



January 2011
Volume 42, Issue No. 5

2008-9 and 2009-10 ARMA International
Newsletter of the Year Award Recipient



For the Record
Newsletter of the Oregon Chapter

ARMA INTERNATIONAL—The Information Management Professionals

INTERNATIONAL RECORDS MANAGEMENT

MICHAEL HOYLE

Date: Tuesday – January 11, 2011
Time: 12:00 p.m.

Location:

Ernesto's Restaurant
8544 SW Apple Way
Portland, OR
(One block east of Jesuit High School)
(See Map on Page 3)

COST: \$20—Members; \$25—Non-Members

*Check Menu Selections on website;
Then notify Cheryl with your meal choice*

Program Description: The UK based International Records Management Trust (IRMT) was established in 1989 to develop new strategies to manage records and information. Trust staff and consultants have undertaken extensive records work in over 30 developing and other countries emphasizing the need to manage records for improving operational efficiency, enhancing access, and ensuring an institutional record is created and maintained over time. As part of its activities, the Trust strongly promotes the role of records in protecting civil and human rights, reducing poverty, controlling corruption, strengthening democracy, enhancing economic and social reform and demonstrating accountability and transparency. Work includes international development consul-

Continued on next page

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tancies including the establishment of frameworks, policies, procedures and systems; training and education including the preparation of freely available modules and materials; and development research to define practical solutions particularly during the transition from manual to electronic environments. Seattle based IRMT Associate Michael Hoyle will discuss the work of the Trust including some of the consultancy, training and research activities he has undertaken in Africa, South Asia and the Middle East.

Speaker bio: Michael is a consultant, and a research associate of the UK based International Records Management Trust. He has over twenty years experience working in records and archives management including electronic recordkeeping and training. Prior to moving to Seattle, WA in 2005, Michael was the Group Manager, Government Recordkeeping at Archives New Zealand with national responsibilities for strategic policy, legislation, standards, and disposition. Professionally he has been closely involved in research, training and capacity building projects in various countries in Africa, South Asia, the Middle East and the Pacific Islands. He has served as Chair of the Association of Commonwealth Archivists and Records Managers (ACARM), President of the Pacific Branch of the International Council on Archives (PARBICA) and is a member of ARMA International and the Society of American Archivists. Michael has a Masters in Information Management and Systems from Monash University, Melbourne, Australia.



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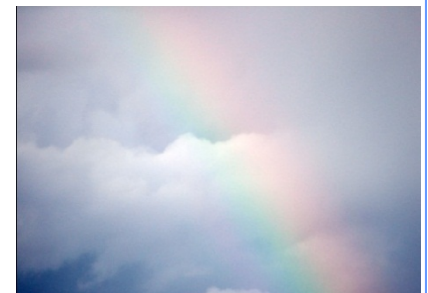
CHERYL DORMAN, PRESIDENT



Goals, Resolutions, Aspirations – Oh My!

I'm sure that all of us have set goals or made resolutions for the new year. Many will work on the goal to be fit. Some will make promises to be more organized. Others will aspire to attain their dream job. Believe it or not, the Oregon chapter of ARMA can help with all three, and this is how we're going to do it.

January— You can work on your promise to be more organized by attending our first chapter meeting of the year at Ernesto's Restaurant. We will be hearing from Michael Hoyle, a consultant with Global Development who will be speaking to us about the UK based International Records Management Trust (IRMT). *(See program description and speaker bio on page 1 and 2)*



February—The Great Northwest Region has tasked a small group to set up the first ever video conference/webinar for the entire region. We had our first planning meeting in December, and we are all committed to making this a region event worth your while. You will be able to keep your fitness goal this month, as it will be "brown bag" style and no food will actually be served. More information about this will be coming soon.

March—To attain your dream job, you must have the knowledge that you will get by attending our all-day seminar being held in Albany. The theme for the day is "Going Digital." Bruce has lined up some great speakers and the best thing about the day is that it will cost you nothing to attend. The seminar is being brought to you by Oregon ARMA free of charge and lunch is sponsored by HP. Mark your calendars now for **THURSDAY, MARCH 10** (note that this is a change from our normal Tuesday meeting date).

April and May—We've got some great speakers lined up for the last two months of the year, so don't miss out on the opportunity to keep up with your goals, resolutions and aspirations for 2011.

Welcome to the New Year and everything it brings.

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MEMBERS ONLY

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Kimberlee Akimoto, Director of Membership

Hello Oregon ARMA members! Here is the membership update for January 2011:

Welcome Jennifer Mundy and Debbie Hansen, our newest members!

The following Oregon ARMA members are celebrating their milestone membership anniversaries in January:

Sharon Sly	10 years
Patricia Flom	5 years

Other membership anniversaries:

Ron Hockley	12 years
Tim Hunt	12 years
Josh Butler	9 years
Ellen Domaschofsky	8 years
Susan Warnke	8 years
Lora Garland	4 years
Mary Dibble	2 years
Kristina Lengvenis	1 year
Jay Jenkins	1 year
Robert Blumer	1 year

Best wishes to Karen Green who retired on December 27!

Congratulations and Happy New Year!

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WEBSITE UPDATE

TYRENE BADA, WEB DIRECTOR

I can see it now - October 2011 - Washington, DC - we are going to win the award for Website of the Year! Yes, it can happen, but I cannot do it alone. As I've mentioned in my previous article in the October Issue of *For the Record*, I have experience creating websites, and started in the mid-90's. I am proud to be the Webmaster for the Oregon Chapter of ARMA. However, I still need help with the website. You see, I can create the pages, make them look pretty, and add some functionality, but there needs to be more *content* to the pages. I can't just make this stuff up. If you haven't noticed, there are several pages around the site that just say "Coming Soon," which just means I don't have anything to put there yet.



This year, ARMA International has made available its selection criteria for the Chapter Website of the Year Award. This documents exactly what the panel of judges is looking for in a chapter website. A perfect score is 100 points, and here is the breakdown of the scorecard:

- Education - 40 points
- Functionality & Innovative Uses - 30 points
- Appearance - 15 points, and
- Timeliness - 15 points

(You can see the entire document at <http://www.arma.org/pdf/awards/ChapterWebsiteoftheYearAward.pdf>)

As the resident computer geek, I feel comfortable in handling Functionality & Innovative Uses, Appearance, and Timeliness. I will need the most help with the Education aspect.

So, what do I need from you? Like I said, I can handle the technical part. I need to know what you are looking for in the website. Are you looking for resources to help you do your job? I need to know what prospective or new members are looking for in the website. How would you explain what ARMA is to someone who is new to Records Management?

I already have a few ideas. I can feature the ARMA International free webinars on the website. I can create press kit, and press releases for our chapter events. I can find and post Records Management-related news stories. I can post a regular blog about the latest Chapter news. I can create a "mobile-friendly" version of the site. Heck, I've even thought about redoing the website using Joomla - a popular CMS (Content Management System).

Now that my graduate school classes have ended for the term, I'm excited to spend more time on the website again. I look forward to hearing your ideas!

For comments and feedback, please email Tyrene at tyrene.bada@pcc.edu.

DECEMBER CHAPTER MEETING RECAP

JANE MCGARVIN, NEWSLETTER DIRECTOR

The December Chapter holiday dinner meeting was held at the Governor Hotel on December 14, with approximately 24 members attending. Two vendors spoke about their companies services.



Josh Butler from Iron Mountain reviewed his firms' services, from destruction of records, conversion from microfilm/fiche to digital, to storage of files. They work with Munters to store records in a climate control facility as a result of water damage. They have seen an increase of more digital records as a result of the requirement that the health care industry maintain records in electronic format. The majority of clients of Iron Mountain are multi-national companies. He talked about their operation in Oregon and Seattle. In response to questions, Josh explained record destruction ranges from massive destruction of records to one or two boxes at a time, and includes on and off site shredding services.

Bret Hoffstetter, from Archive Systems, stated their 20-year old company recently opened a new facility in Fairview, and their services are similar to those of Iron Mountain. They recently acquired Omnirim, an electronic records management firm.

Marc Simpson, Great Northwest Region Manager, from Puget Sound Chapter in Washington, was a special guest. As Region Manager, Marc visits the chapters in the region to provide a first hand report from ARMAA International. He remarked how important it was to have vendors such as Iron Mountain and Archive Systems support ARMA. He announced that Oregon ARMA member Tim Hunt had been appointed Great Northwest Region Treasurer. He noted that the Great Northwest Region is smaller than most of the other Regions, but there is competition among the Regions. At the recent ARMA International conference in San Francisco, the Great Northwest Region was recognized a number of times:



(Continued on next page)

Advertising Rates

Effective September 1, 2008, the advertising rates for 9 issues are as follows:

Full Page.....\$315	Half Page \$255
Quarter Page.....\$215	Third Page\$230
One Month Ad, Any Size \$55	

All copy must be submitted in either .tif or .pdf format by the 10th of the month to Newsletter Director Jane McGarvin.

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Email: jmcgarvin@ci.oswego.or.us

Dave McDermott from the Boise Chapter was appointed as a Fellow, the Boise Chapter received Newsletter of the Year for the Medium sized chapter, and the Oregon Chapter received Newsletter of the Year for Large chapters. Alaska also received awards.

Marc noted that board member elections for ARMA International will be held next month and urged members to participate in the election. He reminded everyone that members can purchase ARMA merchandise on the ARMA International website.

The Oregon Chapter consists of the entire state, but it is very difficult for members on the east side of the Cascades to make it to meetings in the Portland area. In Alaska, many members are unable to make it to meetings that are held in the larger cities. In order to meet this need, the Region is proposing a virtual meeting in February. (*Watch for details in the next newsletter*)

President Cheryl Dorman reported that the Board is planning a day-long meeting in Albany on March 10 that will be from approximately 9 a.m. to 4 p.m. The January meeting is scheduled for January 11 at Ernesto's Italian Restaurant, with Michael Hoyle as our speaker. President Dorman noted extra copies of the GARP were available to members to take.

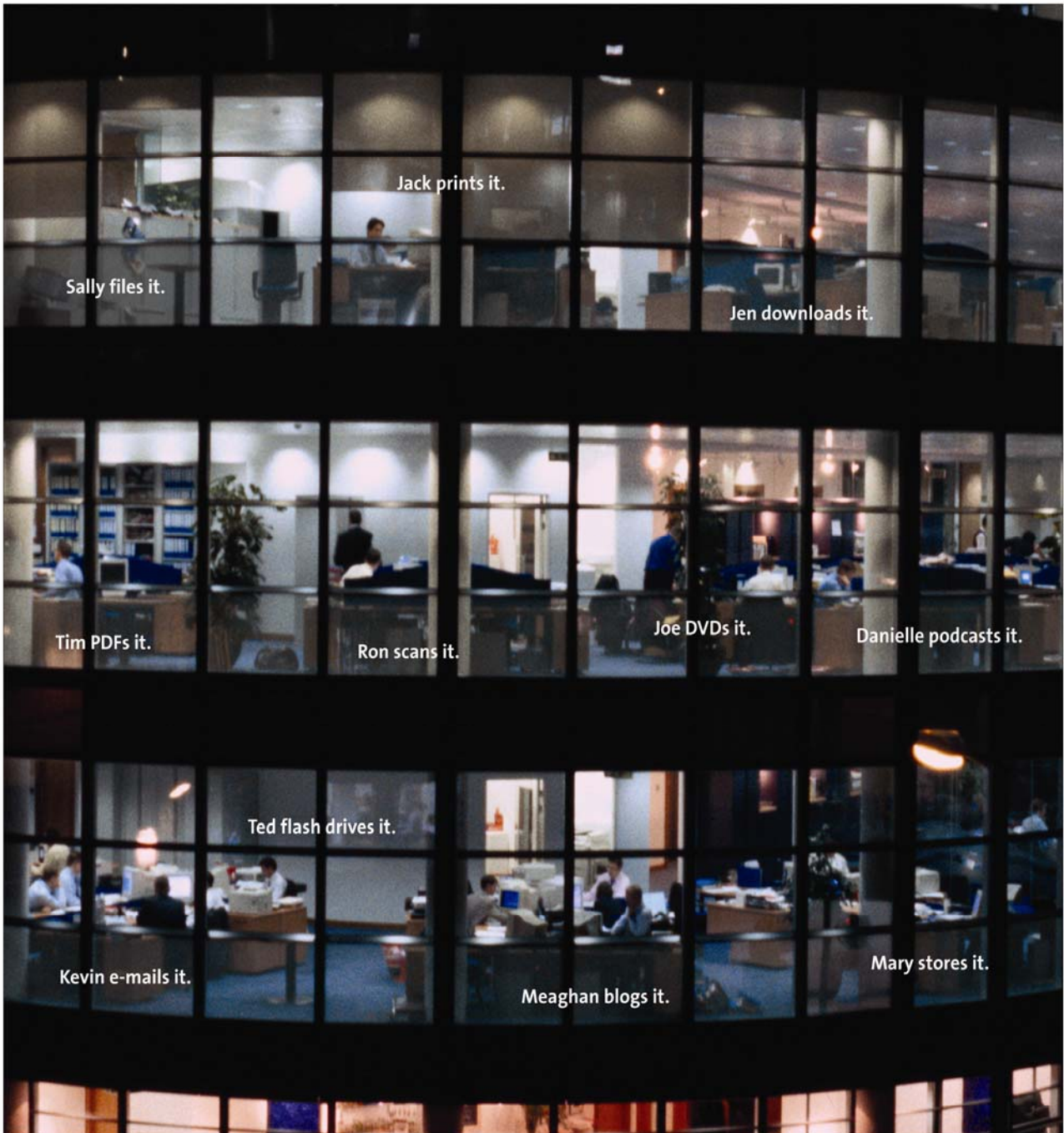
In the spirit of the holidays, a drawing was made for six gifts.

Following the Chapter meeting, the Board discussed details of the meetings for the rest of the year.

OREGON ARMA CHAPTER MEETING SCHEDULE

MONTH	Board Meeting	Chapter Meeting
January	January 10	January 11—Ernesto's
February	February 7	February 8
March	March 7	Thursday, March 10 at Albany City Hall The Chapter will be inviting AIIM and Oregon Association of Municipal Records to attend this session
April	April 11	April 12
May	May 9	May 10 Annual Recognition of Members, and Swearing in of new officers

Dates are tentative and subject to change



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Message from the Great Northwest Region

I trust everyone had a joyous holiday season and your celebrations were merry and full of family and friends and memories. In my family, we celebrate Christmas and each year brings another tradition that builds memories. A couple of years ago, we started making sprinkle cookies in honor of Grandma W (my mother-in-law), sugar cookies with sprinkles were one of the things she really wanted when we visited her during her last Christmas with us. Each year, we now make sprinkle cookies for Grandma W and they go on the plate for the cookies for Santa. This year, I started a new tradition, in honor of those who are no longer with us, we placed ornaments they gave me (or the kids) in a prominent place on the tree. In 2010, I lost two very dear people to me, my Grandmother who was 95 and a friend I have known for over 37 years (we started pre-kindergarten together many, many years ago!). While unwrapping the ornaments, I came across one my Grandmother gave me when I was a baby and one my friend gave me in 1977. We also found ornaments that my mother-in-law gave the kids that last Christmas we were with her. All were placed on the tree and we were able to share the holidays with them, although they are no longer with us physically. These are memories I hope my children will share with their families long into the future.

Memories are key to our well-being. Good memories boost your spirit, give you that little extra something to make it through hard times or just the end of the day. Even bad memories can be good, they remind to not do something that could cause harm. And even sad memories can turn into something good. My mom and I had some great laughs while unwrapping those ornaments about some of the crazier things my friend and I had done when we were young (like trying to dry our shoes on the grill over a campfire and melting the nylon laces together!). Some of my best memories involve family and that includes my ARMA family. Family isn't just those we are related to, it's those that touch our lives and leave a meaningful impression on them. Family can include neighbors, friends, your children's friends (we have one of Rebecca's friends over so often she seems like a cousin!), even co-workers or ARMA associates can become part of your extended family. There are many individuals in my chapter who have been there through thick and thin, weddings, births, etc. and shared in those events in my life and I have shared in their lives as well. These are memories that I will cherish and I appreciate all those that have taken a part in them. So to everyone I want to say thank you for the memories, for helping my well-being and wishing you a memory filled 2011. And I hope you all will take the time in 2011 to thank those that have become part of your family and wish them a happy and healthy 2011.

Ok, now for GNW Region business! In 2011, the Region will be holding a joint meeting! What does this mean? It means that every chapter in the Region will be able to attend a meeting at the same time in their home city! There is a planning committee meeting now to discuss the details for the topic and exactly how the meeting will be distributed to chapter members. We are really looking forward to this opportunity and hope it will serve as a jumping point for many more to come. Please keep an eye out for announcements and plan to attend your chapter meeting for this event.

Jennifer Winkler
GNW Region Coordinator

(continued on next page)

ASK THE CRM

BOB DALTON, CRM

Question - I was recently asked by a client who is an information technology manager how I keep up with all the changes in technology that affect document management.

This is an excellent question and I could only respond, "I cannot" because the pace of change in technology has made it quite impossible for anyone to be proficient in all phases of document management. With all the changes in technology it is an exciting time to be in the information management field, but it is also can be a nightmare trying to manage business records.

Over time, we as records management professionals have heard a phrase like "we must challenge ourselves to gain new skills and expand our horizons through education" to keep up with technology. I frankly doubt that this is a possibility with all the changes that have occurred in the past couple of years. Five years ago I do not believe the terms "SaaS – Software as a Service", "Microsoft Sharepoint™", "Cloud", Web 2.0, "Big Buckets", "Blogging", "Wiki's", "Twitter", "Cloud Computing" were in our vocabulary. Each of these terms are relatively new and each, unfortunately, create document management challenges for the records manager as these technologies may be hard to control from a records management standpoint. They may provide new opportunities for the organization in their uses for collaboration, but may cause unknown risks for the organization in implementing the technology.

One thing that I remember being told years ago was "You don't have to know everything on a subject, but you should know where you can find the answer". How do you find the answers to questions when you are not knowledgeable about the subject? I personally use many resources to find answers to questions pertaining to my profession. Some that I use almost daily are:

- **Records Management Professionals:** Other professionals who are knowledgeable on the subject or may have implemented programs using the technology. I have found that most of those contacted are more than willing to answer questions and/or direct me to someone who may be willing to share their knowledge.
- **Internet:**
 - o I use the internet search capabilities of Google, Yahoo and Microsoft to find information on the specific topics. Always double check on the reliability of the web site and the answers you receive.
 - o I create Folders in Outlook for RM topics of interest and retain the email messages for future reference. I do review the folders every 6 months and use the delete button to remove items that are no longer useful. I create Folders in MS Outlook Favorites on websites that would be of interest to the RM professional.
 - o I joined the RM Listserv and use the Listserv archives to search for topics I am interested in and monitor the daily emails looking for topics of interest to me.

- **Vendors:**
 - o I attend vendor shows and vendor- sponsored seminars and file the information I gather at these events and retain for future reference.
 - o I keep a listing of vendors who I know are knowledgeable and/or I consider as experts in their field who are willing to share information.

- **ARMA Conferences, Seminar and Chapter Meetings:**
 - o I attend monthly chapter meetings as a way to meet other people working in our profession to see what they are doing to manage their records and/or attend programs on a topic of interest to me or my clients.

 - o I try to attend as many conferences and seminars that offer educational programs and/or information on specific areas of interest. An example is the ARMA International Conference in Las Vegas that provided educational sessions on Web 2.0, Email, and “Big Bucket” retention schedules.

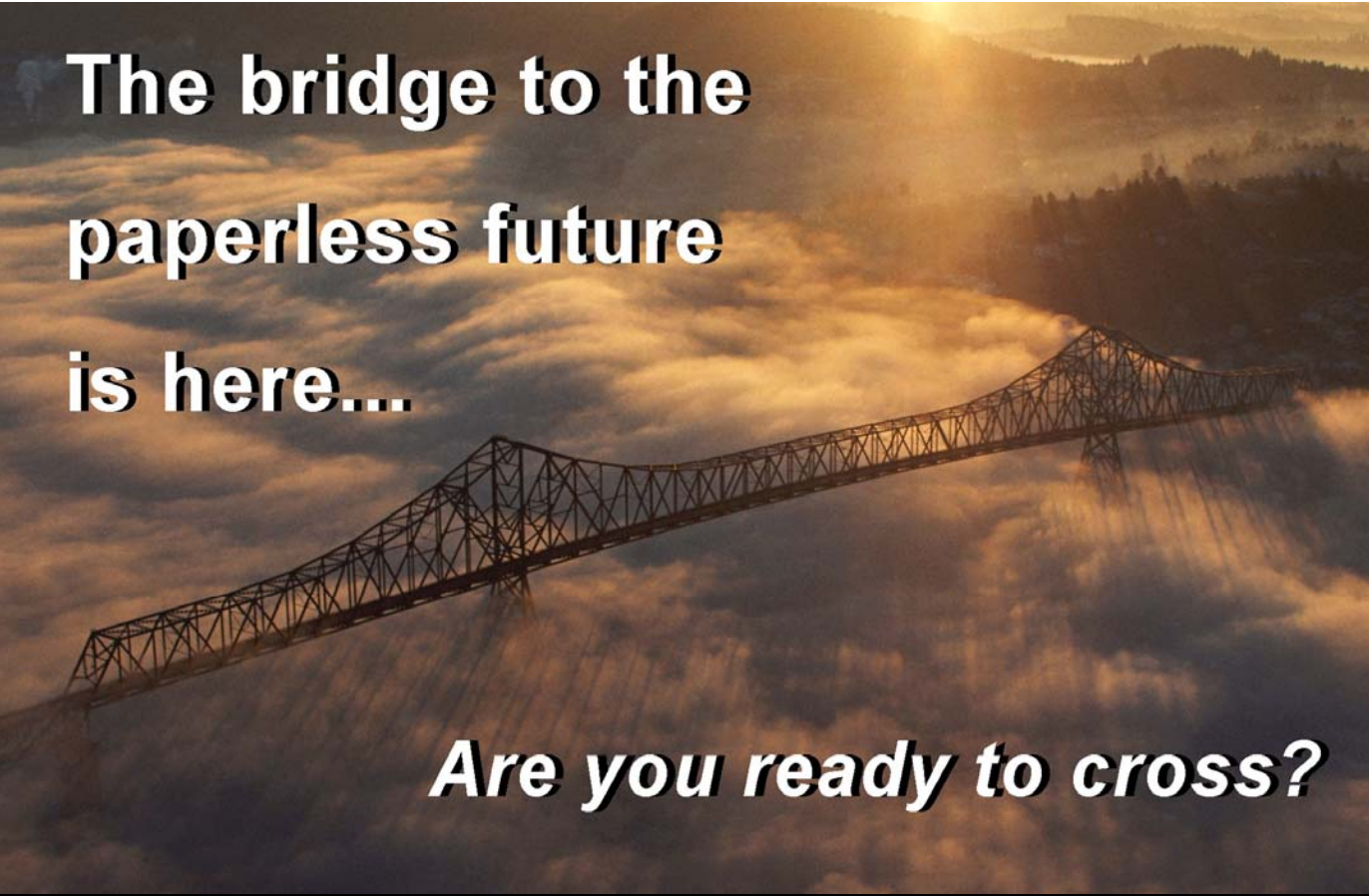
I am a firm believer that we, as records management professionals must try to become proactive rather than re-active to the changes in technology that effect our profession. I thoroughly believe we have an important role in raising awareness of the long term risks involved in utilizing new technology. Try not to be a nay-sayer, but try to be the one that opens communications with the organization’s information technology department on the use of new technology as it effects the management of the business records within the organization. Perhaps you can build a list of the pros and cons on any new technology being considered.

As professionals we should become aware of new developments in information technology field so we can be better equipped to provide input into the corporate planning phase on how the technology can be incorporated into organization safely.

While it may be impossible to know everything on how to use technology, we can use available resources at our fingertips to become aware of and find answers on the risks of implementing new technology into our organizations.

Bob Dalton, CRM of Dalton Consulting

Note: My thanks to Barbara Werelius, Records Manager and Guru at Tacoma Public Utilities for her assistance in the development of this article and also the Puget Sound Chapter of ARMA.

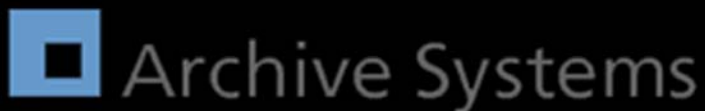


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OREGON CHAPTER OF ARMA INTERNATIONAL

Meeting/Seminar Registration Form

International Records Management—Michael Hoyle

**Tuesday, January 11, 2011
12:00 p.m.**

**LOCATION: Ernesto's
8544 SW Apple Way, Portland**

Click on <http://www.oregonarma.org/meeting.php?ID=133>

Cost: \$20 for Members; \$25 for Non-Members

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Phone: _____

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Name(s) of Guests(s) _____

REGISTRATION DEADLINE:

Reservations required by January 7, 2011

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