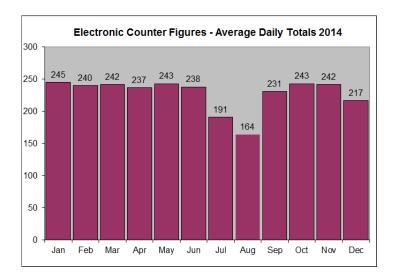
The Deputy Librarian, together with a colleague from Lincoln's Inn Library, gave presentations at the City Law School, the University of Law and BPP Law School on the services that the Inn Libraries offer to Bar students. The aim is to encourage students to make use of library facilities and services at an early stage in their legal careers and to welcome new students to the Inn Libraries. The sessions were very popular and will be repeated in 2016. The presentation is also available as a slideshow on the Library website.

Tours - a new initiative in 2015 was greater collaboration with the Education & Training Department on the tours of the Inn which are offered to prospective new members. Library staff now carry out the library part of the tour, which gives visitors an excellent indication of the extensive services on offer to members. Over 60 tours were given to individuals and groups from universities and sixth form colleges, and a law firm. The virtual tour on the Library website was viewed 2,200 times.

Twitter - we currently have 6,896 followers; 81% of those whose location is known are based in the UK. Followers are also located in the USA, Australia, Ireland, India, Nigeria, Canada, Malaysia, South Africa and the Netherlands. The Twitter feed consists mainly of links to our Current Awareness news stories as well as having links to our Facebook page and to library news. Our biggest growth rate occurred in September and this coincided with the intake of new students, student tours and open days.

Usage Statistics - an electronic monitor at the Library entrance counts people entering and leaving the Library, including staff: totals for each day are halved to compensate (as far as possible) for the fact that most people would be counted twice. The average daily total in 2015, after this adjustment, was 228 (the same as in 2014).





Users' Group - the Library Users' Group, which consists of students, pupils, barristers and judges, had a number of meetings during the year. Individual members made submissions to the Inn's Strategic Review and the Group made a written submission to Benchers about the Project Pegasus proposals.

Visits - during 2015 we received visits from library staff at the other Inns and from the Institute of Advanced Legal Studies Library, the Library Manager from Garden Court Chambers, members of the Hampshire & Isle of Wight branch of the Chartered Institute of Library and Information Professionals, law librarians from Australia, New Zealand and South Africa, as well as the Director of the National Library of Bucharest, the current IALS Fellow (Justice R. James Williams of the Supreme Court of Nova Scotia), Academic Bencher, Professor Spyridon Flogaitis, and Academic Fellows, Dr Adaeze Okoye and Dr Tarun Khaitan. Library staff visited the Law Society Library and the Library of the House of Commons.



Members of CILIP Hampshire & Isle of Wight branch



House of Commons Library

Annual Review 2015 cont.

Website - there have been 66,330 individual visitors to the Library website from 172 countries, the majority coming from the UK, USA, Netherlands, Germany, Ireland and India. The most frequently accessed sections of the site were opening hours; the catalogue; collections; legal research FAQs; legal research training; latest news/newsletter; document supply services; virtual tour.

Work Experience - in April a library school student from University College London spent a week in the Library on a placement and in August a sixth form student carried out some work experience with us. We are happy to provide work experience opportunities for those hoping to undertake a career in law libraries.

World Book Day - to celebrate UNESCO World Book Day on 23 April 2015, a small selection of the Library's manuscripts was displayed in the Lawson Room for staff and members of the Inn to view.

IT Changes

This month Peter Higgins, who has been the Inn's Network Manager/Systems Librarian since 1999, became the Head of Information Technology. The IT Department, comprising the Head of IT, the Senior Network Administrator (Jonathan Delaney) and the Technology and Communications Officer (Paul Clark) is now recognised as a separate department within the Inner Temple, although Peter and Jonathan continue to be based in the Library. The Head of IT will report directly to the Sub-Treasurer. He will continue in the role of Systems Librarian, which includes the support and development of the library catalogue, subscription databases, public and staff PCs and Wi-Fi, as well as undertaking late evening enquiry point duties.

The Library has always had a close working relationship with IT staff, and we trust that this will continue for the foreseeable future. Peter and Jonathan's professionalism and willingness to help (often "beyond the call of duty") are much appreciated both by Library users and staff.

Library Committee

Master Sharp stood down as Master of the Library in December after completing two years as Chairman of the Library Committee. At the last meeting of the year Master Treasurer and other Committee members thanked Master Sharp for her service and for being such a great advocate for the Library. Her successor as Master of the Library is Master Sally Smith.

Two long-standing members of the Committee, Master Sedley and Master Malecka, also stood down at the end of 2015. Master Sedley served on the Library Committee for twenty-five years and was Master of the Library from 2004 to 2010. Master Malecka was a Committee member for nineteen years. Library staff would like to thank these Committee members for their unstinting support of the Library over so many years.

Digital Images: Inns of Court

The New York Public Library has recently made over 187,000 high resolution digital images freely available as part of their Public Domain Project. Within the archive (which dates back to the 11th century) are some rather charming Inns of Court cigarette cards from the 1920s. Collect them all!



AccessToLaw: Banking

AccessToLaw's section devoted to **Banking** comprises at present ten entries. Most are concerned exclusively with UK banking law, with just two exceptions.

Elexica is an extensive legal resource, with content from around the world, made available by the international law firm Simmons & Simmons. Banking is only one of the wide range of topics which the site covers. Materials provided include practice notes, current awareness bulletins, case summaries and guidelines. Some content is reserved for clients of the firm, but most is freely available to anyone without the need to register.

Broad international supervisory standards and guidelines for banks are provided by the **Basel Committee on Banking Supervision**, which is based at the Bank for International Settlements, the world's oldest international financial organisation. Documents on its website include press releases, speeches, working papers and newsletters, and there is also a set of links to the websites of central banks worldwide.

The website of the UK's central bank is naturally a plentiful source of information. The **Bank of England** site has a Legislation section with content extending from the Bank of England Act 1694 to the Financial Services Act 2012, and including also the Bank of England Charters of 1694 and 1998. Also available are Bank publications, statistics, and a section devoted to the Prudential Regulation Authority (more on that below).

The **British Bankers' Association** is a trade association for banks which operate in the UK. Publications on its site include current versions, together with associated guidance, of the Code of Conduct for the Advertising of Interest Bearing Accounts, and of the Lending Code.

Another authoritative source for the Lending Code, and for related materials and publications, is the website of the body which has been responsible for monitoring and enforcing compliance with the code since its introduction in November 2009, the **Lending Standards Board**. Combating money laundering is a topic of relevance not only to banks and financial services firms but also to many other business sectors in the UK. Relevant information on the GOV.UK portal site is perhaps best located via a site search, but one specific item on the site for which we provide a link is the 2013 policy document **Preventing Money Laundering**. It features links to further information including legislation.

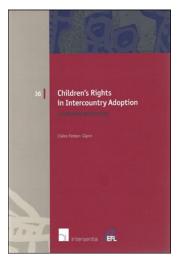
The **Financial Ombudsman Service** settles disputes between businesses providing financial services and their customers. Its site has details of the complaint process, annual reviews, a link to the Financial Services and Markets Act 2000 under which it was created, and a link to the dispute resolution section of the *Financial Conduct Authority Handbook* (on the FCA site) under which it operates.

Regulation of the UK financial services industry was until recently the responsibility primarily of the **Financial Services Authority**. The extensive FSA website remains available, although with no further updating since its abolition and replacement in 2013 by two new authorities.

The **Financial Conduct Authority** is the body now responsible for promoting effective competition, ensuring that relevant markets function well, and for the conduct regulation of all financial services firms. There is a register of all the firms, individuals and other bodies regulated by the FSA, and a link to the separate Handbook Online site, which makes available in one location both the *FCA Handbook*, and the *Prudential Regulation Authority Handbook*, together with related guidance.

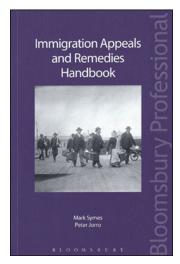
Those handbooks, and the Financial Services Register, are also readily accessible via the website of the **Prudential Regulation Authority**, the second of the FSA's successor authorities. Forming part of the Bank of England, it is responsible for the prudential regulation and supervision of banks, building societies, credit unions, insurers and major investment firms in the UK.

New Acquisitions



Children's riahts in intercountry adoption: a European perspective by Claire Fenton-Glynn (Intersentia), winner of the Inner Temple Book Prize (New Authors) 2015, uses the United Nations Convention on the Rights of the Child and the Convention Hague on Protection of Children and Co-operation in Respect

of Intercountry Adoption as the foundation for analysis. The author uses European jurisdictions as examples of both good and bad practice in order to illustrate the issues that arise in the implementation of the principles contained in those conventions. In doing so, she proposes normative guidelines within which intercountry adoption can be effected in a manner that protects the rights of children, arguing that children involved in intercountry adoption should be afforded the same safeguards, and protection, as children in domestic placements, in a system that focuses on the welfare of the child as the paramount consideration.



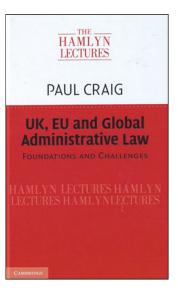
Mark Symes and Peter Jorro's Immigration Appeals and Remedies Handbook (Bloomsbury Professional) explains the law and practice pertaining to immigration appeals made under the Nationality, Immigration and Asylum Act 2002 and the Tribunals, Courts and Enforcement Act 2007. The Immigration Act 2014

has for the first time in twenty years radically changed the law relating to immigration and asylum rights to appeals, and the remedies available in courts and tribunals for those refused leave to remain. This new title sets out the revised law and its practical application thereby giving those involved in this area of practice a clear understanding of the new framework.



The Confiscation manual by Kieran Vaughan QC and others (Sweet & Maxwell) guides the practitioner through the stages of a confiscation hearing chronologically, from initial instruction, to counsel advising on the hearing to arguing the issues in court, and creation of the а confiscation order. The

work encompasses the technical process around the Request for Information, the receipt of a s.16 statement of Information and s.17 response, examining criminal conduct; 'lifestyle' provisions; property valuation; apportionment; perceived fairness; tainted gifts; third party interests; and hidden assets. Illustrative examples based on day-to-day practice feature throughout. The authors also provide flow charts of key processes illustrating the correct sequence of events, and checklists to be worked through when completing key forms or processes.



Paul Craig's UK, EU and administrative alobal law: foundations and challenges (Cambridge), although based on his Hamlyn lectures of 2014, is in fact a good deal more substantial. since the lectures covered only part of the material concerning the foundations of administrative law in the three legal systems, and did not touch the

analysis of the challenges faced by each system. The challenges may be particular to a specific legal order, endemic to any legal system of administrative law, or the result of interaction between the three systems. The legal and practical reality, Craig argues, is that developments at one level can have an impact on the other two.

Book Prize

Master HRH The Princess Royal was the guest of honour and presented the prizes to the winners of the 2015 Inner Temple "Magna Carta" Book Prize on 9 December. The winner of the main Book Prize was Professor Alan Paterson for Final judgment: the last Law Lords and the Supreme Court. The New Author's Prize was awarded to Dr Claire Fenton-Glynn for Children's rights in intercountry adoption: a European perspective. The award ceremony was generously sponsored by Wildy & Sons Ltd.



Master HRH The Princess Royal speaks to the Deputy Librarian



Shortlisted books on display at the award ceremony

David Humphreys, 1922-2015

We were saddened to learn of the death, shortly before Christmas, of David Humphreys, barrister of this Inn and a longstanding friend and supporter of its Library. David was an obvious candidate to participate in the Inner Temple Archive's oral history project, for which he was interviewed a few years ago, and spoke with his customary modesty and charm about his background and career.

He was educated at Radley and at Trinity College Oxford, where his legal studies were interrupted by war service. He was seriously wounded in Normandy but observed, typically, that the only lasting damage was to his handwriting. After "cramming" for the bar examinations amid postwar austerity in the ruins of the Temple he was called to the bar in 1948 and practised at the common law bar, mostly from 3 Hare Court, benefiting - as he lamented that the present generation largely cannot - from the new legal aid regime. He spent three years as legal advisor to the government of Bahrain, and latterly exercised a judicial role, both as a deputy circuit judge and as chairman of social security tribunals.

Long after retirement he took a history degree at the University of Kent, near his country home, and undertook research in our Library for his dissertation. David was not only a friend of the Library, but a benefactor; it was in part thanks to his generosity, for instance, that we were able to purchase the (then) new Oxford dictionary of national biography, an invaluable reference work in sixty volumes. He will be greatly missed.