44th Annual SCALL Institute, Upping Your Game: Growing Your Organization’s Information Advantage!

By Susan Streiker

Interview for a job and you’ll likely be asked, “What have you done to keep your skills relevant to libraries today?” I attended the SCALL Institute with the goal to up my game and my swagger, and to share a few highlights with you.

On March 4th, I arrived in beautiful Temecula and was greeted by a friendly duo at the registration table. I walked into the conference center and joined over 70 old and new friends. SCALL Vice President Stefanie Frame (Foley & Lardner LLP) opened the Institute with a few brief remarks.

**Session One: Stepping Up to the Challenge** was presented by Scott Bailey (Squire, Patton, Boggs) and focused on the challenge we have today demonstrating the value of research services within our organizations. A few of the things discussed to “raise the bar” were improving: the visibility of our services; the perception of our services are related to financial success; and our ability to collaborate both inside and outside our organizations.

**Session Two: Training at the Moment of Need** was a panel discussion featuring Laura Cadra, Emily Florio, Pauline Self and Jim continued on page 3

**From the President**

By Victoria Williamson

Congratulations to Stefanie Frame and her fabulous team for the success of this year’s Institute! Our 44th Annual Institute, “Upping Your Game: Growing Your Organization’s Information Advantage,” brought in an impressive number of attendees and participating vendor sponsors and exhibitors! Nestled in a picturesque and serene location, the Temecula Creek Inn was the perfect venue to learn, connect, and engage with our members. Everyone I’ve talked to has been generous with their compliments about the program sessions, the speakers, and the delicious selection of food and drinks at the Friday evening reception (sponsored by Thomson Reuters), Saturday breakfast (sponsored by CEB), and luncheon (sponsored by Lexis). The amount of work that the Institute Committee members did to put together an educational program well worth our members’ time and money cannot be overstated. Thank you so much! Special thanks to our VIP guests: AALL Board Member Emily Florio and SANDALL President Michele Knapp. Allow me to also thank AALL Board Member and CCCLL President John Adkins and Cara Schillinger, AALL Director of Membership, Marketing, and Communications. It was an added bonus to have them graciously join us at the Institute. Most of all, thanks to you!

Your attendance at our Institute provides fuel to fire up our energy to continually promote and enhance our value as a profession to the legal information communities we serve. The Annual Institute, our premiere educational program, has traditionally been the major source of revenue for SCALL and to see that many participants at this year’s Institute is an encouraging testament to the quality of people who support our organization, members and vendors alike. Having attended the Institute in years past, I must admit that this year’s was particularly inspiring to me. I am proud to witness SCALL in action, seeing new and experienced members working together in such a seamless fashion that an unsuspecting audience wouldn’t think twice about what goes on behind the scenes, from selecting the venue and program theme to setting up the online registration and reaching out to speakers, sponsors, and exhibitors. It is quite an amazing learning experience in and of itself and I highly recommend and encourage newer members to be part of it. SCALL is brimming with experienced and loyal members who are so dedicated that they are always willing to help in whatever capacity to ensure SCALL’s continued success.

continued on page 2
Why? Because they care. Indeed, we are fortunate to have several past presidents and executive board members who continue to serve on committees and are generous with their time in mentoring our newer members and future leaders. To our newer members, I urge you to step up to the plate and volunteer to serve on our committees and avail yourself of the many leadership opportunities that SCALL offers. As a wise man once said: “an organization, no matter how well designed, is only as good as the people who live and work in it.” The future of our organization lies in your hands. I am optimistic that with more participation from our newer members backed by our experienced leaders, the future of SCALL is bright.

To our newer members, I encourage you to seek out your mentor. To our experienced members, I encourage you to seek out your mentee. Let’s step beyond the traditional ways of connecting and embrace the ways our newer and future members are connecting and communicating. I suggest selecting a committee and reaching out to the committee chair and volunteer. If you need guidance or want my suggestion, I’d be delighted to hear from you. I know our Vice President/President-Elect, Stefanie Frame, will be equally delighted to hear from you.

It’s around this time that our Nominations Committee is putting together a slate of candidates for the positions of Vice-President/President-Elect, Secretary, and Board Member. Consider volunteering or nominating a colleague whom you know is qualified, ready, willing, and able to serve on the Executive Board and contact our Nominations Committee Chair Cornell Winston at Cornell.H.Winston@usdoj.gov.

I hope you were able to attend the Spring Meeting held at Southwestern Law School on Tuesday, April 12. CEO and Co-Founder of Ravel Law, Daniel Lewis, spoke about trends in legal research. For more details or questions about programming, contact our Programs Committee: Elyse Meyers (meyers@law.ucla.edu) or Sarah Joshi (sarah.joshi@ceb.ucla.edu) or Erik Adams (eadams@sheppardmullin.com). Don’t miss these opportunities to learn, connect, and forge new relationships as it might just be what you need to raise your career to the next level. The key is to be open and willing to accept new responsibilities.

In conclusion, I wish to express my sincerest gratitude and appreciation to the Board of Trustees of the Riverside County Law Library without whose encouragement and support I wouldn’t have been able to serve as your President. I have been fortunate enough to have worked for libraries whose directors and managers support their staff’s professional development and active involvement with SCALL. I began my active involvement with SCALL largely because of the encouragement and guidance by my former boss, Larry Meyer, who at the time was the Director of the University of La Verne Law Library. Larry advised my colleagues and me to get involved and more importantly to stay involved. I know several law library directors who do the same with their staff and to them, I am utterly grateful. I am appealing to the law library leaders of the Southern California region to join and encourage your staff to join SCALL and to encourage and support your staff’s involvement with SCALL because it is through your leadership and support that the growth and continued success of our profession is made possible. Cutting the professional development budget may be the expected course of action to take, especially in times when libraries are experiencing funding challenges. To do just the opposite, as difficult as it is, would be a much needed validation of the values we place on ourselves as legal information professionals, as well as a clear and unequivocal message to the entities we serve that we are needed now more than ever and that investing in our staff’s professional development is a wise long-term revenue investment for the organization we work in. It is up to us, individually and collectively, to demonstrate the return in their investment in ways that are measurable and quantifiable. SCALL produces programs that in many ways teach us how to do this effectively. I truly believe that membership and active involvement in SCALL is the best career investment for anyone new to our field, and continuing our involvement with SCALL is the best way to give back to our profession, and can be the most rewarding experience in one’s law library career. It has been for me and I wish the same for each one of you.

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**Job Opportunities**

*By Don Buffaloe*

- Assistant Law Librarian I/II; California Judicial Center Library; San Francisco, April 13
- Serials & Acquisitions Assistant; Chapman University Law Library; Orange County, April 12
- Business/Legal Research Analyst; DLA Piper; San Francisco, April 5
- Library Manager; Alston & Bird; Los Angeles, March 22
- Library Assistant; University of West Los Angeles; Los Angeles, March 16
- Executive Director; Ninth Judicial Circuit Historical Society; Pasadena, February 26
- Research Librarian; Special Counsel; Los Angeles, February 19
- Librarian; San Jose Branch Library, U.S. Court of Appeals for the Ninth Circuit; San Jose, February 5
- Legal Filer; Pro Libra Associates; Los Angeles, February 5
- Legal Researcher / Reference Librarian; Ogletree Deakins; Costa Mesa, Los Angeles, San Francisco or Other Cities, January 22
- User Experience Librarian; Riverside County Law Library; Riverside, January 12
- Librarians & Senior Librarians; California Department of Corrections and Rehabilitation; Statewide, April 10

Don Buffaloe  
Chair, SCALL Placement Committee  
donald.buffaloe@pepperdine.edu
Session Three: Upping Your Swagger was presented by Michael Saint-Onge (LexisNexis). Michael started his session with a focus on “The Great Knowledge Management Debacle,” basically how many librarians ended up being closed out of high-level knowledge management positions by not having: confidence; time in their busy schedules; or a lot of clout in their law firm environment. Michael Saint-Onge then talked about where we need to be in the future and how to get there. His list included being busy doing the right things: embracing technology; making allies with both (inside our organizations and the profession) to fight discrimination and marginalization; bragging about our amazing talents and our accomplishments; and owning our success. Having confidence, getting over shyness, and tooting your own horn were all in recipe for upping your swagger.

Session Four: Be Here Now – An Introduction to Mindfulness was presented by Lecturer in Law Judith Gordon (UCLA). Judith gave us some quick solutions for stress. She showed us some exercises in deeper breathing including the popular Wonder Woman stand, and we even took a couple of minutes to meditate. It was refreshing session after a long day of classes and travel.

Many librarians took a deep breath and then met with exhibitors after the last session. The evening concluded with a lovely al fresco Cocktail Reception where we enjoyed the spectacular Temecula wine country weather, hors d’oeuvres, and a few glasses of local vino. Cheers!

Saturday, March 5th started with a hearty breakfast buffet and some excellent conversations. We were off to another great day of learning and networking!

Session Five: Current Awareness: Delivering the Right Information, Using the Right Tools was presented by Charlie Frey (Munger Tolles & Olson LLP). Charlie went over many popular tools for tracking news including Lexis Newsdesk, Westlaw Alerts, Google Alerts, Manzama, and individual publications’ websites. Lots of factors come into picking the right awareness tools for your organization. Price, technology, and social media tracking are incredibly important. Audience members provided feedback on how news tracking is done in their organizations.

Session Six: Turning Information into Insight was a panel discussion including Scott Bailey (Squire, Patton, Boggs), Paul Moorman (USC), Patrick Sullivan (Jones Day) and Mark Gediman (Best Best & Krieger). The discussion was fast and furious. Patrick Sullivan talked about the UNTHINKABLE – when the answer is NO on an information request. The challenges we face when data: does not exist; takes days or is prohibitively expensive to acquire; requires hacking skills to obtain; is unpublished; and is not available using your library’s tools. Scott Bailey talked about selling research services and customizing results for your user including using extra-nets for data delivery, branding data, and delivering results in the perfect format. Paul Moorman gave suggestions for question negotiation, data due diligence, and knowing when to stop your research. Mark Gediman recommended that we create research reports like a Doctor Seuss book with great graphics and concise text. Multiple topics were discussed during this short session, but one thing rang clear at the end. We should take advantage of the incredible brain trust in SCALL and reach out for help when we need it.

The meeting was concluded with a fabulous luncheon. The Institute Team received well-deserved praise from SCALL President Victoria Williamson and Vice President Stefanie Frame. AALL Executive Board Member Emily Florio presented the AAAL Update. Lots of prizes were awarded. It was a glorious ending to a glorious event. I left with new swagger, practical knowledge and insights. I am already looking forward to the 2017 SCALL Institute!

Susan Streiker is an Independent Librarian
Training at the Moment of Need

By Jessica Wimer

The Institute’s second session was a lively panel discussion focused on how to best reach and train users at the point of need. Moderated by Jim Senter, the panel was comprised of Laura Cadra, Emily Florio, and Pauline Self. Laura Cadra, Head of Reference/Foreign and International Law Librarian at Loyola Law School, has worked almost exclusively in Southern California academic institutions, including UCLA and USC. She is a SCALL past president, and earned her J.D. from Hastings College of the Law and her MLIS from Berkeley. Emily Florio, Manager of Library Services at Finnegan, Henderson, Farabow, Garrett & Dunner, LLP, is responsible for directing, planning, and developing research and information resources across the firm’s United States and international offices. Emily has over a decade of experience and currently serves on the executive boards of the Law Librarians’ Society of Washington, DC, and AALL. Pauline Self, Solutions Consultant at LexisNexis, provides training on Lexis research products at law firms. Prior to joining Lexis, Pauline was a litigator at Gordon & Rees in the firm’s Health Care Practice Group. She has also worked as a Registered Nurse at Johns Hopkins Hospital in Baltimore, Maryland.

This session’s main takeaway for me is how those providing instruction experience similar challenges, regardless of setting. We struggle to find the ideal time to provide meaningful and valuable instruction, so that what we teach is remembered and used. Audience characteristics are also apparently universal—from the seasoned partner, to the new associate, to the overworked paralegal, to the experienced faculty member. While each has unique needs and interests, they all face challenging projects, tight deadlines, and busy schedules that can leave them with limited patience and attention spans.

What type of training are we talking about? In the academic setting, Laura instructs students in a variety of environments. In the classroom, she teaches a mandatory legal research class as part of the Legal Research and Writing Program. She also teaches Advanced Legal Research, a graded class offered to upper division students. Increasingly she finds herself providing guest lectures in substantive law classes. In less formal settings, she works closely with moot court and provides many one-on-one consultations with clinic students and law review staff. In the law firm, Emily instructs and trains a range of individuals, including secretaries, and paralegals, but most of her training time is spent with new attorneys. Pauline represented the perspective of one who trains a wide range of clients, including paralegals, partners, librarians, and secretaries on important LexisNexis products. These trainings vary from the very formal, prepared training that highlights relevant products, to the quick, informal session where someone has an immediate need for help.

When it comes to formal group training versus “just in time” informal instruction, each approach has positive and negative aspects. Formal training allows instructors to plan in advance what information will be provided based on the understood need. At a later point in time, being able to refer back to formal training reinforces learning, and “remember, we discussed...” is a great conversation starter. Multiple training opportunities also allow for a certain amount of repetition that is essential for retaining information. There are also advantages to “just in time” training; for instance, it allows for one-on-one targeted training, instead of the expansive overview. Because the training is tailored to the exact need of the trainee, there is a real interest and investment in what is being taught, as well.

Regardless of setting, training can often be more difficult because of challenging users. Emily mentioned that in the firm, new associates often arrive with little understanding of even the basics, such as the three branches of government. Providing the right level of training to these individuals without overwhelming them is a priority. In all settings, there usually seems to be one audience member who does not mind dominating the conversation in any number of ways. From trying to focus all training on his/her needs, to trying to show his/her seemingly universal knowledge of everything, this type of learner can be disruptive to others. The opposite of this is the fragile researcher who is confused, stressed, and appears to be at the end of his/her rope. It is very important to have a pleasant demeanor so as not to add to the stress level in the room. Being focused and calm when asking questions can also help encourage this type of trainee. Another challenging person to train is the less tech-savvy individual. It is important to provide this type with concise information and not to overwhelm them with multiple and complicated descriptions of how to find the information. Providing screen shots and user guides is a great way to meet the needs of this user. Follow-up is also key!

How do the panelists incorporate technology into their instructional sessions? In a variety of ways! Emily’s firm has five offices, but only three of the offices have libraries. Therefore they frequently use Skype for Business or WebEx. Both technologies have some challenges, but overall, they work well. Other panelists have made use of YouTube and even Instant Messaging. While helpful at times, technology changes the dynamic between user and instructor, and often inhibits a lot of important give and take. This means the answer to a request for help is often a recommendation that the user come to the library, despite the available technology.

All panelists expressed the importance of follow-up, not only to ensure all questions are answered, but also for very important relationship building. Follow-up can be as easy as simply asking in passing how the training went and offering to provide supplemental instruction. It also can be more formal, in the form of an email that includes additional information and copies of slides from the presentation.

This was a great session! So many of us provide training and instruction, and I always value hearing what others are doing and what makes them successful.

Jessica Wimer is the Associate Dean of the Law Library at the University of California, Irvine, School of Law
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Be Here Now: An Introduction to Mindfulness

By Christina Tsou

At the 2016 SCALL Institute, we learned how to be here now. Judith Gordon, a Lecturer in Law at UCLA, presented the last program of the day on Friday, an aptly timed session about mindfulness. After a full afternoon of learning how to up our game and to improve our swagger, the mindfulness session was a refreshing way to end the day.

We started by learning about what exactly is mindfulness. Mindfulness is presence of heart. Mindfulness is paying attention to the present moment without judgment and with curiosity. Mindfulness is a path to stress reduction.

What exactly is stress then? A stressor is any external event or anything in the outside world that knocks us out of homeostasis. When we feel stress, our heart rate rises, perspiration increases, muscles tense, and our breathing becomes more rapid and shallow. Why do our bodies respond this way? Because stress is a survival mechanism. As hunter-gatherers, “fight or flight” kept us safe. We needed our nervous system to activate and go on full alert. In response to our endocrine system pumping out hormones like cortisol, glucose, fats, and proteins come streaming out of storage in our fat cells to fire up muscles and give us energy for a quick getaway.

Rapid delivery of oxygen and nutrients is immediately critical, so heart rate, blood pressure, and breathing rate all increase for accelerated delivery to those muscles.

A stress response is what our body does to re-establish homeostasis. So for example, if we feel hunger, we eat. If we feel thirsty, we drink. If we feel fatigue, we sleep. And if we feel stressed, we breathe.

Good news! We can breathe our way out of an anxious state. Breathing resolves stress in three ways:

1. Deep breathing sends oxygen into the bloodstream and triggers the brain’s relaxation response, along with a whole host of the physiological processes that calm the body and the mind;
2. Breathing brings you into the present; and
3. Breathing is a tool for increasing self-awareness and awareness is the first step in managing stress. Breathing is at the heart of mindfulness. By breathing, we clear our minds, increase focus, lower blood pressure, lower heart rate and pulse, balance pH, manage our endocrine systems, and relax our muscles.

Breathing is by far the most important, yet underated, function in our human operating system. We can live without food and water for weeks, but we can’t survive more than several minutes without the ability to breathe. Breathing is the only function that we do both voluntarily and involuntarily. We can use breathing to actively influence our body’s involuntary systems including the nervous system, endocrine system, circulatory system, and digestive system.

After learning the basics of mindfulness, stress triggers, and stress reducers, we actually practiced our breathing. First, Judith started us with the “Full Torso Breathing.” For this exercise, we placed one hand over our chest and the other on our abdomen. When we inhaled, we wanted to feel the hand on our abdomen expand further than the hand on our chest. We were told to deepen our respiration not by inhaling more air, but by completely exhaling it. After a few full torso breaths, I definitely felt more calm and relaxed.

We then learned a very important lesson by participating in an interactive activity. We had each received a blank notecard. Judith asked us to write down the phrase “Multitasking is a thief” and then the numbers one through 20. Most of us completed this task within twenty seconds or so.

Next, we were asked to repeat the same activity, but this time, instead of directly writing...

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Membership News

Hugh Treacy was promoted from Interim Director to Director, Library and Information Services at Haythorn Law Library, Whittier Law School. Congratulations, Hugh!

Sangeeta Pal was hired as an Access Services Librarian at the UCLA Law Library.

Ralph Stahlberg and Carol Ebbinghouse gave a presentation on researching California legislative history and intent to the L.A. County Bar Association’s Appellate Law section. Carol spoke on online sources of free California legislative history materials and Ralph spoke on the resources available at the L.A. Law Library. Larry Doyle, Legislative Representative for the Conference of California Bar Associations also spoke and his topic was how to recommend a new law and marshalling human and other resources to get it passed. After the presentation there was a reception at the offices of the Metropolitan News legal newspaper (MetNews) where attendees were treated to tours of their printing plant in the basement.

Carol prepared a year-by-year list of free online California legislative history materials with links, which you can download here.

Welcome new members!

Belinda Beardt is the Chief Operating Officer at AIM Library & Information Staffing.

Tobe Liebert is a Reference Librarian at Loyola Law School Library.

Christopher Pfefferle is Manager of Library & Research Services at Mintz Levin.

Richard Reiben is a Senior Solutions Consultant at Ravel Law.

Lori Tarpinian is Director of Library & Research Services at Mintz Levin.

Ellen Walsh is Reference & Technical Services Librarian at Mintz Levin.

Any corrections, changes, or additions to your membership information, as well as any announcements for Membership News, should be sent to:

Judy K. Davis
Co-Chair, Membership Comm.
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Karen Skinner
Co-Chair, Membership Comm.
USC Law Library
(213) 740-2615
kskinner@law.usc.edu
down the phrase “Multitasking is a thief,” we were asked to write out that phrase, letter by letter, alternating a letter with the numbers one through 20. So for example, we would write down “M” then “1” and then “u” then “2,” and so on and so forth. This simple modification to the exercise, which now had us multitasking as opposed to focusing on one task at a time, easily doubled the amount of time that it took us to complete the exercise.

I found that activity to be completely eye opening. We forget sometimes that by trying to do too much at once, we’re actually slowing ourselves down and opening the door to error. By multitasking, quality actually decreases and stress increases.

Judith concluded her session by presenting her four focus tools which is the solution to stress. Number one, meditate. Number two, block out tasks on our calendar so that we only do one task at a time. This will allow us to work faster with fewer mistakes and less stress. Number three, disconnect from devices once a day. And number four, practice a mindful activity such as paying attention to what’s going on around you and what’s going on within you, all without judgment and by simply observing.

By practicing these focus tools, we can create calm and confidence. Judith reminded us that our mind can change our body. Conversely, our body can change our mind. Our breath is the link between mind and body. So we need to remember to breathe!

Christina Tsou is the Research Law Librarian for Faculty Services at the UC Irvine Law Library

### Upping Your Swagger

**By Holly Gale**

On Friday afternoon, Michael Saint-Onge of LexisNexis took to the stage to educate the crowd on how and why we should all tout our own horn. With the physical space of libraries shrinking, we need to let our users know that the library is on their desktop and we were the ones who put it there. And most importantly, we need to believe in ourselves!

Michael’s presentation began by taking a step back and reviewing how we got to where we are, what he referred to as the “Knowledge Management Debacle.” He warned us that there may be some provocative statements, but there are exceptions to each statement. They are not accusations, they are merely observations about how we got ourselves into trouble. The truth is that librarians suffered a huge heartbreak when firms began using knowledge management (KM) tools and hiring KM positions. Print files turned into document management systems and there was a trend to bring in KM positions and there was a trend to bring in KM tools and hiring KM positions. Print files turned into document management systems and there was a trend to bring in KM. KM positions seemed to be men. We did not go after it.

6. We lacked the confidence.

After discussing why we were overlooked during the “Knowledge Management Debacle,” Michael discussed the future and what we need to do to position ourselves for it. He suggested we need to be busy with the right things. We all keep statistics, but our stakeholders do not always care about those numbers. The need to tell them in language they understand. We need to embrace technology by meeting with vendors and finding innovative ways to use technology. And we need to be information professionals. People need to know that the little Lexis and Westlaw icons on their desktop are from us. We put it there because we are the experts. We need to make allies with everyone in our workplace and network with colleagues. We need confidence, we need swagger!

How to get the swagger? Michael recommended we take a look at *Brag! The Art of Tooting Your Own Horn without Blowing It*, by Peggy Claus. The book discusses common myths about bragging:

1. A job well done speaks for itself. (False.)
2. Bragging is something you do during performance evaluations. (Need to do it all of the time.)
3. Humility gets you noticed. (You need to own it!)  
4. “I don’t have to brag, people will do it for me.” (They are busy doing it for themselves.)
5. Bragging is immodest. (It is! But there is a middle road.)

The new reality is that we need to brag. But in the right way and about the right stuff. We need to show our excitement about our accomplishments and our career. We need to accept compliments in the right way. Instead of saying “no problem,” say “Thank you. If you need anything else, let me know.” Replace face time in some other, meaningful way. And, we need to believe in ourselves and our work.

To aid in further discussion, Michael presented us with three scenarios and asked how we would deal with them. In the first instance, you are told management is bringing in a library consultant. What do you do? Suggestions included: finding out the objective of the consultant, asking to be a part of hiring the consultant and working with your allies. In the second instance, you know you need to get into practice group meetings, but you are shy and have never been asked. How do you overcome this? Suggestions included: faking it until you make it! In the final instance, you find you are being repeatedly passed over for a promotion or denied a raise. You feel stuck. What do you do? Suggestions included: asking why and raising the issue. Also, look for a new job! Michael reminded us that if you are truly unhappy where you are, move on. Sometimes the only thing that can be done is to leave. You spend a lot of time at work, make it a happy place.

Once again, Michael’s presentation was full of useful tools and inspiration. We are very lucky to have such an engaging member in our profession. Thank you, Michael, for helping to make the SCALL Institute a very enriching experience.

Holly Gale is the Law Librarian for the California Court of Appeal, District 4, Division 3
Treasurer’s Report

By Joy Shoemaker

SCALL Balances

Balance as of April 12, 2016 $54,940.54*
PayPal Balance as of April 12, 2016 $500.00
Total Balance as of April 12, 2016 $55,440.54

*Approximately a dozen outstanding checks to clear, totaling $13,765.79, reflected below but not in bank balance.

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Submission Deadlines

The SCALL Newsletter team welcomes submission of any articles of interest to the law library community. Contact Christina Tsou, SCALL Newsletter Editor: ctsou@law.uci.edu.

All submissions should be received by:

- May 9, 2016 May/June issue
- September 12, 2016 September/October issue
- November 14, 2016 November/December issue
Newsletter

Staff
2015–2016

Jim Senter
Jones Day
(213) 243-2531
jsenter@jonesday.com

Kelly Leong
UCLA Law Library
(310) 206-3793
leongk@law.ucla.edu

Editors
Judy K. Davis
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Christina Tsou
UCI Law Library
(949) 824-1430
tsou@law.uci.edu

Jessica Wimer
UCI Law Library
(949) 824-7293
jwimer@law.uci.edu

Compiler
Joy Shoemaker
U.S. Courts Library - Pasadena
(626) 229-7191
Joy_Shoemaker@lb9.uscourts.gov

Lisa Junghahn
UCI Law Library
(949) 824-6421
ljunghahn@law.uci.edu

Sherry L. Leysen
Fowler School of Law at Chapman University
(714) 628-2546
leysen@chapman.edu

Ralph P. Stahlberg
LA Law Library
(213) 785-2535
rstahlberg@lalawlibrary.org

Jennifer A. Berman
McDermott Will & Emery LLP
(310) 551-9360
jberman@mwe.com

Jessica Wimer
UC Irvine Law Library
(949) 824-7293
jwimer@law.uci.edu

Cornell Winston
United States Attorney’s Office
(213) 894-2419
cornellwinston@usdoj.gov

Jim Senter
Jones Day
(213) 243-2531
jsenter@jonesday.com

Christina Tsou
UCI Law Library
(949) 824-1430
tsou@law.uci.edu

Jessica Wimer
UCI Law Library
(949) 824-7293
jwimer@law.uci.edu

Bylaws
Amy Atchison
UCLA Law Library
(310) 794-5405
atchison@law.ucla.edu

Government Relations
David McFadden
Southwestern Law School Library
(213) 738-6726
dmcfadden@swlaw.edu

Judy K. Davis, Co-Chair
UCI Law Library
(949) 824-2825
jkdavis@law.usc.edu

Jennifer Berman, Co-Chair
McDermott Will & Emery LLP
(310) 551-9360
jberman@mwe.com

Cynthia Guyer
USC Law Library
(213) 740-2621
cguyer@law.usc.edu

Elyse Meyers, Co-Chair
UCLA Law Library
(310) 794-5415
meyers@law.ucla.edu

Sarah Joshi, Co-Chair
Continuing Education of the Bar
(800) 988-4340
Sarah.Joshi@ceb.ucla.edu

Elizabeth Caulfield
Court of Appeal, Second Appellate District
(213) 830-7242
elizabeth.caulfield@jud.ca.gov

Suzie Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Teddy Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Kathleen Aiken
Baker McKenzie
(310) 458-7020
kathleen.aiken@bakermckenzie.com

Bret N. Christensen
Riverside County Law Library
(951) 368-0379
bret.christensen@rclawlibrary.org

Lawrence R. Meyer
Law Library for San Bernardino County
(909) 885-3020
larrym@sblawlibrary.org

Stefanie Frame
Foley & Lardner LLP
(213) 972-4657
sframe@foley.com

Jennifer Berman, Co-Chair
McDermott Will & Emery LLP
(310) 551-9360
jberman@mwe.com

Mark Gediman
Best & Krieger LLP
(951) 826-8230
Mark.Gediman@BBKLAW.com

SC Hall Newsletter

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Staff
2015–2016

Lisa Junghahn
UCI Law Library
(949) 824-6421
ljunghahn@law.uci.edu

Sherry L. Leysen
Fowler School of Law at Chapman University
(714) 628-2546
leysen@chapman.edu

Ralph P. Stahlberg
LA Law Library
(213) 785-2535
rstahlberg@lalawlibrary.org

Jennifer A. Berman
McDermott Will & Emery LLP
(310) 551-9360
jberman@mwe.com

Jessica Wimer
UC Irvine Law Library
(949) 824-7293
jwimer@law.uci.edu

Bylaws
Amy Atchison
UCLA Law Library
(310) 794-5405
atchison@law.ucla.edu

Government Relations
David McFadden
Southwestern Law School Library
(213) 738-6726
dmcfadden@swlaw.edu

Cynthia Guyer
USC Law Library
(213) 740-2621
cguyer@law.usc.edu

Elyse Meyers, Co-Chair
UCLA Law Library
(310) 794-5415
meyers@law.ucla.edu

Sarah Joshi, Co-Chair
Continuing Education of the Bar
(800) 988-4340
Sarah.Joshi@ceb.ucla.edu

Elizabeth Caulfield
Court of Appeal, Second Appellate District
(213) 830-7242
elizabeth.caulfield@jud.ca.gov

Suzie Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Teddy Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Kathleen Aiken
Baker McKenzie
(310) 458-7020
kathleen.aiken@bakermckenzie.com

Bret N. Christensen
Riverside County Law Library
(951) 368-0379
bret.christensen@rclawlibrary.org

Lawrence R. Meyer
Law Library for San Bernardino County
(909) 885-3020
larrym@sblawlibrary.org

Grants
Cynthia Guyer
USC Law Library
(213) 740-2621
cguyer@law.usc.edu

Technology—Listserv & Website
Suzie Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Inner City Youth
Diana Jaque
USC Law Library
(213) 740-6482
djaque@law.usc.edu

Institute
Stefanie Frame
Foley & Lardner LLP
(213) 972-4657
sframe@foley.com

Library School Liaison
Stephanie Anayah
UCLA Law Library
(310) 206-4860
anayah@law.ucla.edu

Membership
Judy K. Davis, Co-Chair
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Karen Skinner, Co-Chair
USC Law Library
(213) 740-2615
kskinner@law.usc.edu

Newsletter
Judy K. Davis
USC Law Library
(213) 740-2825
jkdavis@law.usc.edu

Christina Tsou
UCI Law Library
(949) 824-1430
tsou@law.uci.edu

Jessica Wimer
UCI Law Library
(949) 824-7293
jwimer@law.uci.edu

Nominations
Cornell Winston
United States Attorney’s Office
(213) 894-2419
cornellwinston@usdoj.gov

Place
Donald Buffaloe
Pepperdine University School of Law
(310) 506-4823
donald.buffaloe@pepperdine.edu

Professional Development
Mark Gediman
Best & Krieger LLP
(951) 826-8230
Mark.Gediman@BBKLAW.com

Programs
Elyse Meyers, Co-Chair
UCLA Law Library
(310) 794-5415
meyers@law.ucla.edu

Sarah Joshi, Co-Chair
Continuing Education of the Bar
(800) 988-4340
Sarah.Joshi@ceb.ucla.edu

Public Access to Legal Information
Elizabeth Caulfield
Court of Appeal, Second Appellate District
(213) 830-7242
elizabeth.caulfield@jud.ca.gov

Public Relations
Bret N. Christensen
Riverside County Law Library
(951) 368-0379
bret.christensen@rclawlibrary.org

Relations with Vendors
Lawrence R. Meyer
Law Library for San Bernardino County
(909) 885-3020
larrym@sblawlibrary.org