Sleepless in Chicago: Managerial Finance at the Inaugural AALL Business Clinic

By Jim Senter

The 2015 AALL Business Skills Clinic was held at the Hyatt Magnificent Mile in Chicago, October 15-16. I was fortunate to be able to attend this inaugural program and am here to report on some of what I learned in the first session. Of course, the problem with AALL meetings is familiar to all of us on the West Coast: they are usually at least two time zones away from sunny California AND sessions start very early in the morning. In this case, weather was cool and perfect, but check-in/breakfast was at 7:15 a.m. Central Daylight Time (subtract two hours…you get the idea). Fully caffeinated and breakfast sorted, I decided I was awake enough to sharpen my business skills. Time zone challenges aside, this was an excellent clinic, and the opening session on managerial finance was especially valuable.

The presenter for this session, Angela (“Angie”) Hickey, oversees her firm’s financial and operational functions, including business development, marketing, HR and technology, and is responsible for the strategic development and execution of the firm-wide business plan. She is a CPA, and holds an MBA and a BS in Accountancy, and was highly qualified to teach this session on managerial finance. What’s more, she succeeded in making the topic interesting -- no mean feat.

Angie’s main goal was to remove the intimidation factor from budgeting, and to show that “it’s not about math.” I think she accomplished that very well. Here’s the double whammy facing law librarians in every kind of legal institution that adds to the normal budgeting challenges:

- Libraries are in a state of transformation – see Steve Denning’s Forbes

From the President

By Victoria Williamson

In a recent AALL E-briefing, the AALL Executive Board recommended a name change to “Association for Legal Information.” The membership will vote on the proposed new name beginning January 12. I encourage our members, most of whom are also AALL members, to take time to read the FAQs and take part in the discussion on AALL My Communities. Some very interesting conversations are taking place on this topic.

Frankly, I am not opposed to a name change for the right reasons, and with membership input and buy-in. However, I am not convinced, at least not yet, that Association for Legal Information— AFLI or ALI (pronounced “ally”?) for short—is the right choice. I need more time to think about this, and I hope that you too will take time to consider it, reach out to the Board Members, and ask questions. This proposal is too important not to let your voice be heard.

I must admit that the first question that came to mind was how a name change would affect SCALL. Will we have to change our name to SCALI or SCALFI? Fortunately, the answer is no. According to the FAQs, AALL-affiliated chapters are independent organizations with control over their names and visual identities. However, any references to AALL in our bylaws, website, etc. would need to be changed to reflect the new name and used consistently.

Despite assurances about the official rules, it is hard for me to imagine keeping the name SCALL, if we want to remain consistent with ALI (or AFLI). Perhaps we could call ourselves ALISC or AFLISC?! How about ALLoSC or AFLIoSC?! My point is that the proposed change is an important issue that deserves our attention, and I am certain that there are other points to consider and questions to raise beyond the idea of odd-sounding acronyms. As we approach the holidays, I hope you will find some time to reflect on this
proposal, as it certainly will impact our organization. Remember, voting begins January 12.

Although I am reserving judgment on the name-change proposal, I do support the AALL Rebranding Initiative. I encourage you to read it. At the very least, if you haven’t been involved in a branding or rebranding project in your library, this provides you with a perfect learning opportunity. It also provides some useful context for the name-change proposal.

Moving on to SCALL-specific matters, I would like to update you on the progress of our website redesign. At our last Board Meeting, we agreed to engage the services of LawLeadersLab, who will be working closely with Suzie Shatarevyan and her IT Committee. We are excited that to be finally getting this project off the ground. The 2015-2016 Budget was also approved with sufficient funds allocated for our website redesign. The budget also included funds for the Professional Development Committee and modestly increased funding for the Newsletter and Inner City Youth Internship Program committees. If you have questions about the budget, feel free to contact me or our Treasurer, Joy Shoemaker.

I would like to add a quick acknowledgement of CEB’s continued support for our programs. Our Fall Program “Budgeting Basics with John DiGiglio,” held at McDermott Will & Emery, was well attended. Thank you CEB for sponsoring it. I enjoyed seeing many of our members at this program, including a few of our newer members and some returning members.

By now you should have received the email from Erik Adams regarding our Holiday Party, which will be on Tuesday, December 8 from 6:30pm - 8:30 p.m. at B.S. Taqueria. Be sure to RSVP by December 2. The Programs Committee always does a wonderful job selecting great food and the perfect venue for our fun group of colleagues. This year’s holiday party will be no exception. I look forward to celebrating the holiday season with you all. Do plan on attending.

As the holiday season approaches, let me be the first to wish each and every one of you and your family, warmth, joy and a safe & festive holiday celebration!

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Membership News

**Holly Gale** welcomed a little boy on September 1st. His name is Dean Ray Gale and he was born at a healthy 9.6 pounds. She is enjoying her leave with Dean and his big brother, Charlie, and will return to the Court of Appeal in Santa Ana after the New Year.

**Ruth Levor** of the University of San Diego will be beginning her "phased retirement" in January 2016. Under USD's phased retirement program, she will step down from her administrative responsibilities as Associate Director and Head of Public Services and assume the position of reference librarian for the next 3 1/2 years until her full retirement in July 2019. She will be working part time 5 mornings a week. Her plans for retirement are to enjoy a good nap and a long walk with her dogs every afternoon.

Fox Easton Metheny, son of Gabbi and **Ryan Metheny**, was born August 17 at 2:19 a.m., at 20 inches long, and 7 lbs. 2 oz. He enjoys watching the birds in his mobile and smiling at his brother Jack.

Formerly with the U. S. Court of Appeals Law Library in Pasadena, CA, **Kathryn A. Way** is now working for Idaho State University and has been appointed to the Board of Trustees for Marshall Public Library, both in Pocatello, Idaho. She says, "Phooey on early retirement!"

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 Committee  
  USC Law Library  
  (213) 740-2189  
  jkdavis@law.usc.edu

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

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**2015 SCALL Holiday Party**

Register today!

- **Date**: Tuesday, December 8, 2015  
  **Time**: 6:30 PM - 8:30 PM

- **B.S. Taqueria**  
  514 W. 7th Street, Los Angeles, CA 90014  
  (213) 622-3744  
  http://bstaqueria.com/

- A 10-minute walk from the metro station! Valet parking available after 6 p.m. Parking structure on Grand between 7th and 8th.

- **Cost**: $30.00 / $20.00 students

- **R.S.V.P. by Wednesday, December 2.**

- Contact Erick Adams for RSVP form and send your check (payable to SCALL) to:  
  - **Erik Adams**  
  - Sheppard Mullin  
  - 333 S. Hope St., 43rd Floor  
  - Los Angeles, CA 90071

- Questions? Contact the Committee:  
  - Elyse Meyers: meyers@law.ucla.edu  
  - Sarah Joshi: Sarah.Joshi@ceb.ucla.edu  
  - Erik Adams: eadams@sheppardmullin.com
article, “Do We Need Libraries?”. How can we delight our users? How can we manage the library to enable continuous innovation? What will make things better, faster, cheaper, more mobile, more convenient or more personalized for our users? What needs could libraries meet that users haven’t yet even thought of? What are the things that libraries are currently doing that users already love?

- The legal industry is in a state of transformation – see Bruce Macewen’s book, “Growth is Dead, Now What?”. There are relentless pricing pressures from clients, there are arguably too many lawyers for the work, law firm partners have unrealistic expectations because of anecdotal evidence from the past glory days, and the accelerating entry of new “legal service provider” organizations has siphoned away a big chunk of legal work from firms. Accounting firms now have their own in-house teams of tax lawyers, e-discovery is mostly outsourced now, and entrepreneurial startups are taking the risk and using online forms or contract temp lawyer services like Axiom. Young lawyers in law firms are under greater pressure to bill more hours, and with less work to go around they do their own research when they should give that work to lower-cost people. This client to law firm crunch affects law schools as well, of course.

Angie’s section covering basic law firm economics was very helpful. She walked us step-by-step through a typical law firm income statement and explained each mysterious term; productivity, overhead, margin, FTE, benchmarking, disbursement revenue, net income/loss, partner draw, partner distribution, etc. It was helpful to get a mini-glossary so we can speak the lingo with our administrators and accounting departments.

A few takeaways from this all-too-brief session:

- **Know your stakeholders.** What keeps them up at night? It is crucial that we find ways to measure what is important to them. Qualitative context is required – think of the impact on your institution’s productivity, efficiency, and, ultimately, profit.

- **Never submit a budget without a brief executive summary.** Use charts and graphs, incorporate choices and tradeoffs, learn business terms and issues, focus on brevity and don’t use library jargon. “If I had more time, I would have written a shorter letter.”

- **Build an effective business case.** Define the problem, explain how it negatively impacts business results, provide possible solutions and make a recommendation, include resources, cost and timeline, and quantify how the recommended solution positively impacts business results. Here’s a worthwhile challenge: Try to condense your plan in six words!

- **Recognize the context of industry pressure on law libraries.** Understand basic law firm economics and budgets. Learn the speak the language of finance. Support your budget with an effective business case.

I started with a gripe about time zones and will end with a gripe about time slots: this was an outstanding presentation, but it should have been three hours instead of an hour-and-half. AALL continues to develop top-notch professional development programming for its members, and I highly recommend this one.

*Jim Senter is the California Region Library Services Manager at Jones Day*
Getting to Know Laura Cadra

By Lisa Junghahn

When the SCALL Newsletter Committee called for a “spotlight on Laura Cadra,” I immediately jumped up. For me, Laura is a professional role model. For SCALL, she has been an integral team member and leader – and all around Johnny-on-the-spot. For example, last year she agreed to serve as interim Vice President, while also helping organize speakers for the SCALL Institute.

Laura has been a law librarian and member of SCALL since 1992. She is currently the Head of Reference and Foreign & International Law at Loyola Law School, where she has worked since 2006. Laura has served in numerous SCALL positions in 23 years, including as President and Chair of five committees.

I start with my own story of meeting Laura, because I believe it will resonate for many in the SCALL community. I was introduced to Laura at the Pacific Chapters Joint Reception in Seattle in 2013. I was there to meet librarians from Southern California in anticipation of a move west. Laura was super friendly and encouraged me to reach out to her. Later that summer, Laura met my wife and me for lunch and a tour of Huntington Gardens. She was positive and helpful; and this increased my positivity for joining a new library community. That winter, Laura helpfully arranged for a tour of her library and law school. (And, since this is an article about Laura, I will note that she was not at the law school that late Friday afternoon because she was helping care for stray cats at the campus.)

My goal in writing this is not to tell others about Laura, but to learn for myself how to be more giving. Laura is so giving that when asked to be interviewed, she agreed despite her needing to teach three sections of legal research, organize the next set of sections, prep a practicum, support the Jessup Moot Court team, and hire a new reference librarian.

In talking for this article, I learned that Laura adopts stray animals because she “has the resources and can do something.” She may not admit it, but I am certain this is her same philosophy when it comes to working with SCALL. Laura sees a way to contribute and does.

Laura ascribes to the idea that collective knowledge is good, and that it is through our personal connections that we can answer the toughest research questions. Whether attending a program or serving on a committee, SCALL members have a chance to connect with a diverse set of librarians. Librarians who can later help with complex legislative history or foreign law projects. Laura mentioned, for example, that it is through SCALL that she knew who to call to get an old San Francisco city ordinance that was not available through Google or proprietary databases. I will mention on Laura’s behalf that she has her own skills, and has helped me think of ways to adjust my teaching.

I learned about Laura despite her self-deprecating humor. In fact, when I asked her about what drives her to be so giving, she first joked that it is because she is a “control freak.” She later clarified that being involved in SCALL gives her a way to accomplish goals in a profession where we are not always in control of what will come up in the day. Laura then joked about the time when she was a law student and a palm reader predicted that she would work hard all of her life. Finally, Laura tried to convince me that her biggest goal would be to have more time to sip (caffeinated) tea, read books, and garden.

I asked Laura for advice for newer librarians and SCALL members. For library students, Laura strongly recommends that we gain deep bibliographic knowledge. With the rise of federated database searching and Google, librarians must be able to distinguish ourselves from non-librarians and create value where others cannot. We must also get involved in the library community. Relying on databases will only get us so far when the tough projects arise.

For new SCALL members, she urges us to help build an inclusive community. At her first SCALL Institute, there were 200 people and a lot of energy. Over time, both SCALL membership and program attendance have decreased. Laura is eager to see newer librarians at the forefront of developing innovative programming which will bring in new members and enhance connections between current SCALL members.

My overall impression is that Laura cares. Laura is an energetic librarian who likes to partner with others – and who wishes the same for SCALL. She is a role model for her positivity, engagement, and willingness to get things done.

Lisa Junghahn is the Research and Instructional Services Librarian at the University of California, Irvine School of Law.
Public Speaking Tips for Librarians

By Sandy Li

For many librarians, public speaking is an important aspect of our jobs. Whether we are teaching legal research classes to 1L students or showing a group of pro-se litigants how to use legal research databases, we must have good public speaking skills to convey our messages effectively. But where do we get that training?

Unless you took a course in public speaking during or after college, you may have to learn this skill on the job. And unless you’re a natural speaker, public speaking can be tough—you have to survive your nervousness, connect with the audience, and get your points across all at the same time.

I wanted to see what kind of literature is available on this topic in order to improve my own skills. Once I found the information, I thought it was so helpful that I decided to distill some key tips to share with you, my colleagues. Below are some of the most useful tips.

First, try to develop a connection with the audience. As the saying goes, “Don’t speak at your audience, speak with them.” I used to think the main goal of a presentation was to get through all the points on time. I’ve since learned, however, that the audience can absorb much more information if you make an conscious effort not to do those things. Additionally, you can write out your speech in advance so that you know what points you are covering. Finally, practice, practice, practice! Dry runs, whether in front of your colleagues or using a smartphone will work—whether they are covering. Finally, practice, practice, practice! Dry runs, whether in front of your spouse or even your mirror, will help lessen your anxiety.

In addition to the tips I have outlined here, there are other resources that can help improve our public speaking skills. Our colleagues can be a good resource. If some of your co-workers are experienced public speakers, watch them speak, and see what you like about their style. You can also have a colleague videotape you—even a smartphone will work—and review the recording. It might feel awkward to watch yourself, but you may notice nervous habits you didn’t realize you had. You might even realize that you looked fine in front of the audience, so you can stop worrying! Finally, consider joining a public speaking club like Toastmasters.

Public speaking is more art than science. It requires diligence and commitment to improve. It may seem ironic to suggest speaking more often if you find public speaking challenging, but practice is definitely the best way to improve. . . .

If you’re interested in reading any of the books and articles I consulted for this article, feel free to explore the sources on this list:


Sandy Li is the Assistant Librarian at the U.S. Courts Library – Los Angeles
As Reed Smith LLP’s National Manager of Library Research Services, John DiGilio knows budgeting. Having been through a budget process many times over the last decade, DiGilio offered insight and shared his practical approach to managing library resources, working with consultants, forming strategic partnerships with other departments, and approaching the budget process as an opportunity. DiGilio noted that budgets are not a one-and-done process. Rather, just as one budget is wrapped-up, each successive budget may prove to be even more difficult than the last, requiring many decisions to be made in a short period of time. In his informative presentation, DiGilio discussed these topics and more:

The Way of Things: Trends Among Us. We learned that libraries are increasing budgets, decreasing budgets, increasing print, decreasing print, repurchasing previously held but cancelled print, expanding e-resources, and shifting professional development resources. DiGilio noted that ultimately these types of budget decisions are often driven by one essential question: can we maintain our quality of service?

Metrics. DiGilio highlighted the importance of metrics. Historically, the necessity of certain resources was taken for granted. Now metrics help answer the question: do we really need this? Metrics often fall into two categories, anecdotal or empirical. Anecdotal evidence tends to fall into two camps. People either don’t care if they have access to a resource or not, while others find it to be absolutely integral to their work. Empirical evidence tends to capture who, when, and why. Who is using it? Can it be traced to a particular practice group or department? How often is a resource being used? In connection with metrics are questions about the ability of a law firm to recover research costs. DiGilio noted that recovering 85% of research costs was once the gold standard. Now the average is closer to 40-60%. Though anecdotal evidence is helpful, having empirical evidence about actual usage helps with decision-making.

To Consult or Not to Consult? DiGilio offered guidance for working with consultants during a budget cycle. On the plus side, a consultant can bring industry knowledge and experience, serve as a buffer, and help facilitate what are often difficult conversations with a vendor during price and contract negotiations. However, DiGilio advised that expectations must be clearly communicated to the consultant. The goal of working with a consultant is to get the best deal, rather than just any deal. A deal that saves money but ultimately comprises the quality of the services offered is not a win-win. During the Q&A, he elaborated on this point. Be creative in negotiations, but make sure your choices result in actual savings and not something that must be undone later.

Needs v. Wants. Using the example of a LeCar and a Cadillac, DiGilio discussed what we need versus what we want. He suggested that new tools such as Ravel Law, PacerPro, and Casetext represent an entrepreneurial spirit in disruptive technology. Library resources should not be about the best and the shiniest, but rather about what will get the job done.

Beyond the Library Budget. DiGilio highlighted the importance of the library forming strategic partnerships with other departments and practice groups, especially when it comes to sharing the cost of resources. Approaching another department about cost sharing is a difficult conversation, but ultimately results in a beneficial synergy.

Fielding the Fallout. The budget process often results in the elimination of certain resources. DiGilio’s message on this point was positive. To minimize the fallout that comes with change, he suggests communicating, educating, and gathering feedback throughout the process. Have a conversation with stakeholders and departments concerning the reality of your budget situation. He noted that successful budgets are not about shrinking stacks and reducing the number of tools. It is about what people need, and their need for resources has not gone away; it just looks different. He suggested that we are simply reinventing the way we work and to DiGilio, the budget process presents us with opportunities to successfully do just that.

Sherry Leysen is the Research/Instruction Librarian - Faculty Services at Chapman University, Dale E. Fowler School of Law
Executive Board Minutes

By Amber Kennedy Madole

A regular meeting of the SCALL Executive Board was held on Tuesday, June 23, 2015 at the Richard H. Chambers United States Court of Appeals Building in Pasadena, California.

Victoria Williamson, President
Laura Cadra, Vice President
Jessica Wimer, Treasurer
Amber Kennedy Madole, Secretary
Judy Davis, Board Member
Michelle Tolley, Board Member
Stefanie Frame, Incoming Vice President
Joy Shoemaker, Incoming Treasurer
Christina Tsou, Incoming Board Member

A quorum being present, the meeting was called to order at 5:06 p.m.

1. Minutes

The minutes of the last session of the regular board meeting were presented for review.

a) Jessica Wimer moved to suspend the reading of the minutes, and Judy Davis seconded. There was no discussion and the motion carried.

2. Treasurer’s Report

a) Jessica Wimer reported that SCALL had assets of $42,412.37 as of June 23, 2015. She also highlighted a few items from the budget for the board. Wimer noted that membership in SCALL has remained fairly steady over the last few years, allowing for a consistent income for the organization. She forecasts that SCALL will soon need some funds for a new website, but that SCALL saved for this expense accordingly.

b) Amber Kennedy Madole moved to approve the report, Michelle Tolley seconded.

3. Secretary’s Report

a) Amber Kennedy Madole reported that the AALL Online voting system worked reasonably well. She noted, however, that the system presents a potential problem in that the voting system does not send “bounce-back” report to the voting administrator when emails do not go through to the intended recipient. Madole reported that the problem has been remedied by contacting the AALL webmaster and obtaining a list of election emails that were blocked. Madole recommended integrating this step into future elections to assure that all members receive a timely election email.

b) Jessica Wimer moved to approve the report, Judy Davis seconded.

4. President’s Report

a) Website redesign

i. Victoria Williamson reported that Suzie Shatavaryan, Chair of SCALL’s Information Technology committee, has proposals for a website redesign.

b) Jessica Wimer moved to approve the President’s Report and Vice-President’s report and the motion was seconded.

5. Vice-President (Institute) Report

a) Victoria Williamson reported that the 2015 SCALL Institute was a success, both with informative speakers and a pleasant location.

b) Jessica Wimer moved to approve the President’s Report and the motion was seconded.

6. Committee Reports

a) The Board received and read all committee reports by email, and those reports are filed with the minutes of this meeting. Per Sturgis’ Standard Code of Parliamentary Procedure, all reports are considered filed without voting.

b) The Newsletter committee asks that SCALL grants and scholarships be given contingent on writing an article for the newsletter.

c) Cadra encourages giving PALI committee a budget, based on their productive year of teaching legal research to non-law librarians. The PALI committee is headed by Elizabeth Caulfield.

7. Old Business

a) The Professional Development committee is in need of a set of written policies.

8. New Business

a) Jessica Wimer and Laura Cadra recommend the creation of an Institute Advisory Committee.

i. Per Wimer and Cadra’s proposal, the committee would be structured as followed:

1) The committee would include a SCALL past president. The past president would have the ability to add other members to the committee.

2) The goal of the Institute Advisory Committee would be to help make the Vice President’s job easier and to help people to take on the Vice President’s position and to make sure that the Institute is progressing apace.

3) Currently, the VP typically consults previous presidents for advice and counsel; this would formalize the role.

4) The Advisory Committee would also be in charge of sending out a feedback form following the SCALL Institute

ii. Amber Kennedy Madole moved to approve the motion to create a new committee, and Michelle Tolley seconded the motion.

b) SCALL will be awarding lifetime memberships at the 2015 SCALL Business Meeting.

c) The Pacific Chapters Joint Reception will be held at the AALL Annual Conference in Philadelphia at the Field House.

The meeting was adjourned at 5:54 p.m.

Respectfully Submitted,
Amber Kennedy Madole
SCALL Secretary, 2014-2016
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:

January 11, 2016  January/February issue
March 14, 2016   March/April issue
May 9, 2016      May/June issue
September 12, 2016 September/October issue
November 11, 2016 November/December issue

Treasurer’s Report

By Joy Shoemaker

SCALL Balances

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*PayPal balance reflects mainly Institute income not yet transferred into bank account.

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2015-2016

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