



Northern Colorado Chapter Association of Records Managers and Administrators

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We're Winding Down...

By Brenda McCoy-Manfredo, Editor

Here are the other programs you can look forward to in 2004:

May 19— Tour of NCWCD in Berthoud and see a Virtual Records Management Tour demonstration by Regional Manager, Paula Sutton.

June 11— Annual Membership Awards Luncheon at Johnny Carino's in Loveland. Look for information on the flyer inside the Front Ranger.



Memorial Day, originally called, Decoration Day, is May 31st. Take a moment to remember those who have died in our nation's service. For more information, visit:
<http://www.usmemorialday.org/>



Hear Ye, Hear Ye...What's News?

- A BIG Welcome to several new and returning members: Terri Andrews, Town of Erie; Marcy Bowman; Jane Smith, Document Safety; Kathi Haughn; Victoria Fisher, ImageWorld; Monte Kniffen, Redemptorists in Denver; and Lorraine Spindler, Larimer County Sheriff's Office.
- Our own President Elect, Debra Beasley, has been selected to make a presentation at the ARMA International Conference. Her session will be titled, "Acquisitions: Friend or Foe? A Case Study of the HP & Compaq Merger." Look for her session on October 6 at 8:30!
- The Wyoming State Archives & Cheyenne City Clerk's Office is hosting a 1 day document imaging seminar, "Achieving Success in the Workplace", June 19. Cost is \$15 in Cheyenne. For more information go to: <http://wyoarchives.state.wy.us/events1.htm>
- Paula Sutton, has been named the new Regional Manager and will be installed at the leadership conference in Minneapolis, July 15–17. Congratulations!



Get your ARMA news here!

Spring, 2004

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President's Perspective...

My Goodness - I haven't written a message to you in a while! I have been working real hard on end of the year duties.

Our spring Seminar was a big success! I hope many of you were able to attend. For the first time we offered a vendor show and we had 13 vendors! This was a record-breaking seminar and we couldn't have been more excited. We had attendees from through-out Wyoming, a few from Arizona, many different areas and companies throughout Colorado. What a great networking opportunity!

In March, we took a tour of the National Wildlife Research Center, in west Fort Collins. What a nice facility

and records program they have. Eighteen people came to the event. NWRC has 9 facilities for research across the nation. There is more written about it in the summary in this issue.

It's election time and the following folks will be serving on the Board for 2004/05: Debra Beasley, President; Kim Pals, Vice-President; Jeannie Weaver, Secretary; Brenda McCoy-Manfredo, Treasurer; Michelle Becker, Brad Leach, Nancy Freeman, and Dawn Wirth, Members At Large.

To find out who the Chapter Member of the Year will be, join us for our Annual Awards Luncheon on June 11. See the flyer later in this issue!

The Board is very excited because the work for our long awaited website is done! A special thanks goes out to Dawn Wirth, from the City of Loveland, our Webmaster, for putting the site together. By June, we'll be going live with the Northern Colorado Chapter of ARMA website. Our website address will be: www.northerncoloradoarma.org. Look for it in June!

Well, I'm off...back to work for me. Until we see each other next time, take care.

Vicki Lucero



Spring is a true reconstructionist.

Henry Timrod



Advertising Rate Deal!

In celebration of our new website we're offering a special

Introductory rate of just \$25.00

to advertise on our website for an entire YEAR.

Where else can you get advertising for that kind of rate?

For more information, contact our Webmaster, Dawn Wirth at wirthd@ci.loveland.co.us

April Seminar Summary –Managing Electronic Records

By Vicki Lucero

Wasn't Dr. Saffady wonderful? He is such a wealth of information. He had the day split into 5 sections - Introduction / Inventory / Retention Schedules / Media Care and Handling / Vital. I hope you were able to absorb it all.

Introduction started with 'Definitions' and other identification guidelines. **Inventory** began with more comprehensive identification guidelines. He stressed the importance of working with your IT contacts. He outlined some methodologies and resources (such as survey instruments) to accomplish inventories. For the **Retention** section, Dr. Saffady reminded us of the purpose for a schedule. He talked of the many scenarios of electronic records; many copies (official vs. non), definitions of complete or partial replication, advantages/disadvantages, and legal considerations. He talked about retrieval, especially for auditing purposes. He also discussed the need to demonstrate authenticity. You must be able to show your knowledge about your systems, to back up your claim for record authenticity. He discussed special situations, such as hybrid systems, email, and web pages. In the afternoon, he discussed **Media Care/Handling**. He took us back through time to discuss the variety of media still housed in Records Centers. He talked about average life-spans of different media. The importance of magnetic media having playback stability - he told of stories of magnetic forces removing data from data tapes. He discussed environmental affects on the variety of media, also hardware/software obsolescence. He discussed the variety of CD's and DVD's. Technology is moving so fast, we better plan for data migration (it will be required). We ended the day with a discussion of **Vital Records**. It is the basic knowledge of most Records Administrators, whether in paper or electronic form. Mostly, he reminded us of the basic program components and legal implications. He discussed aspects of Risk Assessment (purpose, identifying risks, qualitative/quantitative, and control/prevention).

The whole day he included stories - that kept us laughing, and thoroughly enjoying the presentation. Some of the comments received on "What part of program was of most value:" *All of it, but especially ER inventory, and media handling. Learned a lot, even from his personal "asides". *Inventorying e-records simply because I haven't tackled that part of RM before. * The "how to" ideas - suggestions of how to implement. The practical side always has high value to me. * Dr. Saffady is a FANTASTIC professor to logically present this stuff, make it interesting and make me excited to enter this field. This editor adds, the comments received on 'most value' far outweighed the few comments received on 'least value'. A few of the comments in this area had to do with redundancy (veteran RM). I still think it was a good refresher and had a lot of new information for this semi-veteran.

I'd like to congratulate Madeline VanDenHoek of Colorado Springs Utilities for winning the Gift Certificate for \$50 for the ARMA Bookstore. She won this by visiting all 14 vendors, and having her Vendor Bingo sheet chosen. You can look for the book on 'Managing Electronic Records' and other books by Dr. Saffady by going to:
<http://www.arma.org/bookstore/default.cfm>

At the seminar, the Northern Colorado Chapter celebrated 20 years. The Seminar Committee recognized Molly Davis, CRM as a Charter Member that started our Chapter. Way to go Molly, and hanging in there too!!

I'd like to close by giving one more round of Thanks to our vendors. Our lunch sponsor for the day was DocuVault of Denver. Our other vendors were 5280 Solutions, BRC/Harris Inc., Circuit Rider Records, Document Imaging, DocuTek Inc., EME Corp., Information Management Research Inc., Mountain States Imaging LLC, North Colorado Data Storage, Optika, Recycle America Alliance, and Spacesaver Concepts. I'd like to send a special Thanks to those that donated items placed in the bags for the attendees: Colorado Welcome Center, DocuVault, National Wildlife Research Center, Northern Colorado Chapter of ARMA, Northern Colorado Water Conservancy District, Smart Trips, and Vision Graphics.

Go to Page 9 to see pictures!

E-Mail Procedures—What You Need To Know...

By Vicki Lucero

Well, the program that was cancelled due to the STORM of 2003, finally happened in February. Below is a summary of the program.

Why should your company develop an Email procedure? To include what's appropriate and inappropriate? To include definition of work product vs. official record? To state responsibilities and control, if applicable?

What resources can/should be used? Open Public Records Law of Colorado (1997) is C.R.S. 24-72-204. You don't need to reinvent the wheel – obtain and use other procedures or policies from other companies and organizations. Use pieces that can be applied for your use.

How would you get management buy-in for the procedure? Use the official Statute and remind them of the legal implications. Keep track of incoming requests from the public to obtain public records and communications.

A handout of 'Email Related Open Records Definitions' was made available. One of the paragraphs that stands out – Public Records includes all writings made, maintained, or kept by the state, any agency, institution, a nonprofit corporation incorporated pursuant to section 23-5-121 (2) C.R.S., or political subdivision of the state, or that are described in section 29-1-902 C.R.S., and held by any local government-financed entity for use in the exercise of functions required or authorized by law or administrative rule or involving the receipt or expenditure of public funds. The handout goes on in great length about work product identification. Work product includes all intra- or inter-agency advisory or deliberative materials assembled for the benefit of elected officials, which materials express an opinion or are deliberative in nature and are communicated for the purpose of assisting such elected officials in reaching a decision within the scope of their authority.

What it boils down to – is that if you are given the task of drafting an 'Email/E-Record' procedure, do your homework. Consult with your legal team, as well as research the Statutes and Regulations. Ask others in the profession. You may check out the RMListserv at <http://lists.ufl.edu/archives/recmgmt-l.html>, and your State Archives. These are good resources.

National Wildlife Research Center Archives Tour

NWRC's mission is to collect, preserve, and make available the research records and materials that document the history of NWRC. The collections include: copies of all NWRC author reprints; annual Wildlife Service state reports; research data and reports before 1991; EPA and FDA pesticide registration documents for NWRC and WS; bird damage reports; International Programs records; visual images; films; videos; correspondence; and older books and serials.

The Fort Collins unit worked at the Denver Federal Building until their move to a permanent facility that opened in 1999. The NWRC conducts research to resolve problems caused by the interaction of wildlife and humans. There are other units located in: Hilo HI, Olympia WA, Logan UT, Sandusky OH, Gainesville FL, Starkville MS, Bismarck ND, and Philadelphia PA.

The NWRC Archives follow NARA (National Archive) guidelines for records management. They have a FOIA

(Freedom of Information Act) Administrator that handles public requests. NWRC was represented in 2 'Mutual of Omaha' documentaries from 1970's. The film is preserved on site in VHS and DVD format.



All archives materials are issued a QA number at beginning of the study, to follow through the life cycle. Photographs and slides are scanned into Content DM System. Originals are stored with the study. They use a variety of finding aids to locate information. The Center plans to hire a Visual Image Coordinator at some point in the future to help with the Content DM System. There was a wonderful display of aviation history and interactions with birds that caught this attendee's attention during the tour. Also beautiful is the visual imagery that lines the hallways. It is a wonderful facility.

March Board Meeting Minutes

Northern Colorado Chapter of ARMA
Board Meeting Minutes, March 10, 2004
3:30 p.m. Police & Courts Building, Loveland

Present: Kim Pals, Jeannie Weaver, Vicki Lucero, Michelle Becker, Paula Sutton, and Dawn Wirth. Absent: Nancy Hofmeister, Brenda McCoy-Manfredo and Kirk Kuwitzky.

The meeting was called to order at 3:40 p.m. The agenda for the February meeting was approved. Vicki had emailed her updates on the items to board members since the board was unable to meet on February 11. The Minutes of the January 14, 2004 meeting were approved.

Treasurer's Report: Vicki Lucero said that Nancy Hofmeister was ill and was going to fax the treasurer's report to her but she hadn't received it by the time she left her office. The January Treasurer's report was handed out and Paula noted that the gift for Jeff Dahlstrom was not for the Web Page but for the Seminar Brochure. The report did show the deposits broken out between program registrants and vendor income. Vicki noted that an electronic version of the report would still be helpful so that it can be emailed and also put in the newsletter. Vicki gave a report on the February bank statement that showed deposits of \$981 and expenses of \$139.34 with an ending balance of \$8,193.93. Paula asked about whether the hotel had been given a deposit for Dr. Saffady's room and whether he needed expense money. Vicki said she would follow up on this matter.

New Business:

Vicki quickly covered the items on the February agenda that she had emailed to members. These items included the new members since January, follow up with prospective members, Leadership Conference and RIMM activities in April.

Old Business:

Chapter 20th Anniversary: The Holiday Inn gave permission to bring in a sheet cake and Paula will have the Chapter logo put on it with "Happy Anniversary" and 20 years. Vicki will bring Bev Crownhart's Chapter Member of the Year plaque and her picture, membership applications, fliers, resource booklets, and our library resource lists. A photo collage is being prepared by Nancy Freeman.

Mailing Party: Debra Beasley had purchased 1700 stamps for the brochures and all but 15 stamps were used. Pizza & wings were enjoyed by the members attending. Vicki gave Nancy Hofmeister the invoice to pay the printer for the brochures. Seminar registration is at 17 received as of today.

February Program: There were 13 members and 5 non-members that attended and one no-show that was not billed. There was a profit of \$86.82 which was much better than the January program's \$7.30 profit. The evaluation showed positive remarks and #4 & 5 ratings. It was discussed that the program wasn't really a "how-to" but more of a "where to look for help" presentation.

Announcements, etc.: Vicki shared some news from other Chapters newsletters about the births of the "Minnesota twins." Also, she saw an item on the listserve about a NARA sponsored conference for 2-1/2 days on records management that's being held in Delaware. She was interested in seeing if they would be doing something similar close by in the future. Vicki told us about an article in the paper about a charitable book drive and wondered if the board could keep that in mind to offer ARMA's support to potential contacts that we might make in the future.

New Members: Vicki said she would send email addresses to Dawn of the possible new members she's received information about recently.

Chapter Website: Dawn Wirth thrilled the board with the update she gave on her work in preparing "skeleton" pages for a website, reserving a domain name and gathering information on the costs associated with the process. She investigated the possibilities of having a "free" website but those are so limited that it's not feasible. She said that Front Range Internet hosts websites for \$36 per month and there are additional costs for reserving the domain name and possibly an "initial" fee for signing up. The Domain name would require the Board to make up several "names" to use just in case one has already been registered before. Dawn did not know how long it takes to reserve the name although it may be possibly as long as six weeks. She said "dot orgs" are more affordable than "dot coms" and are generally used by non-profit organizations. Dawn is using Microsoft Front Page to prepare the pages and feels like it is the most widely used software and easiest program for someone else to transition into using if the "webmaster" would change. The April program will be held in Loveland at a place to be determined by Dawn so that she can demonstrate the website to the board. Vicki will send various logos or photos she has that might be useful and Dawn needs to hear from members on what they want to see on the site.

Leadership Conference, etc.: Paula Sutton gave an update on the speakers and topics for Leadership Conference, which is July 15-17. She said the committee had been discussing having break-out sessions but that there was support shown for regular sessions for all attendees also. One of the classes is "Dealing with Difficult People." The registration fee is \$175. Paula offered that because she is the Region Coordinator she is willing to listen to any and all concerns, questions or ideas that any member has to share. Also, she shared that she had been asked to apply for the Region Manager position with ARMA which is a step up from Coordinator. Good luck, Paula!

Board Elections: Paula said we should be working on nominations for next year's Board soon. She offered three possible choices: Jerry Hubbard, Debra Beasley and Nancy Freeman. She suggested that the newsletter might be a good place to publish information about the duties of each position on the board.

The next Board meeting will be on April 14, 2004 at 3:30 p.m. in Loveland. The meeting was adjourned at 5:00 p.m.

April Board Meeting Minutes

Northern Colorado Chapter of ARMA
Board Meeting Minutes April 14, 2004
3:30 p.m. City Council Chambers, Loveland

Present: Kim Pals, Jeannie Weaver, Vicki Lucero, Michelle Becker, Paula Sutton, Nancy Hofmeister and Dawn Wirth.
Absent: Brenda McCoy-Manfredo and Kirk Kuwitzky.

The meeting was called to order at 3:35 p.m. The agenda for the April meeting was approved. The Minutes of the March 10, 2004 meeting were approved.

Treasurer's Report: Nancy Hofmeister passed out a Treasurer's Report for March 1 through March 31, 2004. The balance as of March 1 was \$6,027.54. After income of \$3,805 and expenses of \$20.25 and cash on hand of \$25 the account balance as of March 31, 2004 is \$9,812.33. Vicki said that for the seminar, registrations total \$14,000 and expenses would run around \$4,500 so our profit will be around \$8,000-\$9,000 when all the accounting is done. A final report will be prepared for the May Board meeting. Several reimbursement requests were presented to Nancy for checks she will give out at the seminar.

New Business:

Vicki was happy to announce that we have two new members, Vicky Fisher of Image World, and Monte Kniffen of Denver Redemptorists. Monte is a member of the Denver Chapter also and has been a long-time member of ARMA. Our membership is now at 46 members as we had lost a couple recently.

Vicki asked Paula about a CRM proctor for Abel Ramone of WAPA who is new to the area and wanting to take the exam in May. Vicki referred him to Molly Davis and he may be able to test with Betsy Holder or Paula at that time.

Old Business:

Seminar & Chapter 20th Anniversary - 2004: Vicki shared that there has been lots of email and other activity this week preparing for the seminar on Friday. We will have an ARMA Resource/Anniversary table as well as a table for the ARMA Display being prepared by Nancy Freeman and her intern at the Wildlife Research Center. A square on the vendor bingo sheet has been designated for the ARMA Display and a stamp will be available at the table to mark the sheets of attendees. A gift certificate has been prepared by Paula for \$50 from the ARMA bookstore as a prize drawing for participants that turn in completed vendor bingo sheets. Vicki had the 59-page handout copied for Dr. Saffady's presentation to put in the goodie bags as well as the other items collected that the committee prepared on Monday. Vicki, Molly, Debra Beasley and Nancy Freeman went to the Holiday Inn today to confirm the set up and rooms for the seminar and lunch/vendor area and said they all felt better after seeing the location and think it will work well for the seminar. Paula ordered the two cakes, one white and one chocolate for our afternoon break anniversary celebration.

Leadership Conference: Vicki reiterated the dates and cost for registration and said that the chapter has always supported

one or two members in attending the conference and felt that we would be able to do that again this year.

March Program Debrief: The program at the National Wildlife Research Center went very well with 18 attendees taking the tour and hearing the presentation by Archivist Nancy Freeman. She told about the research the center does and gave us a look at their archive storage area and library, as well as pointing out the numerous posters displayed throughout the facility, including their break room area. It was very informative and worth the trip to North Fort Collins.

Other Business:

Elections: Nancy Hofmeister said she will be retiring from her position in Lyons soon and would like to get retired ARMA membership information so that she can still keep up to date with the chapter. Her position as the treasurer, as well as the president, vice president and two at-large board vacancies will be open. Vicki will still remain as Past President on the Board. Paula will be the ARMA Region Coordinator and is not required to attend the board meetings. Vicki passed out an email she had sent to Brenda McCoy-Manfredo for the newsletter regarding election for the 2004-2005 Board and points of interest about serving on the Board.

Chapter Website Demonstration: Dawn Wirth gave a wonderful (WooHoo!) demonstration of the new Northern Colorado Chapter of ARMA website pages she developed. She said there were a number of addresses to choose from and we voted unanimously for NorthernColoradoARMA.org for our website. She said there is a \$60 charge the first month (\$30 a month set up fee) and \$30 per month after that with Front Range Internet. There is a one time charge of \$45 to register the domain name. 100 mg storage and transfer data space is available so there is plenty of room to add more information and links. We discussed advertising on our website and reevaluating the rates that we charge. Dawn said she would burn CD's of the web pages for anyone that wanted one to test it out. She will email the board when the website goes live. There was some discussion about credit card acceptance on the website and how that could be made possible for our members and program attendees' convenience. Great job, Dawn!

May Program: Paula Sutton will present the Virtual Records Management Tour at 2 p.m. on May 19th at the new Northern Colorado Water Conservancy District building in Berthoud. This is the presentation she has prepared as the ARMA Region Coordinator for a program in Bismarck, North Dakota, coming up soon. There may be a charge for the program and snacks will be served.

June Program: The board discussed having a dinner instead of luncheon, possibly at the Moot House on June 11. Vicki discussed doing a recap of the seminar, oral history of the chapter and bringing the display that Nancy prepared for the seminar. The Chapter of the Year award will be presented there and nominations will be taken in the same timeframe as board member nominations. Kim Pals agreed to make the reservations for a private room for the dinner.

Continue on Page 7.....

Advertise in the Front Ranger!

THE FRONT RANGER is published monthly except for July and August by the Northern Colorado Chapter of ARMA International.

The publication is intended to inform the Northern Colorado chapter members and other Information Management and Records Management Professionals of chapter activities, seminars, and profession related news and information. The opinions expressed in THE FRONT RANGER are those of the Editor or individual article authors and do not necessarily reflect the official policy of ARMA International or of the Northern Colorado Chapter.

ADVERTISING RATES:

Annual rates (10 issues= 1 year)

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Business Card \$70.00/yr

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ARMA Announcements

- The International Educational Foundation has published its first newsletter. It is scheduled to be published quarterly. The newsletter and foundation information can be found at: www.armaedfoundation.org.
- InfoPro On-line is a publication from ARMA that provides current information on a variety of records management topics and ARMA programs. Take a look at: <http://www.arma.org/publications/infopro/online.cfm#admin>
- Have you taken a look at the Washington Policy Brief that's on-line? It gives you the latest information on issues in Congress related to information management. Check it out at: <http://www.arma.org/legislative/uslegreg.cfm>
- ARMA International is running a membership campaign, called the Power of One. They're more than half way to their goal of 400 new members by June 30, 2004. When ARMA grows, you benefit through the products and services ARMA is able to provide to members. Check out the info at: <http://www.arma.org/powerofone/>

April Minutes Continued from Page 6

The next Board meeting will be at 3:30 p.m. on May 12th at the Police and Courts Building in Loveland. The meeting was adjourned at 5:10 p.m.

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RSVP to Kim Pals by June 9th:

970-962-2242

Date: 06/11/04

ARMA

Annual Luncheon

Please help us celebrate another successful year of programs and the 20th anniversary of the Northern Colorado Chapter of ARMA.

Great food and memories will be shared.

Thank you all for contributing to another great year!

Johnny Carino's Italian Restaurant
1455 Rocky Mountain Avenue
Loveland - Located by the Outlet Mall

Time: 11:30

Cost: Chapter members - No charge

Non-chapter members - Please pay the cost of your meal

