

## **Stanley V. Anderson Collection**

**Title:** Stanley V. Anderson Collection

**Dates**

1955-2009 (Bulk: 1962-1977), with several journal articles from the 1920s through 1940s.

**Creator:** Stanley V. Anderson, Dr. Geoffrey Wallace, and Misa Kelly.

**Summary**

The Stanley V. Anderson Collection was begun by Dr. Stanley V. Anderson, a political science professor at University of California, Santa Barbara, in 1957. The collection—then unofficially termed the “Ombudsman Library”—was gathered by him from 1957 until 1982. In 1991, Professor Anderson became Professor Emeritus at UCSB. The materials in this ombudsman library were a major part of the Ombudsman movement in the 1960s and 1970s, used by scholars and Dr. Anderson’s students to research and produce a large number of works on the plausibility of, need for, and success of Ombudsmen throughout the world. After being transferred by Dr. Anderson to a UCSB campus office in the 1980s, the materials eventually were given to the United States Ombudsman Association in 2009 by UCSB.

**Quantity/Physical Description**

9 records center boxes (11.25 linear feet); 1,098 individual items.

**Language(s)**

English (primary), Spanish, Norwegian, Finnish, Danish, German, Croatian, Hebrew, Polish, French, Italian

**Repository**

Dayton (OH) Ombudsman Office (Joint Office of Citizen Complaints), United States Ombudsman Association, Dayton, Ohio 45402, (937) 223-4613

**Restrictions on Access:** There are no restrictions on accessing material in this collection.

**Restrictions on Use**

Copyright restrictions may apply. Unpublished manuscripts are protected by copyright. Permission to publish or reproduce must be secured from the repository. Due to the large number of published materials included in this collection, the original copyright owners or those currently holding the copyright must be contacted in writing for permission to reproduce these materials. A copy of the permission letter must be provided to the United States Ombudsman Association’s archives (Dayton, Ohio, Ombudsman Office) before the repository gives permission for reproduction of the Anderson collection’s materials. Permission to publish or reproduce non-copyrighted materials must be secured from the USOA.

**Preferred Citation**

Title of material (as listed in Finding Aid), (Box Number, Folder or Journal Article Number), Stanley V. Anderson Collection, United States Ombudsman Association Archives, Dayton, Ohio

**Acquisition**

The Stanley V. Anderson Collection was donated to the United States Ombudsman Association in 2009 by the Political Science department of the University of California, Santa Barbara, following the death of Stanley V. Anderson earlier that same year.

**Custodial History**

In 1982, Dr. Anderson attempted to donate his entire collection to the UCSB Davidson Library; however, the library was only able to accept part of the collection—the annual reports. The Social Sciences collection at UCSB Davidson Library took possession of these reports—over 500—from around the world. Dr. Anderson continued for a number of years donating new annual reports he received to the library for inclusion into their collection. When the library turned away the remaining portion of the collection (per the library’s collection policy), which contained close to 700 journal articles, numerous conference papers and presentations, excerpted chapters from books, and a variety of other ombudsman materials from around the world, these items were given to Dr. Geoffrey Wallace.

Dr. Wallace served about 30 years as the Campus Ombudsman for UCSB, and worked closely with Dr. Anderson during the latter’s time at UCSB. Being entrusted in his safekeeping, Dr. Wallace began the “Stanley V. Anderson Library” of Ombudsman materials in 1999. He and his office staff transferred the loosely-organized materials from boxes into filing cabinets; they then began an effort to complete a comprehensive bibliography of the items in the collection to make available online for researchers. When Dr. Wallace retired in 2004, the collection remained in the possession of UCSB. The library was transferred in 2009 to the United States Ombudsman Association’s archives at the Dayton Ombudsman’s office in Dayton, Ohio.

**Alternative Form Available**

A great amount of this collection, having already been published, is available online through journal subscription services such as EBSCO and JSTOR, through Google Books, libraries, and a number of other sources for obtaining print materials. Personal papers of Dr. Anderson and a couple of other series within the collection contain unique, one-of-a-kind materials either not available elsewhere or only available from a limited number of sources.

**Related Material**

The International Ombudsman Institute, based in Alberta, Canada, until 2010, housed in the University of Alberta’s Weir Law Library its collection of books and journals on all topics related to ombudsmanship. The collection is dispersed throughout the library’s holdings, but a list of the IOI books is available upon request.

**Processed by:** Matthew M. Peek (September 2010)

## **Arrangement**

Series I: Journal Articles is arranged alphabetically by author's last name; where the article is anonymous, the article is arranged alphabetically by the first proper noun in the article's title. Each article has been assigned a journal article number (or "JA #"), which corresponds with the labeled numbers for the file folder containing that particular article. A Microsoft Excel spreadsheet is available electronically and in print form to help users locate articles by title, topic, author, publication name and volume/issue numbers, country of publication, and date.

Series II: Bibliographies is arranged chronologically by the date of creation of the bibliography, in order to provide materials for the user based on a given year or decade from which primary and secondary materials on ombudsmanship may be needed. Undated materials are placed at the end of the series arrangement.

Series III: Theses and Dissertations is arranged alphabetically by the author's last name. In keeping with the series' original order, the title of the thesis or dissertation is listed first, followed by the author's name and other pertinent information (such as the name of the university at which the author has submitted his thesis or dissertation).

Series IV: Books and Chapters of Books is arranged alphabetically by the author's last name, followed by the title of the chapter or publication. Those chapters or publications without an author's name listed are arranged at the end of the series.

Series V: Presentations, Reports, and Conference Papers is divided into three groups in the following order: presentations, reports, and conference papers. Within each of these divisions, the archival materials are arranged by the author's last name. The description of each item was taken from the original description given by Dr. Anderson; thus, sometimes the author's name is listed first, while other times the title of the document is listed first. Those chapters or publications without an author's name listed are arranged at the end of the series.

Series VI: Published and Unpublished Papers is arranged alphabetically by the author's last name. In keeping with the series' original order, the title of the paper is listed first, followed by the author's name and other pertinent information.

Series VII: Legislative Bills and Records are arranged first by country, then alphabetically by the state or province's name (for instance, Alberta goes before Ontario under the "Canada" division, or California before New York under the "United States" division). The materials are arranged in the following order by country, starting with the country having the most archival material represented in this series and working down to the country with the least amount of archival material in the series: United States, Canada, Great Britain, Australia and New Zealand (Australian records listed first, followed by New Zealand records), and Other Countries and International Bodies (under this division, materials are arranged grouped by continent first, then divided into country—i.e. India and Japan grouped together since they are both in Asia).

Series VIII: International Ombudsman Institute Papers (IOI Papers) are arranged in two groups: Occasional Papers and Miscellaneous IOI Papers. The Occasional Papers are the majority of this series, and they are arranged in number order, from Occasional Paper #1 onward. The Miscellaneous IOI Papers are arranged chronologically, following the Occasional Papers group.

Series IX: Institute of Governmental Studies Papers is arranged chronologically.

Series X: Stanley V. Anderson Papers is arranged chronologically.

Series XI: Miscellaneous Records contain several small sets of records. The first set are records having an author listed, which are therefore arranged alphabetically by the author's last name. The second set is a group of California Caucus of College & University Ombudsmen journals from the 1990s, which are arranged chronologically. The third set has no particular arrangement, and these materials can be explored using this finding aid's archival collection item list.

## **Biographical Note**

Stanley V. Anderson is the man most responsible for bringing the concept of an Ombudsman to North America from Scandinavia. Stanley was born in Alameda, California, in 1928 to Victor and Stella Anderson. Stanley Anderson served in the U.S. Navy just after World War II, from 1946 to 1948. After receiving his B.A. in Philosophy from the University of California, Berkley, Stanley would further his education by earning a Bachelor of Laws and a PhD (Scandinavian Regionalism) from University of California, Berkeley. From 1958 to 1959, he served as a Legislative Intern with the Assembly of the California Legislature, acting as a consultant to the Committees on the Judiciary, Criminal Procedure, and Constitutional Amendments. Having determined to proceed with a career in education rather than law, Dr. Anderson came to the University of California, Santa Barbara, in 1961, where he would teach in the Political Science department at UCSB for 30 years. In 1963, Dr. Anderson spent a year as Congressional Fellow of the American Political Science Association in the U.S. Congress in the office of Congressman Henry Reuss, as well as serving on the staff of the U.S. Senate Judiciary Subcommittee on Constitutional Rights. While in Washington, he chose to spend most of his time with Congressman Royce from Wisconsin, whom had introduced in Wisconsin the office of Ombudsman. Dr. Anderson met Ralph Nader on Capitol Hill (Nader himself was highly interested in the Ombudsman office), as well as meeting famous Ombudsman scholar Dr. Walter Gellhorn.

Perhaps the most influential experience in Dr. Anderson's life was his dissertation research in Scandinavia on the Nordic Council. During this time, it was suggested to him to explore the unique Scandinavian system of citizen complaints offices for municipal and national governments—better known as Ombudsmen offices. Dr. Anderson was a man who believed that correct facts and information could do more to resolve conflicts than lawsuits or political power; hence, the Ombudsman office offered a tangible demonstration of his own political theories. From 1961 until 2009, Dr. Anderson's research, publications, and speeches pushed the concept of Ombudsmanship in the United States. The Ombudsman advocacy by Dr. Anderson gathered

interest from lawmakers and the public during the volatile 1960s, when America's youth did not trust the government and unresolved issues were flowing violently into America's streets. Amidst free love, public protests and marches, and corruption in the federal government, American leadership seemed to be growing more accepting of this foreign political concept.

By the start of the 1970s, Dr. Anderson's work was sparking researchers to publish reports and studies on the usefulness or effectiveness of having Ombudsmen offices in countries such as Zambia, India, and Ireland. Such institutions as the United States Ombudsman Association, the International Ombudsman Institute, and the Institute of Governmental Studies were either born out of or sponsored research into the Ombudsman movement of the 1960s. Dr. Anderson's involvement in the Ombudsman movement in the 1960s and 1970s consisted of contacting U.S. legislatures in cities and states when there was expressed interest in or attempts to install an Ombudsman office anywhere. He would speak with legislators and promote Ombudsmanship, through which efforts he gathered a great number of contacts in the world of U.S. politics.

Starting in 1969, Dr. Anderson was offered and accepted the office of principal investigator for a three and a half year study on Ombudsman by the Ombudsman Activities Project funded by one of Lyndon B. Johnson's Great Society programs—The Office of Economic Opportunity. The project lasted until 1973. The office was headed at the time by future U.S. Secretary of Defense Donald Rumsfeld. One of Dr. Anderson's most involved projects, in addition with the OEO, was as a research political scientist for the Institute of Governmental Studies on the University of California, Berkeley, campus. He served as member of the U.S. Supreme Court Bar, was a chairman of the Ombudsman Committee of the American Bar Association's Administrative Law Section, and a member of the Santa Barbara County Bar Association for many years. He maintained his busy schedule all while being married to Mary Anderson, raising a son (Stefan), and mentoring a great number of his political science students. After retiring in 1991, Dr. Anderson continued his remarkable career of public service through his pro bono work with indigent felony defendants in the Santa Barbara region. Even right up to his death, Dr. Anderson was hard at work, having published his last book *Reform in a Prison Hospital: A Doctor and an Ombudsman Blow the Whistle*. Dr. Anderson passed away on March 23, 2009.

## **Scope and Content**

The Stanley V. Anderson Collection is divided into eleven series of materials which Dr. Anderson began collecting during the 1960s, all of which would become part of the Ombudsman Library in the Political Science Department of the University of California, Santa Barbara. The series are broken down as follows: Serials Articles; Bibliographies; Theses and Dissertations; Books and Chapters of Books; Presentations, Reports, and Conference Papers; Published and Unpublished Papers; Legislative Bills and Records; International Ombudsman Institute Papers; Institute of Governmental Studies Papers; Stanley V. Anderson Papers; and Miscellaneous Records. There are a total of 1,098 individual items within this collection.

Series I: Serials Articles contains 696 journal articles all related to ombudsmanship, handling of citizen complaints, and any other subject matter Dr. Anderson collected for his Ombudsman Library from the 1950s to 1984 (several articles are from the 1920s-1940s and are Scandinavian). The great majority of these articles are from 1964-1975, and many of these articles represent the major scholarly research from which decades of political scientists and

ombudsmen based their writings and publications. The articles represent 11 languages, with the primary language being English. The articles discuss ombudsmanship in or were published in the following 34 countries: United States, Canada, Mexico, Venezuela, Peru, Belgium, Northern Ireland, Great Britain, France, Switzerland, Germany, Austria, Netherlands, Czechoslovakia, Yugoslavia, Sweden, Finland, Norway, Denmark, Italy, Japan, New Zealand, Australia, Philippines, China, British-controlled Hong Kong, India, Nigeria, Ghana, Tanzania, Uganda, Southern Rhodesia (modern Zimbabwe), South Africa, and Israel.

Series II: Bibliographies contains published and unpublished bibliographies of scholarly and popularly-published materials on the subject of ombudsmanship from around the world. Several of these bibliographies are short and subject-oriented, and several were copied from published books on ombudsmanship. A number of the bibliographies were put together by Dr. Anderson and his staff at UCSB or were created through the Institute of Governmental Studies.

Series III: Theses and Dissertations holds a collection of master's theses and doctoral dissertations from universities around the United States on various topics within or directly related to ombudsmanship throughout the world. Many are copies sent from the authors or from one of their supervising professors to Dr. Anderson for his inclusion in his collection of ombudsman scholarship. Several of these works come with short letters and notes attached and addressed to Dr. Anderson.

Series IV: Books and Chapters of Books contains drafts, copied chapters of books, short published reports or booklets, and whole books directly or indirectly related to ombudsmanship. Included under this series is the last book published by Dr. Anderson in 2009: *Reform in a Prison Hospital*. As a part of his gathering of materials for research, for the Ombudsman Activities Project, and for a variety of other uses, Dr. Anderson accumulated a number of Xeroxed book chapters, all of which are included under this series.

Series V: Presentations, Reports, and Conference Papers contains materials used by various ombudsman, politicians, local government committees, political scientists, students, and others for presentations at association meetings, reports (both legal and informal), and papers read at annual (regional, national, and international) conferences. The series is divided into three groups based on the function and forum in which they were first promoted to other professionals or government officials: presentations, reports, and papers for conferences. The largest of these groups is conference papers; this group has a number of papers that would later be published as chapters in books or as journal articles. This collection contains drafts of presentations and papers for conferences, as well as a variety of research reports on the need for ombudsmen for various municipal governments. Papers for the International Ombudsman Institute conferences are included in this series.

Series VI: Published and Unpublished Papers is a large series containing papers written by ombudsmen from around the world, as well as undergraduate and graduate students, on all topics related to ombudsmanship and citizen complaint-handling. These papers include unpublished works and works which were eventually published in books or journals. One significant such paper was written by Ralph Nader, a famous U.S. Presidential candidate and car-safety spokesperson. The series is arranged alphabetically by the author's last name.

Series VII: Legislative Bills and Records contains proposed and passed legislation, records from legislative subcommittees and committees, and other government office-produced records from around the world directly or indirectly related to the subject of ombudsmanship. The greatest amount of the legislative records comes from New Zealand, Australia, United States, Canada, and Britain. Some unique items include legislative records from the government of Micronesia related to a proposal for an Ombudsman there. This series also includes papers and journal articles published in government publications such as the U.S. Congressional Record. The series is arranged by continent first, then by country represented by the records.

Series VIII: International Ombudsman Institute Papers contains a small number of published papers, reports, and other miscellaneous records published or produced by the International Ombudsman Institute (IOI). The IOI, according to the organization's short history on their website, is "a worldwide organization of ombudsman offices. It is incorporated as a non-profit organization under the Canada Corporations Act and, as such, has the status of a natural person at law. Institutional Members are public sector, independent ombudsman offices located around the world."<sup>1</sup> The IOI was founded in 1978 and began right away publishing a series of "Occasional Papers," which were previously published papers, or recently given presentations by ombudsmen at conferences that the IOI made available in print to a wider audience of ombudsman professionals and scholars. Each paper was numbered beginning from one onwards; as of 2008, there were 83 Occasional Papers available through the IOI on their website. Also included in Series VII is a brief history of the IOI.

Series IX: Institute of Governmental Studies Papers contains a small number of papers, research, and other documents created by, for, or in conjunction with the University of California, Berkeley's Institute of Governmental Studies (IGS). IGS was founded in 1919 to, according to the institute's website, "spearhead and promote research, programs, seminars and colloquia, training, educational activities, and public service in the fields of politics and public policy, with a strong focus on national and California politics."<sup>2</sup> Through his connection to UC Berkeley from his own studies there, Dr. Anderson worked extensively with IGS during the time of the Ombudsman Activities Project from 1969 to 1973 for the federal government's Office of Economic Opportunity. Many of the materials contained in this collection (including official reports of the Ombudsman Activities Project) were gathered by Dr. Anderson during this coordinated work with IGS.

Series X: Stanley V. Anderson Papers is a small series containing papers, presentations, speeches, and various non-serial publications written by Stanley V. Anderson mostly during the 1960s and the 1970s (though there are a few items from 2003-2004 included in this series).

Series XI: Miscellaneous Records contains items that do not fit under the other series' designations in this collection. Examples of such items are lists of the practicing ombudsmen throughout the world for the years 1971 and 1972, as well as materials from organizations similar to but not related to the IOI and the IGS.

---

<sup>1</sup> "I.O.I. Organization." Ombudsman Concept and Organization section of the IOI's website (Viewed at <http://www.law.ualberta.ca/centres/loi/About-the-I.O.I./Concept-and-Organization.php>).

<sup>2</sup> "About The Institute." <http://igs.berkeley.edu/about.html>

## **Subject Terms**

### **Persons**

Anderson, Stanley V.  
Barham, Frank E.  
Frank, Bernard  
Friedmann, Karl Anton  
Gellhorn, Walter, 1906-1995  
Hill, Larry B.  
Newman, Frank C.  
Powles, Guy, 1905-1994  
Rowat, Donald C. (Donald Cameron)  
Wallace, Geoffrey

### **Organizations**

American Bar Association  
International Ombudsman Institute  
Ombudsman Conference, International  
Ombudsman—United States Ombudsman Association

### **Subjects (General)**

Complaints (Administrative procedure)  
Complaints against police  
Complaints against long-term care facilities  
Complaints against teachers  
Complaints against universities and colleges  
Complaints (Civil procedure)  
Complaints, Consumer  
Commissions of inquiry  
Grievance arbitration  
Grievance arbitration—Law and legislation  
Grievance procedures  
Grievance procedures for prisoners  
International Ombudsman Institute. Occasional paper  
Ombudsman  
Ombudsman Association  
Ombudsman—Australia  
Ombudsman-Citizens Aide  
Ombudsman—Iowa  
Ombudspersons—Africa  
Ombudspersons—Alberta  
Ombudspersons—Australia  
Ombudspersons—Bibliography

Ombudspersons—California  
 Ombudspersons—Canada  
 Ombudspersons—Denmark  
 Ombudspersons—European Union countries  
 Ombudspersons—Fiji  
 Ombudspersons—Finland  
 Ombudspersons—Germany  
 Ombudspersons—Great Britain  
 Ombudspersons—History  
 Ombudspersons—India  
 Ombudspersons—Israel  
 Ombudspersons—Netherlands  
 Ombudspersons—New York (State)  
 Ombudspersons—New Zealand  
 Ombudspersons—Norway  
 Ombudspersons—Sweden  
 Ombudspersons—United States  
 Parliamentary Commissioner  
 Public administration

**Material Types**

Books  
 Conference papers  
 Dissertations  
 Journals  
 Paper  
 Presentations  
 Reports and documents  
 Theses

**Collection Inventory**

<u>Box</u>	<u>File</u>	<u>Description</u>	<u>Date</u>
<b>Series I: Journal Articles</b> (for complete individual listing of journal articles in the collection see the Microsoft Excel spreadsheet included with the collection and available online at USOA's website)			
1		Journal Articles: JA 1-JA 150	Various
2		Journal Articles: JA 151-JA 300	Various
3		Journal Articles: JA 301-JA 499	Various
4		Journal Articles: JA 500-JA 683	Various
<b>Series II: Bibliographies</b>			
5	1	The Ombudsman: A Selected Bibliography of Materials in English by Donald C. Rowat	Aug. 1962

2	Ombudsman Bibliography prepared by Stanley V. Anderson	Apr. 1964
3	The Ombudsman: A Bibliography by Donald C. Rowat	Apr. 1964
4	Preliminary Bibliography on the Office of Ombudsman: Part 2	Apr. 8, 1964
5	List of Publications Issued by the Select Committee on Small Business (U.S. Congress—Senate)	Mar. 31, 1965
6	Ombudsman, a bibliography by Charles Smith for the Friends Committee on Legislation of California	1965-1966
7	“Ombudsman Bibliography” by Robert Sperry. <i>New York Law Journal</i> (33.1): 1, 3	Feb. 16, 1966
8	The Ombudsman: a Bibliography (Carleton W. Kenyon, ed.)	June 1966
9	“Ombudsman: A Bibliography of Literature in the Municipal Reference Library” ( <i>Municipal Reference Library Notes</i> )	Dec. 1966
10	<i>Bibliography on the Ombudsman</i> by Randy Hamilton (USC)	May 1968
11	Bibliography from <i>The People and The Police</i>	1968
12	<i>Ombudsman: a Selected Bibliography</i> by Mary Z. Kessler	Apr. 1971
13	Selected Bibliography on State Legislatures by Citizens Conference on State Legislators	Apr. 1971
14	“The Ombudsman: Selected Publications in English Since 1965” by Donald C. Rowat	July 1971
15	“Ombudsmen for Education: A Bibliography” by Donald C. Rowat	Sept. 1972
16	A List of Law Journal Articles, Comments and Notes on the Federal Freedom of Information Act: 5 U.S.C. 552	Sept. 1972
17	Ombudsmen for Local Government: A Bibliography	Sept. 1972
18	Ombudsman Bibliography from <i>Political Bureaucracy</i>	1973
19	El Ombudsman Ensayo Bibliografico por Manuel Torres Tapia	1977
20	Ombudsman Bibliography by Bernard Frank	Jan. 1977
21	Studies on Ombudsman and Other Complaint-Handling Systems: A Selected Bibliography (Public Administration Series)	Dec. 1979
22	Ombudsman Bibliography by Eric L. Swanick (Public Administration Series)	Aug. 1979
23	Stanley Victor Anderson Program and Library	undated

		Bibliography by George Wallace and Geoffrey Stearns	
	24	User-oriented Guide to Ombudsman Literature by Stephanie W. Colston	undated
	25	Ombudsman Bibliography	undated
	26	Bibliography on Ombudsman (by country)	undated
<b>Series III: Theses and Dissertations</b>			
5	27	“Advocates and Ombudsmen in Mental Health” by Terezia S. Bohrer (University of Maryland), M.S.W.	1978
	28	“The Origins and Development of Purposes for the Establishment of Offices of Ombudsman in Australia” by Sylvia J. Geddes, Honors Research Thesis	1973
	29	“Ombudsmen in the United States” by Nancy Lee Jaslow (Boston University), M.S.	1973
	30	“The Ombudsman: American Variations on an International Theme” by Joan L. King, Senior Honors Thesis	Winter 1975
	31	“The Need for an Ombudsman System in Canada” by H.J. Llambias (Carleton University), M.A.	1964
	32	“A Ombudsman for Local Government?” by John R. Meline (Fresno State College)	Jan. 1969
	33	“Constituency Service: A Case Study” by Eleanor Carney Owen (University of California, Santa Barbara), M.A.	Aug. 1978
	34	“A Study of Control of the Administration—Recent Australian Reforms . . .” by Helen Tracey (Australian National University), M.A.	Mar. 1978
	35	“The State Citizens’ Service Assistance Office: An Ombudsman for Virginia?” by Edward Stuart Twardy (University of Virginia), M.A.	Aug. 1978
	36	“Ombudsman, A Man for All Citizens: The New Zealand System” by Kent M. Weeks (College of Wooster), Ph.D	undated
	37	“The Ombudsman: It’s Potential Applicability For The State Of Alaska” by Gary E. Wilson (University of Alaska), Master’s	Feb. 1974
	38	“An Examination of the Swedish Ombudsman for Military Affairs . . .” by Wesley R. Wilson (University of Oklahoma), M.A.	Dec. 7, 1974
<b>Series IV: Books and Chapters of Books</b>			
	39	Stanley V. Anderson, <i>Reform in a Prison Hospital</i> (187 pp)	2009

40	John Bibby and Roger Davidson, <i>On Capitol Hill: Studies in the Legislative Process</i>	1967
41	Leon Boim, Excerpt from <i>The Ombudsman</i>	1965
42	Kevin Cho, <i>The Commonwealth Ombudsman</i>	Feb. 1980
43	Basil Chubb, "Citizen and the Administration." From <i>The Government and Politics of Ireland</i>	1970
44	Taylor Cole, <i>The Canadian Bureaucracy and Federalism, 1947-1965</i> . Monograph Series in World Affairs (3.3)	1966
45	David J. Danelski, "Due Process in a Nonlegal Setting: An Ombudsman's Experience." Chapter from <i>Due Process</i>	1977
46	Zenith Gross and Alan Reitman, <i>Police Power and Citizens' Rights</i>	1967
47	S.M. Haider, "Ombudsman—Plan for Reform in Law and Public Administration." From <i>Public Administration and Police in Pakistan</i>	1968
48	Larry B. Hill, "Ombudsmen, Bureaucracy and Democracy." Draft chapter	undated
49	Larry B. Hill, "International Transfer of the Ombudsman." Chapter 12 of <i>Communication in International Politics</i>	1972
50	Larry B. Hill. "Chapter Two: The Ombudsman As Organization." Draft for <i>Ombudsmen, Bureaucracy, and Democracy</i>	1975
51	Mervyn Jones (preparer), <i>The Police and The Citizen</i> (19 pp)	Oct. 1969
52	Benny L. Kass, <i>Ombudsman: A Proposal for Demonstration in Washington, D.C.</i> (40 pp)	1968
53	Lewis Lipsitz, "On Political Belief: The Grievances of the Poor." From <i>Power and Community</i>	1969
54	Geoffrey Marshall, "Parliamentary and the Ombudsman." Chapter 6 of <i>The Commons in Transition</i>	1970
55	James N. Murray, "Chapter Seven: Petitions." From <i>The United Nations Trusteeship System</i>	1957
56	Morris S. Ogul, Excerpt from <i>Congress Oversees the Bureaucracy: Studies in Legislative Supervision</i>	1976
57	Kenneth G. Olson, "The Service Function of the United States Congress." From <i>Twelve Studies on the Organization of Congress—Congress: The First Branch of Government</i>	1966
58	Harvey S. Perlman and Thomas B. Allington, eds. Appendix from <i>The Tasks of Penology: A</i>	1969

		<i>Symposium on Prisons and Correctional Law</i>	
59	Donald C. Rowat, ed. Excerpt from <i>The Ombudsman: Citizen's Defender</i> (2nd ed.)		1968
60	Donald C. Rowat, "The Spread of the Ombudsman Idea." First Draft of Chapter 1 for <i>Ombudsman for American Government?</i>		July 1967
61	Edward T. Rogowsky, Louis H. Gold, and David W. Abbott, "Police: The Civilian Review Board Controversy." From <i>Race and Politics in New York City</i>		1971
62	Albert H. Rosenthal, Excerpt from <i>The Social Programs of Sweden: A Search for Security in a Free Society</i>		1967
63	Roulette W. Smith, "The Ombudsman: A Computer Model of Dialogue in Instruction and Conflict Mediation." From <i>Artificial and Human Thinking</i>		undated
64	Geoffrey Sawer, <i>Ombudsman</i> (42 pp). 2nd ed.		1968
65	Andrew Shonfield, Excerpt from <i>Modern Capitalism</i>		1965
66	Erich Strauss, Excerpt from <i>The Ruling Servants</i>		1961
67	Sten Tengelin, "The Solution of Disputes by Organs other than Courts and Arbitrators." From <i>Swedish National Reports to the VIIIth International Congress of Comparative Law</i>		1970
68	T. Edward Western, "The Constituent Needs Help: Casework in the House of Representatives." From <i>To Be A Congressman: the Promise and the Power</i>		undated
69	<i>The Citizen and his Council: Ombudsmen for Local Government?</i> (35 pp). British Section of the International Commission of Jurists		1969
70	<i>Ook Nederland een Ombudsman</i> (69 pp)		Mar. 1963
71	<i>Ombudsmen, Parliamentary Commissioner, Mediators and Persons Discharging Similar Functions In Member States of the Council of Europe, A Comparative Study</i>		June 23, 1997
72	<i>Human Rights in the Arabian Peninsula "Saudi Arabia"</i> (12 pp)		undated
73	"Ombudsman—Plea for Reform in Law and Public Administration." From <i>Public Administration and Police in Pakistan</i>		1968
74	Committee on Civil Rights of New York County Lawyers' Association, <i>Report on Citizen Complaints</i>		Oct. 16, 1969
75	United Nations (ST/TAO/HR/33) <i>Effective</i>		1968

		<i>Realization of Civil and Political Rights at the National Level-Selected Studies</i> (121 pp)	
<b>Series V: Presentations, Reports, and Conference Papers</b>			
		<b><i>Presentations</i></b>	
6	1	“Televised Ombudsman” by Kathleen Archibald and Ben Bagdikian, for the Texas-Stanford Television Conference	May 1968
	2	“A Commissioner’s Complaint: a personal assessment of the first three years in Northern Ireland of the Commissioner for Complaints” by Dr. John Benn. A New Frontiers Public Lecture published by <i>Priorities: Occasional Papers in Social Administration</i>	Jan. 1973
	3	“Taking Complaints Seriously: A Study in Local Government Practice” by Patrick J. Birkinshaw and Norman Lewis, presented at Ford Foundation Workshop	1977
	4	Britt-Mari Blegrad, “‘Indigenous’ law and consumer protection—with an appendix on comparisons.” Institute of Organization and Industrial Sociology. Preliminary Draft. Prepared for 1980 Annual Meeting of Law and Society Association	1980
	5	“An Ombudsman for California?” by Senator Mervyn M. Dymally, presented to the Barrister’s Club of San Francisco	Apr. 24, 1967
	6	“Submission to the Standing Committee on Statutory Regulations and Orders: The Ombudsman” by S. Breen (Canada)	Nov. 18, 1965
	7	“The State, the Citizen and the Ombudsman” by Guy Favreau, presented at the Lawyers’ Club of Toronto	Jan. 11, 1965
	8	“The Ontario Public Service and the Ombudsman” by Karl A. Friedmann, for presentation to Toronto Regional Group of the Institute of Public Administration of Canada	1978
	9	“Complaining—Comparative Aspects of Complaint Behavior and Attitudes Towards Complaining in Canada and Britain” by Karl A. Friedmann for Annual Meeting of the Canadian Political Science Association	1973
	10	“The British Ombudsman: Evaluation of the Institution After Its First Year of Operation” by Karl Anton Friedmann, presented at Canadian Political Science Association Annual Meeting	1968

11	“Effectiveness of Ombudsmen in Establishing Linkages with Citizens” by Karl A. Friedmann, presented at 1974 Annual Meeting of the American Political Science Association	1974
12	“Controlling Bureaucracy: Attitudes of the Alberta Public Service Towards the Ombudsman” by Karl A. Friedmann, presented at Annual Meeting of the Canadian Political Science Association	1975
13	“Equality and Governmental Action” by Arthur J. Goldberg, for James Madison Lecture at NYU School of Law	Feb. 11, 1964
14a	“Socio-Psychological Dimensions of Complaints to Ombudsmen: A New Zealand Analysis” by Larry B. Hill, presented at Sixty-Seventh Annual Meeting of the American Political Science Association	1971
14b	“Institutionalization, the Ombudsman, and Bureaucracy: A New Zealand Sociometric Analysis with Comparisons” by Larry B. Hill, presented at the Annual Meeting of the Southwestern Political Science Association	1971
15	“The Ombudsman as Administrative Actor . . .” by Larry B. Hill, for Fifty-second Annual Meeting of the Southwestern Political Science Association	Mar. 1971
16	“Administrative Justice and the Incremental Reform of Bureaucracy” by Larry B. Hill, for the Annual Meeting of the Southern Political Science Association	1980
17	“The Citizen Participation-Representation Roles of American Classical and Quasi-Ombudsmen” by Larry B. Hill, for the 1977 Annual Meeting of the American Political Science Association	Sept. 1977
18	United Nations Human Rights Seminar on the Effective Realization of Civil and Political Rights at the National Level by Tsuneo Horiuchi. Kingston, Jamaica	1967
19	“The Parliamentary Ombudsman and the Chancellor of Justice in Finland” by Paavo Kastaro, for United Nations Seminar on Judicial and Other Remedies Against the Abuse of Administrative Authority . . .”	June 1962
20	“The Ombudsman” by Donald M. Meisel, for Easter Sunday Sermon for First Presbyterian Church (Princeton, NJ)	Mar. 26, 1967

	21	“Address” by Helen Ewing Nelson, California Consumer Counsel, before the Institute for Local Self-Government	Sept. 15, 1966
	22	“The Convention and Worldwide Human Rights: Some Iconoclastic Inquiries” by Frank C. Newman, for Third International Colloquy about the European Convention on Human Rights	1970
	23	“Safeguards in the Exercise of Governmental Discretion” by G.V.V. Nicholls, presented to Institute of Public Administration of Canada	Mar. 12, 1964
	24	“An Administrative Court: Its Scope and Purpose” by G.S. Orr, The K.J. Scott Memorial Lecture 1965. New Zealand Institute of Public Administration	1965
	25	“The Americanisation of the Ombudsman” by David Orrick, for the annual meeting of the Society for the Advancement of Scandinavian Study	Mar. 26, 1975
	26	“The Citizen’s Rights Against the Modern State, and Its Responsibilities to Him” by Sir Guy Powles, presented to Royal Institute of Public Administration	Nov. 1963
	27	“The Work of the Ombudsman” by Guy Powles. An Address given in Christchurch, New Zealand	Apr. 27, 1964
	28	“Fiji: Communal Conflict and Political Balance in the South Pacific” by Ralph R. Premdas, presented at 29th Annual Meeting of the Association for Asian Studies	1977
	29	“The Relevance of the Ombudsman System to the United States and Canada” by Donald C. Rowat, presented at annual meeting of the American Sociological Association	Sept. 3, 1964
	30	“Emotional Health, Personality Traits, and System Support” by James Shields and Leonard Weinberg, for 1972 Annual Meeting of the Western Political Science Association	1972
	31	“A Legislative Commissioner or Ombudsman for Saskatchewan.” Unknown speaker. Presented to Saskatchewan Legislature	Mar. 18, 1965
		<b>Reports</b>	
6	32	“Sivilombudsmannen-vår nye kong Salomo?” by Ingeborg Wilberg, <i>Jussens Venner</i> No. 3	1960
	33	<i>Operation of the Japanese Government’s System of Administrative Inspection</i> by Shotaro Yamamoto	Oct. 1960

34	<i>The Citizen and the Administration: The redress of grievances</i> by Sir John Whyatt. British Section of the International Commission of Jurists	1961
35	“Memorandum on the Whyatt Report.” British Section of the International Commission of Jurists	1962
36	<i>Notes of A Seminar Held at the University of Queensland on 14th-16th July, 1965 on Administrative Tribunals, Ombudsman, and Delegation of Legislation</i>	July 1965
37	<i>Justice: 9th Annual Report.</i> British Section of the International Commission of Jurists	July 1966
38	<i>Report of the United Nations Visiting Mission to the Trust Territory of the Pacific Islands, 1967.</i> United Nations Trusteeship Council	1967
39	“The Ombudsman.” Report of the Thirty-second American Assembly	1967
40	The Ombudsman: Final Report of the Thirty-second American Assembly	Oct. 26-29, 1967
41	“Subject: 1966-1967 Report of the Ombudsman” by John S. Toll, for State University of New York at Stony Brook	Nov. 10, 1967
42	<i>Final Recommendations of the Committee on Participation in Campus Governance and Community.</i> Committee on Participation in Campus Governance and Community	May 29, 1968
43	A report on the findings of the Phelps-Stokes Intercollegiate Assembly on the Ombudsman for American Government	May 1969
44	<i>An Ombudsman for American Government?: A Report of the Temple University American Assembly</i>	1969
45	“Northern New England Assembly on ‘The Ombudsman: Citizen Protector,’ A Report” by Government Research Center (University of Vermont)	Fall 1969
46	“Report of the Commission of Inquiry, 1970-1971.” Republic of Kenya	May 1971
47	<i>First Annual Report of the Nebraska Ombudsman</i>	Jan. 1972
48	<i>Second Annual Report of the Nebraska Ombudsman</i>	1972
49	“Postscript to the Erie Ombudsman Report” by Lawrence W. Moore (Tulane University)	1973
50	“Parliament and the Ombudsman in New Zealand” by Larry B. Hill. Legislative Research Series: Monograph #8, Bureau of Government	1974

		Research (University of Oklahoma)	
	51	“Assessment of General Ombudsman Activities in Response to Complaints Regarding Long-Term Care: Final Report” by Stanley V. Anderson, for Bureau of Health Service Research and Evaluation (Original Manuscript)	Jan. 2, 1974
	52	“The Implementation and Failure of Procedural Reform in Northern Ireland” by Steven M. Lieberman (Yale University)	Apr. 1975
	53	<i>Report of the Proceedings: First International Ombudsman Conference (Sept. 6-10, 1976)</i>	1976
	54	<i>Patients and Their Complaints: A Critical Study of New York State’s Nursing Home Ombudsman. A Joint Report by the American Jewish Congress and Community Action and Resources for the Elderly</i>	Apr. 1977
	55	“The Ombudsman and Child Maltreatment” by Rå Barnen (the Swedish Save the Children Federation) for a seminar at the ILO Geneva	Mar. 17, 1980
	56	The Swedish Parliamentary Ombudsman: Report for the Period 1 July 2001 to 30 June 2002 (Summary in English)	2002
	57	“Relationships Between the Rulers and the Ruled: The Consumption of Government and the Processing of Federal Complaints” by Larry B. Hill, a draft proposal to the National Science Foundation commissioned by the Administrative Conference of the United States	undated
		<b><i>Conference Papers</i></b>	
6	58	“Independence of the Ombudsman” by C.W. Clement, for International Ombudsman Conference	1976
	59	“The Annual Report” by Bernard Frank, for Canadian Provincial Conference	Sept. 1979
	60	“ <i>Work Paper: Man, Rights and Law (Ombudsman)</i> ” by Bernard Frank, for Bangkok Conference on World Peace Through Law	1969
	61	“Canada’s Official Dispute Settlers” by Bernard Frank, for Society of Professionals in Dispute Resolution	1981
	62	“Canadian Ombudsmen” by Karl A. Friedmann, for the International Ombudsman Conference	1976
	63	<i>Legal and Political Redress of Grievances: Criteria for Public Policy Decisions</i> by Karl A. Friedmann, for the International Bar Association	1978

		Seventh Biennial Conference (Ombudsman Committee Meeting) (Sept. 10-16, 1978)	
	64	“The Investigations Commission in Zambia” by Chandra P. Gupta (for unidentified convention)	undated
	65	“Bureaucracy, the Bureaucratic Auditor, and the Ombudsman: An Ideal Type Analysis” by Larry B. Hill, for Seventeenth Biennial Conference of the International Bar Association	Sept. 12, 1978
	66	“Defining the Ombudsman: A Comparative Analysis” by Larry B. Hill, for the International Ombudsman Conference	1976
	67	“Ombudsman: New Solomon of Police-Citizen Conflict Resolution?” by Patricia A. Hoban-Moore, for 36th National Conference on Public Administration	1975
	68	“A Short Proposal for a Cleveland Ombudsman” by Leon Hurtwitz and Donley Tomey, for 1972 Annual Meeting of Ohio Association of Economists and Political Scientists	1972
	69	“Our Kind of Ombudsman: A Symposium.” Edited by L. Harold Levinson, from the Southeastern Assembly on the Ombudsman	1969
	70	“The West German Administrative Court as a Model for U.S. Administrative Adjudication” by Robert S. Lorch, for 1975 Western Political Science Association Meeting	1975
	71	“Ombudsmanic Role of Legislators in an Indian State” by Manindra Kumar Mohapatra, for Research Committee on Legislative Development, International Political Science Association—Penang Conference	1975
	72	“‘Ombudsmanic Culture’ and Local Government Ombudsman: The Study of the Attitudinal Orientations of Legislators, Administrators, Clients and Citizens Toward the Ombudsman System in an American Suburb” by Manindra Kumar Mohapatra, for 10th World Congress of International Political Science Association	Aug. 1976
	73	“Evaluating American Ombudsman Offices in Theory and Practice” by John E. Moore, for 1974 Annual Meeting of the American Political Science Association	1974
	74	“The Indian Ombudsman Proposal: A Critique” by R.L. Narasimhan, published in Law and Commonwealth: Occasional Papers for the Fourth Commonwealth Law Conference (New	1971

		Delhi)	
	75	“Address” by Dr. I.E. Nebenzahl, Commissioner for Complaints from the Public of Israel, to the International Ombudsman Conference	Sept. 9, 1976
	76	“The Jurisdiction of the Ombudsman” by Guy Powles, for First International Ombudsman Conference	Sept. 1976
	77	“Address” by Sir Guy Powles, Delivered to the 46th Annual Meeting of the Canadian Bar Association	Sept. 1, 1964
	78	“Address” by Sir Guy Powles, Ombudsman, to the Eleventh Australasian Area Conference of the Commonwealth Parliamentary Association (New Zealand)	1971
	79	“Developments in administrative review in Australia: parliamentary versus extra-parliamentary review” by Jack E. Richardson, for Conference of Delegated Legislation Committee	1980
	80	“The Ombudsman Among the State Authorities” by Jack E. Richardson, for Second International Ombudsmen’s Conference	Oct. 1980
	81	“The Office of Ombudsman in the Rhineland-Palatinate” by Johann B. Rösler, for “Linking the Governors and the Governed” at Kent State University (May 19-20, 1980)	1980
	82	<i>Law And Commonwealth: Occasional Papers for the Fourth Commonwealth Law Conference, New Delhi</i> , L.M. Singri, editor	1971
	83	“When Germans Complain: the Right to Petition and Grievance Redress by Parliamentary Committee” by Richard W. Taylor, for a conference on citizen involvement at Kent State University (May 19-21, 1980)	1980
	84	“Address” to Fourth Annual Conference of United States Association of Ombudsman by George E. Ward	Oct. 1, 1980
	85	“The Political and Administrative Constituencies of American Ombudsmen: Some Comments on the Premise of Independence” by Alan J. Wyner, for 1974 Annual Meeting of the American Political Science Association	1974
	86	Proceedings of the Eastern Regional Conference on Citizens’ Advocacy and Ombudsmen (Pennsylvania)	Sept. 1978
7	1	“1962 Seminar on Judicial and Other Remedies Against the Abuse of Administrative Authority . .	1962

		..” United Nations	
	2	Panel on “Ombudsman.” Canadian Bar Association	Sept. 1, 1964
	3	<i>Report of the Australian Delegation</i> , a Report of Commonwealth Parliamentary Association for Eleventh Commonwealth Parliamentary Conference	1965
	4	“The Ombudsman.” Pacific Northwest Assembly published addresses	Aug. 1968
	5	Report of the Ombudsman Committee, International Bar Association Seventeenth Conference	Sept. 1978
	6	Institute for Local Self-Government. <i>A Preliminary Inventory Of Selected Administrative Procedures For The Redress of Citizen Grievances In California’s Urban Areas</i> . Working Papers for a Conference	1966
<b>Series VI: Published and Unpublished Papers</b>			
	7	“The Ombudsman” by Daniel J. Alesch, Institute of Public Administration (International Urban Studies Project)	Sept. 1964
	8	“The Provincial Ombudsmen: Supervisors of Bureaucracy” by Dale M. Andreas	1972
	9	“The Educational Ombudsman: A Study of the Ombudsman in American Public Schools,” An Abstract of a Dissertation by Frank E. Barham (University of Virginia)	June 1973
	10	“Prisoners and the Ombudsmen” by Peter Bayne and Julie Dawson (La Trobe University)	undated
	11	“A Field Study of the Influence of the Ombudsman on the Improvement of Communications Within Organizations” by Bernard Bob	1975
	12	“The Control of the Administration in France” by Henry Desfeuilles (unpublished)	undated
	13	“Local Ombudsman in American: A Working Paper for Milwaukee” by Lynn W. Eley (Milwaukee Urban Observatory)	Spring 1973
	14	“Student Rights and Remedies—Alternatives to Litigation: Ombudsmen and Others” by Joseph W. Frees for CPR/SSR Project	Apr. 11, 1977
	15	“The Federal Ombudsman Legislation: A Critique of Bill C-43” by Karl A. Friedmann and Arthur G. Milne (University of Calgary)	undated
	16	“Linking Officials and Citizens Through Statewide Information and Complaint-Handling	May 1980

		Offices” by John J. Gargon and James G. Coke (Kent State University)	
17		“Definition, Origin, and Function of the College Ombudsman” by M. Claire Giegerich	undated
18		“The Politicized Model of the Local Executive Ombudsman: The ‘Citizens’ Service Office’ in Baton Rouge” by Edward D. Grant III	undated
19		“‘Without Conference Walls’: Impressions of Israel” by E. George Green, Parliamentary Ombudsman for Jamaica	undated
20		“A Report: A Model Ombudsman Bill for State Government” by Edward G. Grossman (Yale) for Bernard Frank (Ombudsman Subcommittee, American Bar Association)	Sept. 1973
21		“Abstract: Ombudsman Task Performance As Influenced By Ombudsman Independence Variables” by Thomas Barton Gruenig	undated
22		“The Ombudsman, or Citizens’ Defender—the North Carolina Experience” by William G. Haemmel (Western Carolina University)	Mar. 1978
23		“Using Citizen Complaints as Social Indicators: A Case Example of Pennsylvania’s Executive Ombudsman” by Drew Hyman and Richard Wunderlich (Penn State)	undated
24		“Prospectus for a Research Project: Rule and Ruler Accountability: The Citizens’ Advocate as a Control on Bureaucracy “ by Drew Hyman (Penn State)	Aug. 1972
25		“The Ombudsman’s Institution in Sweden and Arbitration as Means of Solving Conflicts” by Eva Jacobsen	Fall 1980
26		“Ombudsmen or What? A Look at Two East Bay Area Cities” by Joan King	Winter 1974
27		“The Kiwi Con and the Ombud.” By John Lee (unpublished) (New Zealand prisons and Ombudsman)	undated
28		“Puerto Rico’s Citizen Feedback System” by John D.C. Little, Chandler Stevens, and Peter Tropp (MIT)	Mar. 1971
29		“The Organization of Consumer Correspondence” by Thomas M. Lodahl (Cornell)	May 28, 1977
30		“The Office of Ombudsman in Guyana” by Harold A. Lutchman (University of Guyana)	1971
31		“The Ombudsman and City Governments: A Report” by Michael J. Mazuran (USC)	Summer 1967

32	“Responses of Law Enforcement Agencies to External Grievance Mechanisms: The Experience of Two American Ombudsman Offices” by John E. Moore and Alan J. Wyner	undated
33	“On the Ombudsman Function and State Governments” by Ralph Nader	undated
34	“Procedure in United Nations Tribunals (A Manual for the Civil Liberties Lawyer)” by Frank C. Newman and Glenda da Fonseca (Draft)	Jan. 19, 1972
35	“Prisoner Right to Petition West German Legislatures for Redress of Grievances” by Manfred von Nordheim and Richard W. Taylor	Summer 1972
36	“Ombudsman and Advocate: New Roles for Social Workers” by James E. Payne (University of Texas) (unpublished)	Jan. 1970
37	“Ombudsmen in Higher Education” by Rinda-Mary Payne (Northeastern University)	1969
38	“The Office of the Ombudsman in Fiji” by Shiu Prasad	June 1973
39	“The Swedish Civil Ombudsman and Administrative Control” by Charles Robinwitz (University of Sweden)	May 13, 1965
40	“Ombudsman Papers: A Campus Ombudsman Looks at His Job” by Jamie Rust, Michigan State University Ombudsman	1970
41	“The Job of A Congressman: Some Perspectives on Time and Information” by Dr. John S. Saloma III(MIT) for the “Study of Congress” Project	1967
42	“An Ombudsman for America” by Ake Sandler	undated
43	“Implementation of Human Rights in the International Community: the limits of coercion and persuasion” by Ronaca Scheinmon	undated
44	“The Ombudsman in Fiji: Patterns of Mediation and Institutionalization” by Ian Scott (University of Hong Kong) (unpublished)	undated
45	“Anzac Fellowship 1980.” Report by P.A. Selth on his fellowship in New Zealand from Mar. 17-June 16, 1980	Feb. 1981
46	“Ombudsmen for Mental Health? A Preliminary Exploration” by David W. Shane (Harvard Medical School)	undated
47	“The Ombudsman in English Literature” by Michael Owen Shannon	Dec. 1964
48	Royal Ministry of Foreign Affairs (Norway). Reference Papers: “The Norwegian Ombudsmen for Civil and Military Affairs” by Sverre Thune,	1970

		No. 143	
	49	“The University Ombudsman: The California Experience” by Geoffrey Wallace (UCSB Ombudsman)	undated
	50	“The <i>Goss</i> Case and School Discipline: Procedure in Search of Substance by Center for Public Representation, Inc.	undated
	51	“Synopsis of OPIAG Study—‘Citizen Complaint Services in Cuyahoga County’: A Study of Impotence, Disinterest and Confusion”	Dec. 28, 1972
	52	“La Institucion Del Ombudsman.” Author unlisted	undated
	53	The Swedish Institute Fact Sheets on Sweden. “The Swedish Ombudsmen”	Jan. 1981
<b>Series VII: Legislative Bills and Records</b>			
		<i>United States</i>	
7	54	Arizona House of Representatives Bill 2235, Introduced Feb. 13, 1973	Feb. 1973
	55	California Assembly Bill No. 2956	Apr. 22, 1965
	56	California Assembly Interim Committee on Government Organization. Hearing Testimony: Alfred Bexelius	Mar. 1, 1966
	57	California Assembly Interim Committee on Government Organization Hearing Transcript	Sept. 26, 1966
	58	California Senate Bill No. 370 (Ombudsman)	Feb. 16, 1967
	59	California Senate Bill No. 11	Jan. 12, 1970
	60	California Assembly Bill No. 1181	Mar. 25, 1971
	61	House File 1229—Iowa House of Representatives	Feb. 17, 1972
	62	Debate of House File 1291 to Create Office of Citizens’ Aide (Iowa House of Representatives)	Mar. 1972
	63	House File 1291 (Iowa Citizens’ Aide Act)—Iowa House of Representatives	Mar. 23, 1972
	64	The Ombudsman by Donald A. Scovel (A Teaching Unit for Iowa Government)	1979
	65	Louisiana Legislative Council. “Memorandum: The Ombudsman”	June 23, 1967
	66	<i>Ombudsman for Massachusetts</i> . Massachusetts Office of Planning and Program Coordination	May 1969
	67	Theartrice Williams, Minnesota Ombudsman for Corrections. “A Report on the First Six Months of Operation of the Ombudsman for the Minnesota Department of Corrections”	Jan. 1973
	68	Legislative Bill 521 (Public Counsel Bill)—Nebraska Legislature	July 17, 1969

	69	<i>Final Report to the Governor and the Legislature.</i> New Jersey Public and School Employees' Grievance Procedure Study Commission	Jan. 9, 1968
	70	Newark Municipal Council (New Jersey). Ombudsman Ordinance for City of Newark	1971
	71	Newark Municipal Council (New Jersey). Ombudsman Ordinance	1971
8	1	<i>A Detailed Study on the Need for the Office of Public Protector (Ombudsman)</i> by Joseph L. Marino for Special Advisory Committee (Nassau County, NY)	1966
	2	Ombudsman Report by William Cahn. Submitted to Nassau County (N.Y.) Board of Commissioners	1966
	3	"A Proposal in Legislative Form, To Create the Office of Ombudsman" (Columbia University)	Jan. 23, 1967
	4	Pennsylvania Governor's Action Center. <i>The Executive Ombudsman Experience in Pennsylvania</i>	1978
	5	Washington State Committee on State Government Legislative Council—"The Ombudsman in Scandinavia"	undated
	6	<i>Case Problems in Government Procurement.</i> U.S. Senate Select Committee on Small Business (Subcommittee on Government Procurement)	Mar. 19-20, 1959
	7	United States Senate. Report of the Select Committee on Small Business. "Small Business Participation in Defense Subcontracting"	Aug. 1959
	8	<i>Case Study in Subcontracting by Weapon-System Contractor.</i> Report of the Select Committee on Small Business. United States Senate.	1960
	9	United States Senate. Hearing Before A Subcommittee of the Select Committee on Small Business. "Case Study in Subcontracting By Weapon-System Contractor"	Apr. 28, 1960
	10	United States Senate. Hearings before the Subcommittee on Administrative Practice and Procedure of the Committee on the Judiciary. "Administrative Conference of the United States"	June 1963
	11	United States Senate Committee on the Judiciary. Report No. 621: Proposal for Creating Administrative Conference of the United States	Oct. 22, 1963
	12	United States House of Representatives Committee on the Judiciary. Report No. 1565: Establishing an Administrative Conference of the	July 23, 1964

		United States	
13		United States Congress. Administrative. Administrative Conference Act. Public Law 88-499	Aug. 30, 1964
14		“Case Work By Members of Congress: Analysis Based on a Survey of Existing Literature.” Legislative Reference Service (Library of Congress)	May 4, 1965
15		Ombudsman Hearing before the Subcommittee on Administrative Practice and Procedure (U.S. Senate Committee on the Judiciary)	Mar. 7, 1966
16		<i>Operation and Effectiveness of Government Boards of Contract Appeals</i> . Report for the Select Committee on Small Business. United States Senate	July 1966
17		<i>Organization of Congress</i> . Final Report of the Joint Committee on the Organization of the Congress of the United States	July 28, 1966
18		United States Senate. Bill No. 3779 (Executive Branch Employee Protection)	Aug. 25, 1966
19		Research Division: National Education Association. Research Report 1967-R10: Formal Grievance Procedures for Public School Teachers, 1965-1966	1967
20		U.S. Congressional Record. “Ombudsman and Human Rights: The New U.N. Treaty Proposals” by Frank C. Newman	Dec. 4, 1967
21		Administrative Ombudsman Hearing before the Subcommittee on Administrative Practice and Procedure (U.S. Senate Committee on the Judiciary)	Jan. 16, 1968
22		United States Senate. Hearings before the Subcommittee on Administrative Practice and Procedure of the Committee on the Judiciary. “Regional Ombudsman Proposal”	Mar. 1968, May 1968
23		U.S. Congressional Record. H 9730—Extension of Remarks by Representative Tunney on Ombudsman	Oct. 20, 1969
24		U.S. Congressional Record. E 10467-10469—Extension of Remarks by Henry S. Reuss on Ombudsman in New Zealand	Dec. 8, 1969
25		U.S. Congressional Record. S9210-9212—Extension of remarks by Senator Griffin on Ombudsman	June 17, 1970
26		United States House of Representatives. H.R. 13742—“A Bill to Create the Position of	Mar. 13, 1972

		Ombudsman . . .”	
	27	Center for Government Responsibility. A proposal to the German Marshall Fund of the U.S.: “An American Ombudsman: An Alternative for Bureaucratic Responsiveness in Advanced Industrial Societies “	Sept. 1976
	28	Statement before the Juridical Commission of the Senate of Puerto Rico on the Intervention of the Ombudsman Office with the Corrections Administration	undated
		<i>Canada</i>	
8	29	“Brief to the Lieutenant Governor in Council of the Province of Alberta on Administrative Problems of Governments” filed by the Alberta Section of the Canadian Bar Association	Jan. 10, 1963
	30	Report of the Special Committee on Boards and Tribunals—Alberta Legislative Assembly	Apr. 29, 1965
	31	Alberta Legislative Assembly. “An Act to Provide for the Appointment of a Commissioner to Investigate Administrative Decisions . . .” (Bill 7)	1967
	32	Alberta Legislative Assembly. An Act to Provide for the Appointment of a Commissioner to Investigate Administrative Decisions . . .” (different from Box ??, File ???)	1967
	33	“A Municipal Ombudsman”: Brief for the Legislation Committee of Calgary City Council (Canada) by Karl A. Friedmann	Aug. 1978
	34	Manitoba Legislative Assembly—The Ombudsman Act (Bill 25)	1969
	35	<i>Revised Statutes of Manitoba</i> : Chapter 045—The Ombudsman Act	1970
	36	New Brunswick Legislature. Richard B. Hatfield. “Throne Speech Debate: The Opposition and Dissent”	Mar. 31, 1966
	37	New Brunswick Ombudsman Act (consolidated to 1969)	May 19, 1967
	38	Toronto Legislative Assembly. <i>An Act to Provide for the Appointment of a Commissioner to Investigate Administrative Decisions and Acts of Officials of the Government of Ontario and Its Agencies, and to Define the Commissioners Powers and Duties</i> . 27th Legislature, 3rd Session, Bill 32	Feb. 1965
	39	Ontario Supreme Court Decision on Jurisdiction	Dec. 14, 1978

		Dispute Between the Ontario Ombudsman and the Ontario Health Disciplines Board	
	40	Brief to the Ontario Royal Commission Inquiry into Civil Rights (Ontario Liberal Party)	undated
	41	Debates and Proceedings (Saskatchewan Legislative Assembly)	Mar. 17, 1966
	42	Canadian House of Commons. An Act to Establish the Office of Parliamentary Commissioner (Bill C-98)	Dec. 6, 1962
	43	Canadian House of Commons. Administrative Review Act (Bill C-59)	May 20, 1963
	44	Canadian House of Commons. An Act to Establish the Office of Parliamentary Commissioner (Bill C-7)	Feb. 20, 1964
	45	A.A. Sterns Memorandum to Dr. G.F. Davidson on an Ombudsman for Canada	Mar. 16, 1965
	46	Canadian House of Commons. An Act to Establish the Office of Parliamentary Commissioner (Bill C-61)	Apr. 8, 1965
	47	Canadian House of Commons. An Act to Establish the Office of Parliamentary Commissioner (Bill C-113)	Feb. 2, 1966
	48	Canadian House of Commons. An Act to Amend the Financial Administration Act (Parliamentary Commissioner for Administration) (Bill C-136)	Mar. 7, 1966
	49	<i>Report of the Committee on the Concept of the Ombudsman.</i> Government of Canada (in English and French)	July 1977
	50	Ombudsman Proposal—Administrative Law Section (Canada)	undated
<b>Great Britain</b>			
8	51	The Parliamentary Commissioner for Administration, Cmnd. 2767	Oct. 1965
	52	Great Britain House of Commons. Parliamentary Commissioner Bill (No. 70)	Feb. 14, 1966
	53	Great Britain House of Commons. Local Government (Rights of the Public) Bill	July 6, 1966
	54	Great Britain House of Commons. Parliamentary Commissioner Bill (No. 86)	July 20, 1966
	55	First Report from the Select Committee on the Parliamentary Commissioner for Administration: Sachsenhausen (Britain)	May 16, 1968
	56	Second Report from the Select Committee on the Parliamentary Commissioner for Administration (Britain)	July 17, 1968

	57	<i>Reform of Local Government in England.</i> British Secretary of State for Local Government and Regional Planning, Cmnd. 4276	Feb. 1970
		<b><i>Australia and New Zealand</i></b>	
8	58	Report of the Subcommittee on Ombudsmen by Barry L. Doyle for Sydney (Australia) Special Branch	Nov. 30, 1967
	59	Legislative Council for the Northern Territory of Australia. Administrative Actions (Investigation) Ordinance	1967
	60	Australia Legislative Council—Parliamentary Commissioner (Ombudsman) Act	1967
	61	New South Wales (Australia). Law Reform Commission Act, 1967	1967
	62	Report from the Statute Law Revision Committee Upon Appeals from Administrative Decisions and a Proposal for an Office of Ombudsman (Victoria, Australia)	1967-1968
	63	New South Wales (Australia). An Act to Amend the Parliamentary Commissioner (Ombudsman) Act 1962	Dec. 18, 1968
	64	Police Act 1958 (New Zealand)	1958
	65	The Police Regulations (Reprint) (New Zealand)	1959
	66	New Zealand Parliamentary. <i>Extracts from the Parliamentary Debates Covering Passage of the Parliamentary Commissioner (Ombudsman) Act, 1962</i>	1961-1962
	67	New Zealand General Assembly. “An Act to Provide for the Appointment of a Commissioner to Investigate Administrative Decisions” (Parliamentary Commissioner—Ombudsman—Act 1962)	Sept. 7, 1962
	68	New Zealand House of Representatives 2nd Session Parliamentary Debates on Ombudsmen Issues	1962-1964
	69	New Zealand Police Department. <i>Report on the New Zealand Police for the Year Ended March 31, 1968.</i> For New Zealand House of Representatives	1968
		<b><i>Other Countries and International Bodies</i></b>	
8	70	<i>An Act Relating to the Office of Ombudsman, with Related Documents.</i> Congress of Micronesia	1970
	71	Act No. 4 of 1970 (the Ombudsman Act, 1970) (Fiji)	Dec. 23, 1970

	72	Government of Japan. Administrative Inspection Bureau. System of Good Offices of Administrative Complaints by Administrative Management Agency	1964
	73	India Ministry of Home Affairs. <i>Scheme of the Central Vigilance Commission</i>	Dec. 1963
	74	Conclusions of the Knesset Committee on an Institution Dealing with Complaints by the Public, Israel Comptroller's Office	Nov. 4, 1968
	75	Israeli State Comptroller's Office—The State Comptroller as Ombudsman of Israel	Apr. 5 1971
	76	Memorandum on the Institution of the Swedish Procurator of Military Affairs (MO)	Dec. 1959
	77	<i>The Ombudsman in Norway</i> by Andvar Os (Norway Ministry of Justice)	undated
	78	Council of Europe. "The Protection of the Individual in Relation to Acts of Administrative Authorities"	1975
	79	United Nations. 1959 <i>Seminar on Judicial and Other Remedies Against the Illegal Exercise or Abuse of Administrative Authority</i> (Partial Publication)	1959-1960
	80	United Nations. <i>Remedies Against the Abuse of Administrative Authority—Selected Studies</i> (Partial Publication)	1964
	81	United Nations. <i>Montreal Statement of the Assembly for Human Rights.</i>	Mar. 1968
<b>Series VIII: International Ombudsman Institute Papers</b>			
8	82	Occasional Paper # 1: "Special Referral Sections in Ombudsman Statutes" by Guy Powles	July 1979
	83	Occasional Paper # 2: The Ombudsman's Annual Reports: A Discussion Paper" by Stanley V. Anderson	July 1979
	84	Occasional Paper # 3: "Canada's Language Ombudsman: An Assessment of the Innovative Characteristics of the Office" by Yvan Gagnon	July 1979
	85	Occasional Paper # 4: "A Note on Common Administrative Errors" by Guy Powles	July 1979
	86	<i>Expose Du Bureau De L'Ombudsman</i> (Document d'intervalle No. 6) (Occasional Paper #6)	Sept. 1980
	87	Occasional Paper # 7: "The New Zealand Ombudsman" by Ulf Lundvik (original and revised versions)	undated, Apr. 1981
	88	Occasional Paper # 8: "The Ombudsman Institution in Mauritius" by Ramawad	1980

		Sewgobind	
89		Occasional Paper # 9: "The Ombudsman As A Watchdog of Legality and Equity in the Administration" by Ulf Lundvik	Dec. 1980
90		Occasional Paper # 10: "Address" Given by Dr. Bernard Frank on the Occasion of the Opening of the International Ombudsman Institute at the Van Leer Foundation (Jerusalem, Israel)	Oct. 28, 1980
91		Occasional Paper # 11: "Le Bureau de l'Ombudsman du Nouveau-Brunswick" (or "The New Brunswick Office of Ombudsman") by Joseph Berube	June 1981
92		Occasional Paper # 12: "L'Ombudsman De La Ville De Zurich: Mediateur Entre Les Citoyens Et L'Administration (Un Exemple D'Une Institution Communale D'Ombudsman)" by Dr. Jacques Vontobel	Aug. 1981
93		Occasional Paper # 14: "Canada's Official Dispute Settlers" by Dr. Bernard Frank	Dec. 1981
94		Occasional Paper # 15: "The Swedish Ombudsman's Policy Illustrated By Case-Notes From The Annual Reports" by Ulf Lundvik	Feb. 1982
95		Occasional Paper # 16: "The Office of the Provedor De Justica in Portugal from the Point of View of the Commission for Local Administration in Scotland" by Kenneth Bratton	Apr. 1982
96		Occasional Paper # 17: "Reform, Justice and the Ombudsman" by Larry B. Hill	July 1982
97		<i>Minutes of the International Ombudsman Steering Committee Meeting</i> (Paris, France)	May 9, 1977
98		<i>Ombudsmen Investigative Procedures: A General Guide Adaptable for Use by Individual Offices</i> by Larry Guillot	Aug. 1979
99		<i>Court Cases of Special Interest to the Ombudsman Institution</i>	July 14, 1980
100		<i>Brief on the Office of the Ombudsman</i> . Prepared for the Ombudsman Committee of the International Bar Association's Eighteenth Biennial Conference	Sept. 1980
101		<i>Ombudsmen in the Commonwealth: A Survey</i> Prepared for the Commonwealth Secretariat by the International Ombudsman Institute	Oct. 1980
102		<i>Court Cases of Special Interest to the Ombudsman Institution</i>	Oct. 1981
103		<i>The International Ombudsman Institute Directory of Ombudsmen and Other Complaint-</i>	Nov. 1981

		<i>Handlers</i>	
	104	<i>History of the International Ombudsman Institute</i>	undated
<b>Series IX: Institute of Governmental Studies Papers</b>			
9	1	“The First Year of the Norwegian Ombudsman” by Andreas Schei (Parliamentary Ombudsman, Norway)	1964
	2	Police Review Boards, A Bibliography	1965
	3	<i>Canadian Ombudsman Proposals</i> by Stanley V. Anderson	Nov. 1966
	4	“Letters of Complaint: Mail-Processing in California’s Administrative Branch” by George R. McDaniel	Aug. 1967
	5	<i>The Citizen and the Bureaucracy: Complaint-Handling Procedures of Three California Legislators</i> by Dean Mann	Feb. 1968
	6	<i>Western American Assembly on Ombudsman: Report</i> (Stanley Scott, ed.)	Sept. 1968
	7	“Ombudsman and the Ghetto” by John E. Moore (Reprint from Connecticut Law Review 1.2): IGS Reprint No. 39	Dec. 1968
	8	“A Comparative Analysis of the Civil Ombudsman: Denmark, Finland, New Zealand, Norway, and Sweden” by Kent M. Weeks (College of Wooster), Three Versions	1967, 1969, undated
	9	“The Memphis Police Department: Civilian Examination of the Machinery of Law Enforcement” by Philip Kuhn, Burton Epstein, and James Peterson	1970
	10	Lance Tibbles and John H. Holland, <i>Buffalo Citizens Administrative Service: An Ombudsman Demonstration Project</i> (90 pp). Report to the United States Office of Economic Opportunity, July 31, 1969	1970
	11	Interim Report and Evaluation of Iowa Citizens’ Aide Office for Period October 1, 1970 to August 15, 1971 by Albert M Liston for Ombudsman Activities Office	Aug. 27, 1971
	12	Report on the Iowa Citizens’ Aide Office for the Period October 1, 1970 to September 30, 1971 by Albert M. Liston for Ombudsman Activities Project	Jan. 20, 1972
	13	“Instructions for Coding Case Reports of the Iowa Citizens’ Aid” by Albert M. Liston for Ombudsman Activities Project	June 27, 1972
	14	“Own-Initiative Cases and Inspection Visits By Ombudsmen” by Kristen Grim for 2nd Annual	Aug. 1972

		Ombudsman Workshop (Seattle) (Ombudsman Activities Project)	
	15	First Annual Report for the Period July 1, 1971-June 30, 1972 (Seattle—King County Ombudsman Office)	Aug. 10, 1972
	16	“The Nebraska Ombudsman: An Interim Analysis and Evaluation for the Period May, 1971 through June, 1972” by Alan J. Wyner for Ombudsman Activities Project	Aug. 31, 1972
	17	The Joint Seattle/King County Office of Citizen Complaints: An Interim Analysis and Evaluation For The Period May, 1971 Through June, 1972 (Ombudsman Activities Project)	Dec. 31, 1972
	18	<i>The Erie Ombudsman, A Report</i> by William B. Gwyn for Ombudsman Activities Project	Jan. 1973
	19	“The Iowa Ombudsman: Analysis and Evaluation for the Period October 1, 1971 through September 30, 1972” by Albert M. Liston for Ombudsman Activities Project	Jan. 18, 1973
	20	Ombudsman Activities Project Annual Report, Fiscal Year 1972-1973 by Stanley Anderson	June 12, 1973
	21	“The Failure of the Newark Ombudsmen” by William B. Gwyn for Ombudsman Activities Project	July 1973
	22	The Joint Seattle/King County Office of Citizen Complaints: Status Report by John E. Moore for Ombudsman Activities Project	Aug. 15, 1973
	23	“Non-Judicial Remedies for Administrative Abuse: The Mexican Experience” by Carl E. Schwarz (Reprint)	1977
	24	Ombudsman Policy Innovation in the English-speaking World by William B. Gwyn (IGS Research Report 80.2)	1980
	25	“The Iowa Ombudsman” by Albert M. Liston (Research Report—Ombudsman Activities Project)	undated
<b>Series X: Stanley V. Anderson Papers</b>			
9	26	“The Ombudsman: Parliamentary Control of Public Administration in Scandinavia” by Stanley V. Anderson, for annual meeting of Western Political Science Association	Mar. 1966
	27	University of California Radio-Television Administration. University Explorer program. “Champion of the People” show. Broadcast #7467. Script for Stanley V. Anderson guest appearance	Feb. 5, 1967

	28	“Ombudsman” by Stanley V. Anderson for Encyclopedia Britannica (1968), Pg. 961	1968
	29	“Some Essential Characteristics of An Effective Public Records Law: Sweden and the United States” by Stanley V. Anderson, for 1972 Annual Meeting of the American Political Science Association	1972
	30	“The Ombudsman and Health Services” by Stanley V. Anderson, for the 1974 Annual Meeting of the American Political Science Association (Sept. 2, 1974)	1974
	31	Dialogue Discussion Paper for the Center for the Study of Democratic Institutions: “Prisons and Ombudsmen: The Pattern in Scandinavia and New Zealand” (first ed.) by Stanley V. Anderson	Aug. 15, 1975
	32	“The Ombudsman’s Annual Reports: A Discussion Paper” by Stanley V. Anderson, for the International Ombudsman Conference (Sept. 6-10, 1976)	1976
	33	“Prisons and Ombudsmen: The Pattern in Scandinavia and New Zealand” by Stanley V. Anderson, for 66th Annual Meeting of the Society for the Advancement of Scandinavian Study	1976
	34	Subject Headings for Ombudsman Library	July 1977
	35	Stanley Victor Anderson Program and Library Materials	Jan. 2003, undated
	36	Miscellaneous Correspondence	Sept.-Oct. 2004
	37	UCSB KEYT TV University Explorer program. Show “University Dialogue” #75-K8 Script for Stanley V. Anderson guest appearance	Feb. 15, (?)
	38	Speech Cards for “A Global Ombudsman?” Speech	undated
	39	Stanley V. Anderson Selected Publications Bibliography	undated
	40	Stanley V. Anderson Resumé	undated
<b>Series XI: Miscellaneous Records</b>			
9	41	<i>Organizing: the art of self-defense in middle-class occupations</i> by Burt Alpert	undated
	42	Poul Andersen, “Folketingets Ombudsmand”	1955
	43	Helmut Bader and Henry Brompton, “Problems of the Ombudsman: The Case of Austria’s Proposed ‘People’s Advocate.’” <i>Occasional Papers on Politics #2</i>	1973
	44	Misa Kelly, Work in Progress Records. UCSB Ombudsman Office, for 2002 CCCUOA Annual	2002

		Conference	
45		“Parliamentary Supervision of Administration: The Role of Central Control Offices” by Dr. I. E. Nebenzahl. Center for the Study of Democratic Institutions Memorandum	May 4, 1966
46		John L. Robson, <i>The Ombudsman in New Zealand. Occasional Papers in Criminology No. 11.</i> Victoria University of Wellington Institute of Criminology	undated
47		“An Executive’s Perspective on the Ombudsman” by John Spellman, for the United States Association of Ombudsman Conference	Aug. 1, 1977
48		Alex Weir, “Court Cases of Special Interest to the Ombudsman Institution: Report 1.” Ombudsman Committee of the International Bar Association	Oct. 8, 1976
49		Sidney L. Williams, “Ombudsman Handbook”	1979
50		California Caucus of College & University Ombudsmen. Seventeenth Anniversary Asilomar-1990	1990
51		California Caucus of College & University Ombudsmen. The Journal-1991	1991
52		California Caucus of College & University Ombudsmen. The Journal-1992	1992
53		California Caucus of College & University Ombudsmen. The Journal-1993	1993
54		California Caucus of College & University Ombudsmen. The Journal-1994	1994
55		California Caucus of College & University Ombudsmen. The Journal-1995	1995
56		Santa Barbara Rape Awareness Workshop Materials for UCSB Ombudsman Geoffrey Wallace from Center for Continuing Education of Women 1977	1977
57		“Ombudsman for New York City?” <i>City Club of New York City Club Comments</i>	Jan. 28, 1965
58		Brief Introduction to Committee For Social Justice’s Legal Project (Santa Barbara, California)	undated
59		<i>De Ombudsman</i>	1964
60		“Practicing Ombudsmen as of September 1971.” Compiled by the Office of the Ombudsman (University of California, Irvine)	1971
61		“Practicing Ombudsmen as of May 1972.” Compiled by the Office of the Ombudsman (University of California, Irvine)	1972

62	<i>The Mexican "Amparo" As A Supplemental Remedy For The Redress Of Citizen Grievances In California.</i> Institute for Local Self Government	Jan. 1967
63	"Ombudsmanship and Government Risk," with Supplements. From <i>Government Risk Management Manual</i>	undated
64	"Toward A More Responsive Federal Bureaucracy: A Federal Ombudsman." Draft. Center of Governmental Responsibility	June 1976
65	Interview with Sir Guy Powles, New Zealand Ombudsman. San Francisco	Sept. 4, 1964
66	Papers and Correspondence regarding University of California's policies applying to campus activities, organizations, and students	1975-1978