



The Western RIM



Newsletter of the Wyoming ARMA Chapter
February 2004

<http://www.armawyoming.org>



Pres Talk

It is a new year and time to revamp and set goals for ourselves both at work and at home. Many have made New Years resolutions to help them get a jump start and get on the right track. Along those lines, we also need goals set for our ARMA chapter as well. One of my goals as President has been to bring as many educational opportunities to all the chapter members around the state and hope that one of these educational sessions will interest you. Another goal is to recruit more chapter members through the ARMA Power of One recruitment campaign. "You recruit one, they recruit one, and so on...and so on..." You have the power to impact a colleagues' career by encouraging him or her to join ARMA International. It takes all the chapter members to recruit new members. Please help your chapter out and recruit one new member! The more members in the chapter, the more we can do as a chapter.

It is also time to vote in the general election for the board of directors for ARMA International. Voting started on January 6 and continues until February 17. We have several people in our region up for election this time (including the President-elect!). Each candidate has a bio that you can review to help you with your decision. You can vote on-line by going to ARMA's website at <http://www.arma.org>. (Note: You will need to know your ARMA member number in order to log in to vote. If you don't know this number, let me know and I can get it for you.)

While I'm speaking about elections, nominations for our Chapter's board of directors will be fast approaching before we know it. There will be several position openings this next year including newsletter, public relations, treasurer and secretary. These are all two year positions. If you are interested in participating on the board, or have any questions about any of these positions, please contact me or one of the board members. It is definitely a fun way to get involved and learn more

about your chapter.

If you haven't mailed in your registration for our upcoming seminar "Ethics in Records Management, Privacy Issues and Identity Theft" - don't procrastinate any longer and get it sent in! If you lost your registration form, you can log on to our website at <http://www.armawyoming.org> to access it. The committee has been working hard to bring you what looks like it will be a great seminar!

Hope to see you February 12th in Cheyenne at the Hitching Post for the seminar!

Kristy Anderson, President

There will be a get together dinner with our Seminar speaker, Alan Andolsen, on February 11th at Sanford's Grub & Pub, 115 E 17th. We will be meeting at 6:00 p.m. We will be ordering off the menu. If you would like to attend, please RSVP to Kristy Anderson at (307)637-6346 or e-mail: kanderso@cheyennecity.org

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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January 2004 — General Meeting

Wyoming Chapter Association of Records Managers and Administrators Chapter Meeting January 8, 2004

Tour of Lowe's Distribution Center,
2723 Christensen Pkwy, Cheyenne, WY

Members Present: Tony Adams, Kristy Anderson, Ramona Christensen, Donna Crock, Wendy Kinkade, Valerie Roybal, Vicki Seals, Paula Sutton, Barbara Thomasee and Deanne Widauf

Guests: Alan Chmura, University of Wyoming Rhonda Reed, Laramie County Clerk's Office Denise Freeman, Wyoming Association of Risk Management Debbie Leonard, Wyoming State Archives

Speaker: Shanna Wansley, Assistant Planning Manager

Members and guests arrived at the Visitor Center to sign in and receive their visitor badge. After checking in, everyone met at the main building in the lobby and introduced themselves. Immediately following lunch, Kristy introduced our guest speaker, Shanna Wansley. Shanna is a Texas native who graduated from college in 1996 with a Bachelor of Science degree. She started with Lowe's in 1998 at the Mt. Vernon Texas facility as a team member and has advanced to Assistant Planning Manager. She has worked in many areas of the distribution center over the years but her area of specialty is Quality Assurance and Inventory Control.

Lowe's is a 57 year old company publicly owned since October 10, 1961. The Cheyenne Distribution Center broke ground in February, 2001 and officially opened in August, 2002. Lowe's employs over 420 employees and plans to hire on an additional 30 workers. They work a 5 day work week and 10 hour shifts. The facility

is 1.7 million square feet, the largest building in the State of Wyoming. However, Lowe's plans to build a larger facility in Florida in the future. The building has 86 shipping doors, 96 receiving doors, 7 miles of conveyor system and enough concrete to build a road from Cheyenne to Gillette.

The tour began in the Receiving/Logistics office. This office handles problems from vendors, closing of paperwork and checks to the vendors. Their filing area is housed in this office in numerical order. All information is tracked by a UPC number and a bar code. Shanna noted that the Cheyenne Distribution Center has received an Excellence Award for 3 of the last 4 quarters for their team members due to the safety, accuracy, cost effectiveness, damage control and freight shipped out.

The tour continued into the main warehouse. The distribution center accepts shipment from various manufacturers and redistributes the products to a number of their retail stores. Blue pick pod carousels are used for high volume items. The products are put in a box and labeled with a bar code, then sent by conveyor to specific shipping area. The average turnaround time from warehouse to the store is 4 to 5 days. The Distribution Management System (DMS) determines where the product is supposed to go.

According to Shanna, over 15.6 million dollars worth of goods are stored in the center at this time, including 18,000 to 19,000 items. The Receiving Dock services over 65 stores in 14 states with the capability to serve over 86 stores. They receive from 3 to 10 vendors in one truck. In the Central Palette Strip area, cages are unloaded through a conveyor and sorts to the

appropriate area.

Approximately 30,000-35,000 cartons are done in a 10 hour shift. In the Bulk Palette Strip Area, labels are put on a box to a conveyor strip with rollers to process the freight. One label for each palette goes straight to the truck instead of to the conveyor strip. Once the freight is processed, the freight is assigned to specific Shipping Doors and manually loaded onto the trucks for delivery. Through the conveyor system computer, it is possible to track the inventory from start to finish.

Submitted by,
Ramona Christensen
Acting Chapter Secretary

CRM Conference

The Austin ARMA Chapter is hosting a Southwest Regional CRM Conference on Feb. 19-20. The conference is designed for CRMs and those interested in preparing for the CRM exams. The cost for the conference is \$85. Please visit : <http://www.armsouthwest.org/educate/crmconf.htm> to get more information, the conference brochure, and registration form.

To Scan or Not To Scan

by Rich Wilson, MCP

That is a question more and more companies and agencies are trying to deal with. You are starting to run out of file cabinets and storage space. You want to be as efficient as possible and one or more vendors are at your door with the software application to solve all your problems. You start to wonder whether your decision will be a good one and if it will meet your regulatory and statutory requirements.

Let's start with the second issue. Will scanning meet your legal requirements. In many cases, the answer is yes, provided your system is designed correctly. It does not matter how the record is created; it is the content, context, and structure of the information which makes it a record. Over time case law has come to view a copy in the same way it looks at the original provided the copy is created in a trustworthy manner and is not changed from what appeared in the original document.

When looking into the purchase of your system, the first order of business is to determine which records you are going to scan. Records with a short life cycle, 6 years or less and referenced frequently, are good candidates for scanning. The longer the life cycle of the record, the more difficult information is to maintain in a usable format. This is due to the fragility of the storage media and ever changing software. Many archival institutions will not, at the present time, accept permanent records in electronic format. Records scheduled for long term or permanent retention should be microfilmed and destroyed or retained in paper format. Should you find that you must scan long term or permanent

information, consider the purchase of a hybrid system which will do both microfilming and scanning. You may want to check out service bureaus who are able take your scanned images and copy them to microfilm.

After you determine what information you will be scanning, you will need an index to be able to locate the records once they are scanned. Indexing is a very important part of the scanning process. Although there are ways of doing full text searches, these searches are not completely accurate. For example, a "B" can read as an "8." The reverse is true. In the full text search you can receive incorrect search results due to these types of errors. The only way to eliminate the problem is to use indexing. The time needed for indexing usually runs about twice as much as the scanning process. If you use full text searching, you will spend about the same amount of time editing incorrect responses.

You will also need to determine what type of media you will store the images on. Information which is accessed regularly, in your daily activities, should be maintained online. Online access means that the record is accessible immediately through your network. Most information which is scanned will probably not be used regularly and may be stored more effectively by using nearline or offline storage to shorten search time for active records and to conserve hard drive or network drive space.

Your next concern will be the development of a plan to refresh or migrate the scanned images. Refreshing means the moving of your images to new media as the media ages. Migration is the process of

moving your information from one version of a particular software to a newer version or moving the information from one software to a different software package. Each of the above processes takes a different path to accomplish. All three will take time and money to complete. They must be planned for upfront to insure the scanned images are available when needed. Part of the migration strategy is purchasing a software package which creates both the index database and the scanned images in a non-proprietary format.

The above information is just a starting point for you in your decision to scan. A good scanning project will take time and planning. It is best if a team is setup to develop the plan and to look at the various options open to you. Below are some suggestions to help get your project off the ground:

- Your team should include the records manager, Information Technology staff, unit supervisor, and end users
- A work flow chart is a good place to start. The chart will tell if your documents are good candidates for scanning.
- Talk to others who have implemented scanning. Learn from their mistakes and successes.
- Check out a number of vendors and learn to identify the sales hype from facts.
- Start with a pilot project to make sure your project will work.
- Take your time don't hurry into a project. If you hurry to purchase, you can repent at your leisure.

December Board Meeting Minutes

Wyoming Chapter Association of Records Managers and Administrators Holland and Hart: Cheyenne, Wyoming Board Meeting Minutes December 16, 11:30am

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

Guest: Paula Sutton, Region Coordinator

Minutes: Rich Wilson, seconded by Donna Crock, moved to approve the November 13, 2003 Business Meeting, November 19, 2003 Chapter Board Meeting and the December 11, 2003 Business Meeting minutes. Motion carried.

Treasurer's Report: Ramona Christensen presented the December, 2003 Treasurer's Report showing a balance of \$12,076.76 which includes term share accounts.

COMMITTEE REPORTS:

Education: Barbara Thomasee reported that she had sent a letter to the Moorcroft Junior/Senior High School responding to their request for information regarding our scholarship. In the letter she told them about the Chapter's website.

After a brief discussion concerning the scholarship the chapter offers to University of Wyoming students, Donna Crock, seconded by Ramona Christensen, moved to approve the University of Wyoming scholarship with a lower GPA of 2.5 and to lower the GPA for the community college scholarship to 2.5. Motion carried.

Membership: Kristy Anderson reported that Sherri LaPratt of the City/County Health Department had joined ARMA, choosing the Wyoming Chapter as her affiliate.

Kristy Anderson and Donna Crock brought up the fact the ARMA, International membership information is not current nor accurate regarding renewals, expirations, etc. Paula Sutton said she would contact ARMA, International Headquarters regarding our issues.

Newsletter: Rich Wilson reported that he had one more article to put in the newsletter and

as soon as he received it the newsletter would be sent out.

Programs: Deanne Widauf reported that the January 8, 2004 general meeting will be a tour of the Lowe's distribution center/warehouse. We are to meet at their visitor center with Rick Hale, who will be our tour guide. Lunch will be provided by the Pie Lady.

Public Relations: Rich Wilson reported that Trader's was very responsive about putting information about our meetings in their paper.

Web Site: Donna Crock reported that she has updated the seminar information and the Safe House donation information and posted pictures of the chapter's Christmas party on the web site.

OLD BUSINESS:

February Seminar:

Co-Sponsors: Kristy Anderson reported that the seminar brochure will show the following co-sponsors: City of Cheyenne (printing of brochures), Laramie County (postage for brochures), and Wyoming State

Archives (printing of hand-outs and postage for mailing vendor packets.)

Brochure: Kristy Anderson reported that the seminar brochures would be prepared for mailing immediately following the Board Meeting and asked that those Board members who could, to stay and help.

Mailing Lists: Donna Crock reported that the mailing lists had been updated.

Public Relations and Audio Equipment:

Kristy Anderson reported that she had not heard from Mr. Andolson regarding his handouts or what audio equipment he will need for his presentation. Rich Wilson volunteered to follow-up with Mr. Andolson. Rich also volunteered to contact the appropriate people to have the seminar information sent out on GroupWise.

Silent Auction: Donna Crock reported that donations were starting to come in and that she had received a copy of the bid form the Montana ARMA Chapter had used and was revising it for our use.

Vendors: Vicci Carter reported that the vendor packets will go out the end of December, 2003. Vicci also reported that this year the vendors will be given a critique to complete to help us improve the vendor show.

Charity Projects: Ramona Christensen reported that the chapter had received a total of \$315.00 in cash donations. With the chapter donation of \$150.00, this gave us a total of \$465.00 to purchase presents with. Ramona also handed out a detailed report showing the people who had donated money, people who had donated gifts and what they had donated, and the presents purchased with the cash donations.

NEW BUSINESS:

Flowers: Donna Crock submitted a bill to the Board for flowers sent to Kathy Murphy, who has been ill and in the hospital. Ramona Christensen, seconded by Rich Wilson, moved that the Board reimburse Donna for the flowers. Motion carried. of \$115.00 each plus a 13% lodging tax. The rooms will held until June 1, 2004.

WYOMING CHAPTER ARMA TREASURER'S REPORT

January 2004

Beginning Balance Checking Account 12/16/03:	\$ 824.81
Ending Balance Checking Account 1/27/04:	\$ 2021.21
Balance Term Share Account #4396	\$ 5260.12
Balance Term Share Account #8435	\$ 4000.00
Share Savings Account	\$ 2061.62
Total Ending Balance 11/19/03	<u>\$ 13,342.95</u>

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

(Continued on page 5)

December Board Meeting Minutes (Continued from page 4)

MRM 2004 Leadership Training

Conference: Paula Sutton, Region Coordinator, reported that the MRM 2004 Leadership Training Conference will be held in the Twin Cities of Minneapolis/St. Paul, Minnesota at the Crowne Plaza downtown.

The dates are July 15 through July 18, 2004. The registration fee is \$175.00 per person. A block of 20 rooms has been reserved at a cost of \$115.00 each plus a 13% lodging tax. The rooms will held until June 1, 2004.

Next Meeting: The next Board meeting will be held at Holland and Hart on January 27, at 11:30.

Meeting was adjourned at 12:24p.m.
Submitted by,

Do You Know Who You Are Today? - February Seminar and Vendor Show Thursday, February 12, 2004

WHAT THIS SEMINAR IS ABOUT

ETHICS IN RECORDS MANAGEMENT

The events surrounding the Anderson-Enron scandal and subsequent legislative and regulatory actions have highlighted the need for a coherent approach to ethical judgment. In a practical sense, records managers are constantly making ethical decisions, but often unconsciously. This session is designed to present some of the more basic approaches to ethical reasoning and to apply them to a set of issues or events with records management implications. The focus will be on practical techniques for clarifying and resolving ethical questions, not on academic theory.

PRIVACY ISSUES

The increased use of technology in all aspects of our lives - whether in business, government, or personal - has heightened concerns about release of personal information. As records managers, we frequently deal with personal information and now must be aware of its unauthorized release. This session will review a variety of domestic and international approaches to privacy as well as existing and emerging legislation that provides a framework for the privacy components of an effective records management program.

IDENTITY THEFT

Another result of the increased spread of technology to every corner of our lives is the threat that key personal information can be appropriated by others and used illegally or inappropriately. The results

can be annoying or devastating. This session will deal with the threats and methods of identity theft, effective ways to prevent identity theft, and implications for records managers who are responsible for collecting and maintaining personal information.

WHO SHOULD ATTEND?

- Records and Information Personnel
- State and Local Government Personnel
- Business and Office Managers
- Information Technologists
- Administrative Assistants
- Librarians
- Risk Management Personnel
- Legal Staff
- Anyone who must organize, file, or manage any type of documentation.

ABOUT THE SPEAKER

Alan Andolsen is a Certified Management Consultant, Certified Records Manager, and President of Naremc Services Inc., a management consulting firm founded by Emmett Leahy that has been providing information management services since 1948.

Mr. Andolsen has focused his consulting efforts on the creation of office systems that recognize the diversity of human capabilities and the potential of emerging technologies as well as conserve an organization's resources. During the past two decades, he has pioneered practical

techniques for the management of digital records and lectured on their application in Japan, Europe, and throughout the United States and Canada. In addition, he has lectured on business ethics at the University of Dayton, Rutgers and Monmouth Universities and presented papers on business ethics topics in Poland, Slovenia, and Greece.

Mr. Andolsen is Vice Chair - Americas and a member of the Board of Directors of the Assoc. for Management Consulting Firms, and Chair of its Code of Ethics Committee. He serves as Vice President of the Board of Regents of the Institute of Certified Records Managers and a Trustee of the Foundation for Excellence in Consulting and Management. He has previously served as a member of the Board of Directors of the Jupiter Symphony, the Ecole Libre des Hautes Etudes, and the New York Revels. Mr. Andolsen is the author of "Office Systems Management" in the *AMA Management Handbook* (2nd Ed.), editor of *Management Consulting: a Model Course* (AMCF), and has lectured at Vanderbilt University, Rutgers University, Monmouth University, and the Ecole Supérieure de Commerce de Paris (ESCP-EAP).

If you have questions, special needs, or for reservations call: Vicci Carter: 777-6878

vcarte@state.wy.us

Kristy Anderson (307)637-6346

kanderso@cheyennecity.org

Wendy Kinkade (307)637-6329

wkinkade@cheyennecity.org

The registration from is online at:

<http://www.armawyoming.org/feb2004sem.htm>

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CONTRIBUTIONS OR GIFTS TO
THE ASSOCIATION OF RECORDS
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Websites of interest:

For weather information:

<http://www.weather.com>

To refine a search: <http://www.infoseek.go.com>

For surfing assistance:

<http://www.about.com>

For net newbies: <http://www.suite101.com>

To check out other ARMA Chapters:

<http://arma.org/chapters/index.cfm>

Copies and Paper provided by

The Wyoming State Archives

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Assn. Records Mgrs & Admin Intl.
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