President’s Column, by Jane Larrington

It’s hard to believe that another SANDALL year is coming to a close. It has certainly been a busy one in the San Diego law librarian community. Here’s a look back over some of the year’s highlights:

4th All-California Joint Institute

SANDALL hosts the 4th All-California Joint Institute. SANDALL hosted our sister California chapters here in San Diego at the 4th All-California Joint Institute. Thanks to the good work of the previous term’s “super committee” (SANDALL members included Betsy Chessler and Patrick Meyer), we had a great venue. Vice President Brent Bernau’s careful planning had everything running like clockwork and a good time was had by all. Thank you to Brent Bernau, the many SANDALL volunteers, and our SCALL and NOCALL colleagues for all your hard work on the Joint Institute.

San Diego Law Library renovations are complete

Our San Diego Law Library members are enjoying a beautiful, newly renovated main library. They survived the turmoil of being temporarily dislocated from their main branch for renovations as well as the daunting task of moving the library back into the building following renovations.

The new SDLL downtown location now has an airy, welcoming, sleek quality worthy of the valuable services SDLL provides San Diego County. The SANDALL board has already taken advantage of the lovely boardroom for our May board meeting. We hope the whole membership will join us in SDLL’s larger conference room for the Annual Business Meeting in June.

Congratulations to John Adkins and all his staff!

Luce Forward merges with McKenna Long

Atlanta-based McKenna, Long & Aldridge in March. It’s the end of an era and a sign of the times. As AmLawDaily put it: “Luce Forward will no longer exist as a stand-alone entity: After 138 years, the firm’s name will vanish when the merger becomes official.”

(Continued on page 2)
Patrick Meyer leaves San Diego to be the new director at University of Detroit Mercy School of Law Library

After spending his entire law librarian career in southern California, Patrick leaves for Detroit this month to take the helm at the University of Mercy Detroit School of Law Library. Patrick began his law library career at Thomas Jefferson School of Law, moved to Loyola Law School Los Angeles, and returned to TJSL, most recently as Interim Director. Let's hope Patrick's years in sunny southern California hasn't ruined him for those cold upper-midwest winters! Congratulations Patrick!

Betsy Chessler completes four years of service on the SANDALL board

Betsy Chessler has worked tirelessly on behalf of SANDALL for the last four years: two terms as Vice President, one as President, and this term as Past President. Her boundless energy and awe-inspiring organizational skills have made her an invaluable part of everything SANDALL has done over these past four years. Thank you for your service and enjoy a well-deserved break!

In other news...

Spring Potluck Social

Another thanks to Brent Bernau for welcoming us into his home for the Spring Potluck Social in May. We all enjoyed the amazing views and lovely koi pond, in addition to the great food, conversation, and company. Thank you to Suzanne Smith of CEB and Leigh Inman for donating raffle items and thank you to all of you who participated in the raffle. Raffle proceeds go to the SANDALL grants fund.

Bylaws Voting

Watch your email inboxes for information on voting to change the bylaws. Ballots will be distributed two weeks prior to the Annual Business Meeting. We need as many of you to participate as possible to ensure we reach the requisite quorum. More information on the proposed changes here.

Annual Business Meeting

I hope to see you all at the final SANDALL event of the year: the Annual SANDALL Business Meeting on Weds., June 6th noon-1:30pm at SDLl main branch downtown. Thank you to Suzanne Smith and CEB who will be generously sponsoring our lunch. We’ll enjoy a SANDALL slideshow, finalize the results of the bylaws vote, install the new board, and more.

2012-13 SANDALL Board

President – Brent Bernau
VP – Barbara Glennan
Treasurer – Chris Pickford
Secretary – Anna Russell
I had the good fortune to be able to attend the 4th Annual All- California Joint Institute in March.

On Friday, March 9th, there were three presentations.

The first was by the keynote speaker, the Hon. Judith McConnell, a Justice for 34 years. She works in an administrative capacity for the California Courts. To summarize what she said... there are unprecedented changes in the courts today. The State Courts are underfunded. Budget cuts imperil access to the courts. “Justice delayed is justice denied!” Modernization and increased efficiency can’t make up for no money, no business as usual.

The number of filings increased in the last year by 20%. More than ever, however, there are people filing in the courts who, because of financial reasons, are having the court fees waived. The amount of money coming in from filing fees has actually decreased even as the number of filings has increased! There is no system in place to collect fees from those who are awarded money after filing fees were waived to bring their cases to court.

Libraries in the courts are working together to make cuts in the collections, cuts in heat, light, and personal service. The Supreme Court Library is trying to operate on the same amount of money they had in 1999.

She suggests partnering with other libraries.

The second presentation was moderated by our own John Adkins. It was about how Law Libraries are faring, (or not), in different counties in California.

We heard from Mark Estes of Alameda County, Vanessa Christman of El Dorado County, Annette Heath of Kern County, and Marcia J. Koslov of Los Angeles County.

John Adkins spoke a bit about the San Diego County Law Library. Although we are struggling to adjust to the cut in filing fees, we are still hanging in there.

El Dorado County Law Library in Placerville has almost no budget at all. It is a one-woman show and it is not clear that she will be able to keep the doors open. This was a shocking revelation to me.

Kern County was a little better but has a very small budget as well. They are partnering with facilitators, etc., helping people with forms and giving procedural information. They work closely with the clerk’s office and judges. Most of their clients qualify for fee waivers.

Los Angeles County has plenty of money, even if the fees are decreasing percentage-wise. They are trying to make changes, however, to modernize their library.

Alameda County feels the current County system is not sustainable. There are 58 Counties, 58 Directors, and 58 Boards of Supervisors. Mr. Estes believes we need to work toward a more centralized model.

The third presentation was by Emily Feltren. She is the director of the AALL Government Relations Committee. This was very exciting to me because I have taken on the job as co-chair of the Government Relations Committee for SANDALL. She is advocating the involvement of all SANDALL members in promoting the value of Public Law Libraries, locally, statewide and federally. She quoted Thomas Jefferson saying that what we have in this country is Government “by the people who participate.” I was also very pleased to meet David McFadden from Los Angeles. I believe that advocacy is a very important part of what we do in this
On March 10th there were four presentations.

The first was by Christy Cassisa. She talked to us about ourselves, and the people we interact with. We felt interested. I heard about how people can be grouped into several personalities. There are introverts and extroverts of various kinds. It was all very Carl Jung, but the message was that just because people are different than yourself, it doesn’t mean they are crazy.

The second presentation of the day was by Prof. David McGowen “Big But Brittle: Law Firm Survival in the New Economy” I honestly didn’t hear all of this presentation because the gentleman’s voice didn’t project very well. The essence seemed to be that as more and more people are representing themselves in court and unable to even pay filing fees, law firms are having a hard time making it. Yet another aspect of how it seems to be all falling apart!

Next, Mr. Raymond Hom, Esq., from Qualcomm, discussed patent law and wireless technology. He spoke about many technicalities, but what I got from it was that the process for getting a patent is slow and unreliable and that the speed of new product development overtakes the process. It sounded as if one could buy a preferential treatment in the process to put you closer to the head of the line. This unfortunately favors the big corporations like Qualcomm who have deep pockets!

Last in the program was a panel about UELMA, the Uniform Electronic Legal Materials Act. This is something that AALL and all the local branches have supported and will continue to support, as it makes its way through the House and Senate. It is primarily about credibility and authenticity.

The overall tone of the conference was not cheerful. The sad state of the economy in the past several years has affected the Judicial System from top to bottom. Law firms are suffering, the courts are suffering and the law libraries are being hit hard. There were a few suggestions on how to weather the storm, but over all it was not very encouraging.
Thank you to SANDALL and the SANDALL Grants Committee, Brent Naritomi and Arnold Josafat for awarding me a grant to attend the 4th All-California Joint Institute, “The State We’re In: California Law Libraries in Unprecedented Times.” This was my first grant award from SANDALL and it provided a wonderful experience. I was able to attend almost all of the Institute programs, but will report on only a few here.

The Keynote address was delivered by the Honorable Judith McConnell, Administrative Presiding Justice, California Court of Appeal, 4th District. Justice McConnell spoke about how the fiscal crisis is affecting the courts and endangering the public’s access to the courts.

Justice McConnell first touched on what would become the theme of the Institute for me – Doing More... With Less. Courts have faced deep budget cuts leading to reductions in staff, operating hours and even the availability of basic supplies like pens. That sounded distressingly familiar for many of us in the room.

We also heard from a panel of County Law Librarians about how the continuing economic crisis is affecting them. California’s county law libraries are funded by a portion of filing fees. The county law libraries have faced reductions in funding in large part because fewer people are financially able to file lawsuits resulting in a decrease of the number of suits filed and an increase in granted fee waivers.

The moderator of this panel, SANDALL’s own John Adkins of San Diego Law Library reported that SDLL’s income from filing fees is down 39%. Vanessa Christman of El Dorado County Law Library reported that her library’s income from filing fees dropped 16% in the last year. Annette Heath of Kern County Law Library reported a 9% drop in income from fees. Marcia J. Koslov of Los Angeles County Law Library said her library is faring better than most partly because their filing fee income accounts for only 85% of their budget and they have reserves. Mark Estes of Alameda County Law Library indicated his library’s filing fee income is down 15% this year.

While the theme was definitely dealing with reduced incomes, these librarians provided evidence that they are in fact doing more with less, bringing valuable services to a diverse clientele including providing staff members who can translate for the Spanish-speaking patrons and hosting legal aid clinics. From L.A. with their 46 full-time staff and 22 part-time staff to El Dorado, where Vanessa Chistman is the only full-time employee, these librarians are doing everything they can to ensure the public has access to legal information.

Because of my own interest in effective communication, I especially enjoyed Christy Cassisa’s presentation, “Dealing With The Challenging Client Personality In The Library: 6 Easy Steps to Improved Relationships & Communications.” Many of us in SANDALL know and respect Christy from her previous role with Westlaw. Christy is now the Founder and Coach-In-Chief of Logical Harmony Consulting.

Using the Myers-Briggs Type Indicator (MBTI), a personality assessment tool, Christy showed us how librarians can use knowledge of personality types to better understand their own personality and communication preferences and develop a better understanding of clients’ personalities and preferences. By having this better understanding of ourselves and others, librarians can more effectively communicate. Reducing communication-related misunderstandings can greatly reduce stress. This perfectly dovetailed with our overriding theme of doing more with less. As we librarians must add more and more duties to our day, how much time can we gain by avoiding the stress and hassle of contentious communications and misunderstanding? This is an effective lesson not only in dealing with our patrons but with our colleagues as well.

All of the programs were valuable and informative, but one of my favorite parts of the Institute was meeting and mingling with speakers, vendors and colleagues from all over the state. I was finally able to put faces to many of the names I know so well from various listservs and publications. All of the organizers and volunteers did a wonderful job of creating an enriching and enjoyable educational experience. I look forward to the next All-California Joint Institute!
What Do Law Librarians Do?

By Catherine Deane, Reference Librarian, Thomas Jefferson School of Law

I have never been so aware of the roles played by different types of law librarians, as I was at this year’s All-California Joint Institute, entitled The State We’re In: California Law Libraries in Unprecedented Times, held March 9-10, 2012.

Librarians as Instructional Design Experts

At the pre-institute workshop, Coordinating Legal Research Instruction from 1st Year Law Student to 1st Year Associates, I learned from Cindy Guyer about the intensive integrated legal information literacy program that the University of Southern California law librarians have put together. It is the stuff of dreams, mandatory legal research training coordinated closely with the syllabus of the legal writing program. Beyond that, with a staff of eight librarians working on instructional design, they are able to reject traditional pedagogy and instead craft learner-centered experiences for their students, employing multimedia games such that students learn through play.

Adaptability of Librarians as Teachers

Since so many of us are still grappling with the WestlawNext and Lexis Advance platforms which seem to be dumbing down the process of legal research and providing the average user with less comprehensive research results, Ron Wheeler, author of Does WestlawNext Really Change Everything: The Implications of WestlawNext on Legal Research, reminded us that as the platforms evolve, the way we teach must also evolve so that students still get an understanding of the value of different types of legal information resources.

Librarians as Resource Experts

Working at a law school where there is no mandatory legal research course and students are so overwhelmed with the work that is required that they often only have 20 minutes to spare here and there to take mini-classes, outgoing Thomas Jefferson School of Law Interim Law library Director Patrick Meyer and author of 2011 Law Firm Legal Research Requirements for New Attorneys discussed his research on the most important sources that we should focus on training our students to use in print and online.

Librarians as Technology Experts

Law firm librarian Betsy Chessler, talked about how she only gets 4 hours of formal training with summer associates at her law firm, Morrison Foerster (mofo.com). This is the limited window of time in which she can provide legal research instruction, because when summer associates return as new associates, they quickly become so busy that they rarely have time to come to training sessions. So she leverages new technology to provide them with help on the research problems that they have been assigned, and to provide help to attorneys worldwide by taking control of their desktop and demonstrating for them how to efficiently complete the research tasks before them.

Librarians as Communications and Marketing Experts

No matter what we do, the fact remains that law students and lawyers think Google is a good place to start legal research. Mark Gediman of Best, Best & Kreiger, put it best when he said, “Google is not about saving time, Google is about wasting time.” But given the ubiquity of Google, convincing lawyers not to use it for legal research purposes is an uphill battle, and Mark has had to explain it to them by focusing on what is important to them, risk management. No matter how many times you explain that Google searches are less efficient than strategic searches in legal databases, lawyers want to use Google. It is the fact that the searches may yield bad law in the form of overturned statutes or unpublished opinions, with no corresponding indicator of the superseded, overruled, or otherwise unusable status of the found law that motivates lawyers to abandon the search tool with which they are most comfortable in favor of search tools which they must expend energy and time to learn how to use appropriately.

At the Institute itself, the Keynote address was by Justice McConnel who spoke to us about how the fiscal crisis is impacting the
courts because she recognizes that librarians are also activists who understand the value of access to legal redress. Perhaps no one knows more about this first hand than county law librarians.

**Librarians as Small Business Managers**

Two years ago, when I was applying for jobs, I sent a resume to the Santa Cruz County Law Library. At the time, coming from such an academic intensive background having ensconced myself in the ivory tower for the better part of 12 years, I really had no clue what the job really entailed. This panel was eye opening in many ways and I have a deep respect for county law librarians. They give new meaning to the phrase doing a lot with a little. In particular, I was moved by the story told by the El Dorado County Law Librarian, Vanessa Christman. Christman is not just the only reference librarian at her library, she is the only librarian and if my memory serves, she is also the only full-time staff member. She opens up the library in the morning and her first task it to take out the trash. It is hard for her to get a lunch break because there is no one else to pick up the slack. I don’t know how much they are paying her, but it could not possibly be enough.

**Library Directors as Big Business Managers in the Big City**

By contrast, Marcia Koslov, Director of the Los Angeles County Law Library discussed how the huge revenue stream that she manages is acquired and redistributed. She obtains money from filing fees which are now at about $24 per document and if my notes are to be trusted, there are about 25-35,000 filings in LA County per year. Money is also generated from their parking garage which is leased out and from library services such as MCLE classes and room rental. With this income, she pays:

- Salaries for over 60 staff members
- Renovations and repairs to the building
- Security
- Custodians
- Insurance

**Librarians as Collaborators & Peacemakers**

My absolute favorite talk was not by a librarian, but by Christy Cassisa, Esq., who clearly understands librarians. Her talk, entitled *Managing the Challenging Client Personality in Your Law Library*, provided us with a framework for understanding and dealing with behaviors with which we are all too familiar. As service providers who are also experts in our field, we often have to swallow our pride to provide help to people who do not really know what they want when they come to us and sometimes do not appreciate the help we provide. Navigating the reference interview, collaborating with clients and colleagues, and to be honest, dealing with lawyers* are challenging tasks, especially because our relationships are based on the client’s choice to come to us for help. We then have to sweet talk them into letting us help them. Sometimes I want to put on my business card “law librarian, lion tamer, kitten wrangler”.

**Conclusion**

It is clear to me that the term law librarian is a catch-all phrase for people who enter the legal industry and then choose to spend their time participating in the legal information service industry. As a group, we have diverse skills and we apply them in ways that in large part depend on the flexibility of our job descriptions and the vagaries of our individual personalities, the needs of those around us and the whims of the administrators who supervise us or merely outrank us. We tend to be humbly willing to do things that may seem at first glance to fall far outside of the job we signed up for. We do all of this, not always because we have to, but sometimes, because we can see that it needs to be done and we can see that if we do not do it, then no one else will.

- What is the strangest thing that you have done in your capacity as a law librarian?
- What would you love to do, but you think it is too far outside of your job description?

* According to a recent article in American Lawyer, lawyers display an Interpersonal Sensitivity rating of 39.3 compared to the general population’s rating of 52.9. Larry Richard & Lisa Rohrer, *A Breed Apart?*, 33 AMERICAN LAWYER, July 1, 2011 at 43.
Joint Institute Photos

Courtesy of SANDALL
Historian, Leigh Inman
Where were you born? Where did you go to school? I was born in Wisconsin and grew up on a dairy farm. I went to East Troy High School, UW-Whitewater (undergrad), USD School of Law and UC-Berkeley (library school).

What brought you to San Diego? Well, this is the 5th time I’ve lived here. I visited here as a tourist on my honeymoon in 1977. We followed the freeway signs on 8 for “beaches,” and those deposited us in OB—the end of the freeway. When we moved here the first time, it was for the plentiful construction jobs, the weather and the Southern California lifestyle. The second time (1979), was when we separated and I thought it would be a good idea to put 2,000 miles between us for the summer. When it came time to go to law school (1982), I thought there would be more opportunity in California than in Wisconsin. And USD offered me a scholarship, which was key. The fourth time (1988), was because Nancy Carter offered me a job at USD. (After a huge effort to convince my life partner San Diego was a great place to live that always had wonderful weather, the weekend we moved back it was 103° in North Park. In order to keep the peace, I had to run to Home Depot to buy an air conditioner I knew I’d probably never need again.) The fifth (and last) time, it was because I was unfulfilled with my library management job and over San Francisco. So, once Karla Castetter was kind enough to offer me a Reference Librarian position at TJS (1997), I quit my management position and we moved back—this time for good!

Why did you choose to become a law librarian? I was assigned to work at USD’s law library as a work-study student assistant during law school. I enjoyed helping people and Joe Ciesielski, the Director at that time, educated me as to the existence of the profession of law librarianship. As I got closer to graduation and studied the job market, it made the most sense to me to go on to Berkeley’s one-year MLIS program and pretty much be assured of finding a job. The other option was to take the bar exam and then—if I passed—have to fight and scrap for an attorney position and probably be even more neurotic than now. Joe gave me a “temporary” “summer” reference position, and the scholarship I got from AALL more than covered the tuition for library school. And it enabled me to do something I like, there were several positions around the country to choose from and I was more likely to be able to stay in California. Law librarianship has enabled me to live where I want to live, rather than having to live in places I don’t want to be in order to advance a career.

What do you like about your job the most? The detective work of tracking down information and helping people instead of litigating them.

Favorite magazine: I have three that I regularly read: Smithsonian, The Economist, and The Atlantic; and one that I regularly look at the pictures: National Geographic.

Last book you read: One Second After by William R. Forstchen

Where would we find you on a Saturday? During the school year, at work. (I have a Tuesday through Saturday schedule, August-May.) Otherwise, at home probably working on a house project.

Music? No favorites.

Last vacation: Last vacation was Thailand and Tokyo in December. I’ll be visiting the US Northeast when this article comes out, mainly Acadia National Park in Maine, Niagara Falls and New York City.

Favorite quote: “It is what it is.”

Pets? Two Australian Shepherd mix dogs: Sopi, 10, the sweetest dog on the planet and the love of my life; and Chai, 5, a three-legged endearing meathead. One cat: Snagglepuss, 16, who still managers to get in and out of the house from a second-story deck. And a whole bunch of Koi, 2-17 years old, in an outside pond.
Barbara Glennan
Assistant Director for Electronic & Outreach Services
California Western School of Law Library
SANDALL Vice President-elect

Where were you born? Where did you go to school?
I was born and raised in Naperville Illinois; I went to grade school through high school there. Beyond that, I have a BA in Philosophy from U of Illinois – Chicago; a JD from Tulane and a M. Libr. from U of Washington.

What brought you to San Diego?
My job at CWSL.

Why did you choose to become a law librarian?
I decided in law school that the practice of law was likely not for me. The campus counseling center gave me a test called the ‘Strong-Campbell Interest Inventory’ which matched the day to day tasks of various jobs with the tasks I prefer to do. It turned out I was a very high match with librarians – so becoming a law librarian was the logical thing to do.

What do you like about your job the most?
The variety! I get to do so many varied and interesting things – and that keeps me engaged and happy.

Favorite magazine: No ‘favorite’ per se. My last print subscription recently lapsed, it was to ‘The Week’ news magazine, which I do like. I read mostly online these days, a mix of commentary/blogs/news. I guess that is my current ‘favorite’.

Last book you read:
‘The Four Agreements’ by Don Miguel Ruiz

Where would we find you on a Saturday?
If I’m not working a Saturday shift @ CWSL - I usually work out in the AM, then run errands, then spend time with family and friends in the evening.

Music?
Yes! Love all kinds of music. classical, rock, folk, country, blues. . .

Last vacation:
Sequoia National Park – my family and I went up in February to snowshoe in the redwoods.

Favorite quote: Given the time, I could narrow it down to maybe about one million ‘favorite’ quotes. How about this for now? “All generalizations are false, including this one.” – Mark Twain

Pets? Two cats and a hamster. . .
Where were you born?  Where did you go to school?
I was born in Phoenix, AZ. Attended elementary school in West Covina, CA and Bellevue, WA. Middle School in Bellevue WA and LaVerne, CA. High school in LaVerne, CA and Geneva, IL. Attended university at Georgia State University in Atlanta, GA, grad school at San Jose State University, SLIS (Fullerton facility and online)

What brought you to San Diego?
I was hired by the County Law Library as a cataloging librarian. Prior to this I was a part time cataloger at California State University, San Bernardino

Why did you choose to become a law librarian?
I became a law librarian with the county because I believe in the library’s mission of providing access to justice for all citizens and I needed a full time gig to pay the bills.

What do you like about your job the most?
The great people I work with and the wonderful opportunities this library has provided.

Favorite magazine:
The Atlantic, Smithsonian

Last book you read:
A Clash of Kings by George R.R. Martin

Where would we find you on a Saturday?
Mountain biking, eating out.

Music?
70s hard rock

Last vacation:
Thailand, April and May 2012

Favorite quote:
“Hokey religions and ancient weapons are no substitute for a good blaster at your side” - Han Solo

Pets?
Cat named Parmenio
Where were you born? Where did you go to school?
I was born in Flagstaff, AZ and attended schools in various states. High school in Dallas, TX. College in South Bend, Indiana. Law School in San Diego. Masters program through San Jose, CA.

What brought you to San Diego?
US Navy military orders brought me to San Diego. I had visited San Diego in 2003 during a training program for the Navy, and I loved it. I made sure I requested my next assignment would be in sunny San Diego, and I have worked hard to remain here ever since landing on its beautiful shores.

Why did you choose to become a law librarian?
I love research and discovery of hard to find information. I like helping people obtain tools they did not know were even available.

What do you like about your job the most?
The ability to constantly learn and interact with a variety of programs and departments. I can work on historical documents for one project and find ways to use mobile applications for another project.

Favorite magazine:
I read more blogs than magazines. I always learn something new from 3geeks and a law blog.

Last book you read:
*Area 51* by Annie Jacobsen

Where would we find you on a Saturday?
Either relaxing at home or doing something outdoorsy because San Diego has the best weather.

Music?
I’d have to say 80’s music but also heavy metal, rock, classical, jazz, Christmas tunes, 90’s hits.

Last vacation:
Panama City, Panama

Favorite quote:
“Get busy living or get busy dying”
*The Shawshank Redemption*, 1994

Pets?
Scooter (6 yr old black cat) and Shadow (10 yr old black cat)
We’re on the web!
http://www.aallnet.org/chapter/sandall

SANDALL 2011-2012 MEMBERSHIP FORM

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