



The Western RIM



Newsletter of the Wyoming ARMA Chapter
December 2003

<http://www.armawyoming.org>



Pres Talk

The Board has been very busy this past month. The chapter sent donations to the Hospice of Campbell County Memorial Hospital (Gillette) and The Turning Point which is a women's shelter in Kemmerer. The Chapter has decided to sponsor a Safehouse family and have obtained all the information about them and a list of what their needs and some of their wants are for this holiday season. (Please see more details in the newsletter). Anyone interested in helping for several hours with a Christmas party for families in the Safehouse may contact me. This event is being sponsored by Safehouse the Saturday before Christmas and they are in need of volunteers to help with it. It will provide the "Moms" time to shop for their children from toys donated to the Safehouse and "children" time to make gifts for their Moms or Dads with the help of the volunteers.

We had a wonderful program in November on the West Nile Virus and what is

involved in tracking this virus and keeping records for it. Gus Lopez, the Director of the City/County Health Department, was the guest speaker and provided much useful information on how to avoid being bitten by these mosquitos. He provided the history and how the virus materialized in the United States. Mr. Lopez explained measures they have taken to combat this virus in Laramie County and how they plan to continue to protect citizens from it next year.

Our annual Christmas gathering on the evening of December 11, 2003 will take the place of our regular Chapter meeting. It will be held at Poor Richards in Cheyenne to begin at 6:00 p.m. I invite you all to join us for an evening of friendship in celebration of the holidays.

Deanne Widauf, our program chair, has been arranging our January program which should be very interesting as it will be a tour of the new Lowes Distribution Center. Rick Hale, the Planning Manager at Lowes, is scheduled to be our host for the tour.

Be sure and mark your calendars for February 12,

2004 as this is the date for the annual seminar. The speaker will be Alan Andolsen, CMC, CRM, President of Naremco Services, Inc. in New York City. Mr. Andolsen is a well known speaker who has traveled extensively lecturing on many areas including business ethics and practical techniques for the management of digital records. The seminar will focus on ethics in records management, privacy issues and identity theft. It will be held at the Hitching Post Inn in Cheyenne from 8:30a.m.-4:30p.m. We are hoping for a great vendor show, and to have a little fun we are planning a silent auction over the lunch hour. Members are working hard to arrange and organize everything for the seminar and you should be seeing a brochure on it around the first of the year.

I extend a warm welcome to our newest Chapter member, Debra Yeager who works for the Bureau of Land Management in Cheyenne. We're glad you're a member of our Wyoming Chapter!

I would like to wish everyone a very Merry Christmas and safe holiday season!
Kristy

Board of Directors

- President
Kristy Anderson
- Vice-President/Public Relations/Newsletter
Rich Wilson
- Treasurer
Ramona Christensen
- Secretary
Vicci Carter
- Programs
Deanne Widauf
- Education
Barbara Thomasee
- Membership
Wendy Kinkade
- Chairman of the Board/Webmaster
Donna Crock

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Thoughts from Boston

Four members of the Wyoming Chapter attended the ARMA's International Conference in Boston this year. Kristy provided us with her impressions in last month's newsletter. Here are some comments from some of our other attendees.

Donna Baur

The ARMA 2003 Conference in Boston was my first opportunity to attend a Professional Organization's Annual Conference. It was a very rewarding experience. The City of Boston was a great place to visit.

Being in my position as a Records Manager for only two years, the first session that I chose to attend was "From Zero to Hero: Starting a Records Management Program from Scratch" presented by Eugenia Brumm, Ph.D., CRM and

Mike Purington, CDIA. This session was by far the best session that I attended. The presentation was excellent and there were many procedures and practices presented that I will utilize in my own Records Management Program.

Other sessions that I chose to attend were on various subjects such as document imaging, records information protection, preparing for the CRM exam, electronic records management, and how to successfully sell a records management program. All of these sessions were informative. The focal topic of the entire conference was electronic records; in particular, Email records. It is an issue that all organizations are struggling with at the present time. There were quite a few sessions on this topic and it was very satisfying to know that all organizations in both private industry and government are struggling with the management of electronic records, especially Email.

The Opening Ceremonies and Keynote Speaker presentation, "Information Challenges in the New FBI" by William L. Hooton, was also a very professional, informative and interesting talk that I thoroughly enjoyed.

I will definitely apply some of the knowledge that I have learned from this conference to my present records management program for paper and electronic records. We are currently upgrading our Municipal Government Email Program and I hope to convince the IT staff that implementation of an Email records management program should be done.

Overall, the ARMA Conference was a very beneficial experience for me. It was great to "network" with other information management professionals and there were an unlimited number of educational opportunities. It was a privilege to be able to attend this conference and I hope to have the opportunity to attend future conferences. (Continued page 4)

Christmas Gathering — December 11, 2003 6:00 p.m.

When: Thursday, December 11, 2003 6:00 p.m.

**Where: Poor Richards Restaurant
2233 E. Lincolnway
Cheyenne, WY**

Christmas Gathering

Please bring donations for Safehouse Family!!!

The Wyoming Chapter of ARMA will be holding its Christmas gathering at Poor Richard's Restaurant.

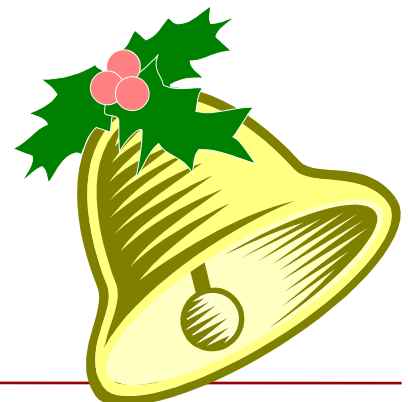
We will be ordering off the menu.

We will be adopting a Safehouse family for the Christmas season. The family is a mother and three children (sixteen and thirteen year old girls and a 9 year old boy). If you would like to contribute to this family, please bring your gifts or monetary donation to the gathering.

Please RSVP to Deanne Widauf Phone: 637-6255 or E-Mail: dwidauf@cheyennecity.org or Kristy

Anderson Phone: 637-6346 or E-Mail: kanderso@cheyennecity.org by 11:00 a.m. on December 9th.

See you there!!!!



October Board Minutes

Association of Records Managers and Administrators

Holland and Hart: Cheyenne, Wyoming

October 28, 2003 11:30am

Members Present: Kristy Anderson, Vicci Carter, Ramona Christensen, Donna Crock, Rich Wilson, Deanne Widauf, Barbara Thomasee, and Wendy Kinkade.

Guests Present: Paula Sutton, MRM Region Coordinator

Minutes: Wendy Kinkade, seconded by Rich Wilson, moved to approve the September 23, 2003 Chapter Board Meeting Minutes and the October 9, 2003 General Meeting Minutes as presented. Motion carried.

Treasurer's Report: Ramona Christensen presented the October, 2003 Treasurer's Report showing a balance of \$13,514.65 which includes term share accounts. Donna Crock questioned the balance in the checking account. She asked if it would be sufficient enough to cover our upcoming expenses. After a brief discussion it was decided to transfer funds from the share savings account to the checking account. Donna Crock, seconded by Barbara Thomasee, moved to transfer sufficient funds from the share savings account to the checking account to bring the checking account balance up to \$1,000.00. Motion carried.

COMMITTEE REPORTS:

Education: Barbara Thomasee advised that she had received a letter from Moorcroft Senior High School, requesting information on our scholarship. Kristy Anderson suggested they be referred to our website and advised Barbara to follow up with a letter to them.

Membership: Wendy Kinkade advised that the chapter had 33 members. Wendy handed out a membership list and advised she and Kristy Anderson will be sending out target letters based on the program for the monthly meeting. Kristy provided a

listing of current chapter members by town.

Newsletter: Rich Wilson reported that the information for the newsletter should be given to him as soon as possible.

Programs: October workshop: The overall consensus was that the workshop went well and was well attended. It provided an opportunity for members from Casper to get involved by organizing the workshop. However, it was questioned whether it was worth having the meeting in Casper since the majority of the attendees were from Cheyenne. Some suggestions for better attendance were to get notices of the workshop out sooner so people have more time to plan.

Kristy Anderson handed out a list of potential program topics and Deanne Widauf reported on the tentative agenda for this year's programs. The November program will be at the Hitching Post Inn on November 13, at 11:30am. The speaker will be Gus Lopez with the City-County Environmental Health and his topic will be reporting on recordkeeping for the West Nile Virus. It was also decided that people could bring non-perishable items to the November meeting and the chapter would donate the items to Needs.

Public Relations: Rich Wilson has been given new names to contact to get information into the paper, and he advised he will be contacting them.

Web Site: Donna Crock reported that she will be updating the web site. Kristy Anderson reported she had received positive feedback from other ARMA members regarding our website.

OLD BUSINESS:

February Seminar: Kristy Anderson reported that while at the ARMA International Conference in Boston, she attended a session presented by Alan

Andolsen on "Ethics in Records Management." She was really impressed by his presentation and approached him about presenting at our February, 2004 seminar. After a brief discussion, the Board authorized Kristy to contact Mr. Andolsen and finalize arrangements with him to present a one day seminar on Feb. 12, 2004. Kristy will ask Mr. Andolsen about doing several tracks, to include Ethics in Records Management, Privacy Issues and Identity Theft. It was decided the fee for the seminar would remain at \$125 Non-Members, \$100 ARMA Members, \$55 Students, \$125 Vendors (w/lunch included in their fee as well as attendance at the seminar). Vicci Carter advised she would organize the vendors for the seminar and get all the arrangements made for them, as well as printing the badges and certificates. Ramona Christensen stated she would handle all the money issues and registrations. Deanne Widauf volunteered to contact places to hold the seminar and get bids back to Kristy ASAP. Donna Crock advised she would work on the mailing list. Kristy will draft the brochure and once Deanne provides her with information on possible locations get those arrangements made.

NEW BUSINESS:

ARMA Conference in Boston: Kristy Anderson reported that the conference was well worth attending.

She talked about the region and chapter leadership day. She said that one of the chapters that gave a presentation was a New Mexico chapter that was defunct and eight people decided to start meeting again and the chapter now has 84 members. She also passed out information she received relative to membership, planning a seminar and ideas for programs.

MRM Region Coordinator Vacancy: Paula Sutton, MRM Region Coordinator, reported that there was a MRM Region Coordinator vacancy. (continued—page 4)

October Board Minutes

(Continued from page 3)

Paula advised what the position entailed and what the requirements were. Paula went on to give the Board an update on who had applied.

Charity Projects: Several charities were suggested and after a brief discussion, the Board decided on sponsoring a Safe House family and to donate to charities in Kemmerer and Gillette. Rich Wilson, seconded by Deanne Widaufl, moved that the chapter donate \$150.00 to purchase items for a Safe House family and \$25.00 each to a charity in Kemmerer and Gillette to be decided by a chapter member in those areas. Motion carried. Donna Crock volunteered to contact the chapter

members in Kemmerer and Gillette.

Next Meeting: The next Board meeting will be held at Holland and Hart on Tuesday, November 18, 2003.

Meeting was adjourned at 1:15p.m.

Submitted by,

Vicci Carter

Chapter Secretary

Update your profile

The November 15th InfoPro Online is reminding members that the ARMA Elections are coming up. It is very important to have everyone's current information. Please go to the Member Log In Area of the ARMA web site:

<http://arma.org/members>

and update your profile if there have been any changes

Thoughts from Boston (Continued from page 2)

WYOMING CHAPTER ARMA TREASURER'S REPORT August 2003

Beginning Balance Checking Account 10/27/03:	\$ 1887.70
Ending Balance Checking Account 11/19/03:	\$ 953.13
Balance Term Share Account #4396	\$ 5260.12
Balance Term Share Account #8435	\$ 4000.00
Share Savings Account	\$ 1991.83
Total Ending Balance 11/19/03	<u>\$ 12,205.08</u>

Prepared By:
Ramona Christensen, Treasurer,
Wyoming Chapter of ARMA

Rich Wilson

The Boston conference is my second conference. The conference is a chance to renew friendships and learn from some of the best in records management. The networking opportunities are almost unlimited.

Along with networking are the vast number of workshops offered to give Records Managers the tools needed to do their job effectively. I was especially impressed with a workshop offered by Laurie Fischer of Cohasset Associates. Laurie discussed Electronic Records Management: A Step-by-Step Approach. I felt I had writer's cramp when I left the class. She gave practical advice on the process needed to work with records which are "born digitally." The handouts are available on the Cohasset website. All attendees receive

a notebook filled with the speakers' handouts. This notebook is worth its weight.

The vendor show is another important part of the conference. Vendors from every imaginable part of the records management arena demonstrate and show off their products. There is a chance for you to learn what products are available to assist you in your job. It is also a change for Records Managers to tell the vendors what you need. This chance to interchange of ideas never stops.

Any ARMA member who gets the chance to go to the conference should. It is an opportunity that is well worth the time and money. Next year's conference is in Long Beach. See you there.

Wrangling The Paper Trail

BY Janie Wait

I've got paper, you've got paper, most everyone deals with paper filing systems in one form or another. Some embrace it, some try to eliminate it but most don't really look at the advantages of wrangling it. Remember, the value of information is directly proportional to its availability. So what can you do with your filing system that doesn't cost a fortune but results in huge cost savings in getting the information where it needs to go, to the railroad.

The traditional letter-size drawer cabinets are more expensive and take up more space than your best alternative. These cabinets are cumbersome to use and take up valuable floor space to access the information they store. Other limitations include difficulty in visually accessing files and incompatibility with record media other than paper. They're also not suitable for color coding and bar coding. Lateral roll-out drawer cabinets are used as an alternative to traditional drawer files and although they are more esthetically appealing they have many of the same disadvantages of traditional drawer files.

Replacing traditional drawer cabinets with a shelf based system is the preferred initial step in developing a state of the art filing system. Open-shelf systems provide instant visual access to the records and cost 33% less based on a per linear inch capacity basis while reducing space costs by 60% or more. Shelf based filing systems are available in a wide range of configurations that include self-contained units with cover and locks, box-on-rail units and power elevator units. The major advantages of shelf based filing systems include the ability to visually and quickly access records on any media, minimal use of floor space, maximum use of vertical space, simultaneous availability of files to multiple users, and compatibility with computer indexing, bar coding and file

tracking technologies. These units can also be used as office partitions because they are available in finishes to complement any office décor.

We have rounded up the herd and can get to the files easily and efficiently. What's next?

We have to have a plan of organization for the files. In the world of records management it is called a uniform file classification system, in the real world it is the practice of putting records of a similar subject or category together. A classification is merely a group of records related by common characteristics. A new plan is usually called for when the present system is inefficient in filing and storing information, there are excessive misfiles and when there are variations in the subjects by which user request the same file, but mostly the real reason companies plan and develop a file classification system is due to volume. The primary reason for classifying files is to provide an overall view of how a company's information resources fit together.

Your system doesn't have to be complex to work well. You can keep all related records identified by department, by function, by subject and by topic or record series name. Classification terms should be brief, commonly used terms that are standardized throughout the organization. Most small businesses use alphabetical, numerical or chronological based filing systems. The company will probably want to look at alphanumeric systems to standardize and grow the capabilities of the filing system to accommodate new subjects as the organization grows.

We have branded our herd and know how the files are organized. What's next?

Traditional filing systems result in 1% - 5% of all records being misfiled. Nothing is more frustrating than going to the shelf, pulling the proper file and discovering that the information you need isn't there. Studies show that executives spend an average of 3 hours per week looking for missing information and the estimated cost of every misfiled record is more than \$100. Color coding your files, which can be used with any size filing system, can dramatically reduce the time spent retrieving records and virtually eliminate misfiles. By assigning color to letters, numbers or other identifiers in a particular position on a file folder creates color-block patterns that make it easy to spot misfiles. End tabbed folders can be easily color coded to delineate projects, departments, clients or functions. Assign specific colors then be consistent using them.

Open-shelf based color coded filing systems can store 300% more records in the same floor space, allow for visual access to all files and virtually eliminate problems caused by misfiled records. Color coding confirms accuracy in filing, allows rapid presorting via color recognition, substantially speeds filing or re-filing and works with any system. These simple steps will result in higher quality & faster service, measurable increase in staff productivity and better utilization of office space.

We can see the herd and are ready to deliver them. All we have to do is ride the paper trail to increase our profit.

It worked for the ranchers on the range, and it will work for you! Have a good ride!

Janie Wait, CRM, MBA, is an ARMA member and President and Director of Marketing for Intermountain Record Center, Inc