

**DECEMBER
2004**

PRESIDENT’S CHATTER

By Priscilla Jaroná

President’s Chatter 1
From ARMA Headquarters 3
Mark Your Calendar 4
Ask the CRM..... 4
Reflections on Long Beach..... 4
Bakers and Crafters 5
More Reflections on Long Beach 5
Thanks to Our Sponsors 6
Advertise With Us..... 7
Calling All Board Members 7
Bylaws Review..... 7
Recipes 8
Developing an E-Mail Policy..... 9
Long Beach Conference Pictures..... 10

First of all a reminder that Tuesday, December 7, will be our annual BFMA/ARMA holiday meeting. Notices have been sent out and reservations need to be in by today, December 3. The presenter at this meeting, Professor Elaine Estervig Beaubien, should be very interesting. At this meeting, we also hold a raffle and draw names for prizes. The money is donated to a local charity, as well as any hats or mittens that are donated. I’m always amazed at not only the number of prizes, but also how talented our members are! I look forward to seeing many of you at this meeting.

With the holidays closely approaching and many employees in our organizations taking vacation, December proves to be a month when we can catch up on work that has been dropping to the bottom of the priority list. This is an excellent time to begin your planning for activities to complete next year, as well as to get our own files organized and cleaned up. The earlier we can begin planning our goals for next year, the sooner we can get them done and feel that sense of accomplishment. I don’t know about all of you, but the longer I wait to do this, the less I feel very organized and the higher the stress level becomes. This is also a good time of year to reflect back on everything you accomplished. I encourage each of you to make a list of your accomplishments in 2004 and share the joy that you have been successful and made a difference in the records management profession.

I wish everyone a safe and happy holiday season!

ARMAdison

ARMAdison is published monthly from September through June. We welcome all letters, comments, and contributions from members. Send to:

Rosemary Stark, Editor
 910 W. Wingra Drive
 Madison, WI 53715
 (608) 251-4843
rosemary.stark@strand.com



**ARMA MADISON BOARD
OF DIRECTORS****PRESIDENT**

Priscilla Jarona
Alliant Energy
P.O. Box 77007
Madison, WI 53707-1001
(608) 458-3320
priscillajarona@alliant-energy.com

VICE PRESIDENT-PROGRAMS

Ruth Breunig
Alliant Energy
P.O. Box 77007
Madison, WI 53707-1001
(608) 458-3320
ruthbreunig@alliantenergy.com

VICE PRESIDENT-MEMBERSHIP

Lori Ashley, Senior Consultant
Cohasset Associates, Inc.
S47 W37962 Cedar Circle
Dousman, WI 53118-9592
(262)-965-4995
loriashley@ww.rr.com

VICE PRESIDENT-SEMINAR

Ana Aquino-Perez
WI Dept. of Transportation
4802 Sheboygan Ave., Rm. 751
Madison, WI 53707
(608) 266-5290
ana.aquino-perez@dot.state.wi.us

SECRETARY

Janet Nelson
Dairyland Power Co-op
PO Box 817
La Crosse, WI 54602-0817
(608) 787-1218
jln@dairyland.com

TREASURER

Tim Hughes, CRM
Madison Gas & Electric
P.O. Box 1231
Madison, WI 53701-1231
(608) 252-4799
thughes@mge.com

PAST PRESIDENT

Diane Vultaggio
St. of WI-Employee Trust Funds
P.O. Box 7931
Madison, WI 53707
(608) 266-5578
diane.vultaggio@etf.state.wi.us

REGION MANAGER

Pam Duane, CRM
Madison Gas & Electric Co.
P.O. Box 1231
Madison, WI 53701-1231
(608)252-7192
pduane@mge.com



November Attendees: Mary Boneck, Steve Bose, Pam Braaksma, Ruth Breunig, Patricia Brinkman, Catherine Burrow, Diana Cleven, Mike DeGroot, Pam Duane, Shirley Fox, Tim Hughes, Priscilla Jarona,, Jackie Kuehn, Gail Larson, Tami Licari, Janet Nelson, Jim Page, Pat Peirce, Lynn Semrad, Kim Standish, Rosemary Stark, Yvonne Subak, Diane Vultaggio, Paul Wellner, and Karen Biskup (speaker).

ARMA MADISON WEB SITE

<http://archives.library.wisc.edu/armad/armad.htm>

Check the ARMA Madison Web site frequently as new information is posted as it becomes available.

The information contained in this newsletter does not necessarily reflect the views of the membership or the editor, nor is there any endorsement of ads, seminars, articles, or commentaries intended. Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not deductible as charitable contributions for U.S. Federal Income Tax purposes.

© ARMA Madison December 2004. Reproduction is permitted with credit reference.

FROM ARMA HEADQUARTERS**[ARMA Submits Comments on SEC Consumer Report Disposal Rule](#)****ARMA International's Washington Policy Brief**

This monthly online advisory contains brief summaries of recent legislative and regulatory issues that may affect the records and information management profession. Further information about the issue is accessed by clicking on the link provided at the end of each summary.

For continually updated information and intelligence about the legislative and regulatory news that affects you and your organization, go to <http://www.arma.org/legislative/uslegreg.cfm>

[New INS Legislation Allows Employers to Keep E-Records](#)

On October 30, new legislation was signed which allows employers to complete and store electronically the Employment Eligibility Verification form, also known as the Form I-9. The measure, H.R. 4306, passed the House via voice vote on October 6 and passed the Senate via unanimous consent on October 11 with bipartisan backing.

[NARA Requests Comment on Draft E-Records Report](#)

National Archives and Records Administration's (NARA) Interagency Committee on Government Information (ICGI) released its draft "Recommendations for the Effective Management of Government Information on the Internet and other Electronic Records" and is requesting public comment.

ARMA International submitted comments in response to a Securities and Exchange Commission (SEC) proposed rule pertaining to the disposal of sensitive consumer data.

GET READY TO VOTE! ARMA ELECTION RESOURCES AVAILABLE ONLINE

As a member of ARMA International, one of the most important things you can do is help decide who will lead your association. In January, you will have the opportunity to elect a new president-elect and three association directors. To help you get to know the candidates and their qualifications, ARMA has made resources available in the "Your Membership" area of www.arma.org

EDUCATIONAL FOUNDATION RESEARCH NOW AVAILABLE ONLINE

Legal holds and spoliation and access rights to business data were the subjects of two research projects funded this year by the ARMA International Educational Foundation. These research projects are now available for download from the online ARMA Bookstore.

CASE STUDY PROVIDES KEYS TO IMPLEMENTING ELECTRONIC INFORMATION MANAGEMENT PROGRAM

Co-authors Debra Hernandez and Steve Sawtschenko describe how the Palo Verde Nuclear Generating Station (PVNGS) developed and implemented a world-class electronic information management program in a case study that won an honorable mention in ARMA International's writing contest earlier this year.

MARK YOUR CALENDAR

December 7, 2004: Joint Meeting and Annual Charity Event with BFMA Madison Chapter as Host, Inn on the Park, 7:30 a.m.

December 7, 2004: AIIM, E-Mail Management Issues - Legal, Practical, Economic, Italian Community Center, Milwaukee, Wisconsin, 11:30 a.m. to 1:30 p.m. For registration information, <http://www.aiim.org/chapters/wisconsin.asp?ID=26801>

GREAT QUOTES

God is the silent partner in all great enterprises.

Abraham Lincoln

ASK THE CRM

The ARMA Madison chapter has several members who have attained their CRM (certified records manager) certification. Do you have question(s) you would like to ask about records management, retention schedules, or other related topics? If you send your questions to the editor, they will be passed to a CRM and then published in a future issue of ARMAdison. See the front page for the address.

REFLECTIONS ON LONG BEACH

By Diane Vultaggio

The ARMA conference in Long Beach, California, was very impressive this year. The sessions I attended were focused primarily on e-mail management and retention. But, I also attended other sessions on electronic records and professional development. There was definitely a wide variety of programs applicable to the Records beginner as well as the seasoned Records professional. I also find the conference an excellent networking tool as you can connect with other professionals in the same industry you are in or others that may interest you. I found they have always been more than willing to discuss issues, provide advice, or share projects they are involved in.

If you get the chance, I would highly recommend attending this annual conference. In 2005, it will be held in Chicago, so it will hopefully be available to more records management professionals from this area since it will be so close. I have learned more from this than any other training opportunity I have had. It was also a pleasure to be at the Awards Banquet and have our chapter Web site receive honorable mention. Kudos to Sarah Schild and Lisa Johnson (as part of Nan Kunde's staff), who have served as our webmasters the last few years!

Long Beach is a beautiful area. It is definitely a shipping area, as you could see more boats than ocean. You had to take a little bit of a hike to find the actual beach! One of our evening events was held on the Queen Mary. What a beautiful old historic ship! It was great to be able to tour the ship and find out about its history. After the conference was over, several of us took the train to Old Pasadena. What a neat way to see Long Beach, Los Angeles, and the other areas we passed through on the way.

(Cont. on Page 5)



BAKERS AND CRAFTERS

This is a reminder that our annual joint charity event with BFMA is nearly here. Dig out those candy, cookie, and specialty bread recipes! Get out the sewing machine, hot glue gun, saw, or whatever it takes to create a holiday gift, decoration, or ornament! For those who haven't participated before, the money raised through the raffle is given to a local charity to provide for those less fortunate. This year the Salvation Army, YWCA, and the American Red Cross will be the recipients of our generosity.

Bring gloves and/or hats for adults or children and/or nonperishable food items for the food pantry. Monetary donations are also welcome. \$1 buys seven meals, which equals 1.25 pounds of food.

Reflections on Long Beach

(Cont. from Page 4)

We met a wonderful lady who gave us a tour and history lesson of the Union Station as we changed lines to head out to Pasadena. She told us to check out the shops, restaurants, and where the Rose Parade is held so we could cross the "red line" of the parade route. And to top it all off, the food was great and the weather was absolutely beautiful.

MORE REFLECTIONS ON LONG BEACH

By Janet Nelson

I was lucky enough to be able to attend the ARMA conference in Long Beach the beginning of October. I have attended many ARMA conferences over the past years. It is always a great place to meet old friends, make new ones, and do lots of networking.

The sessions I attended focused on management of electronic records. That seemed to be the hot topic for this conference. Even the ISG meeting for the Energy Sector focused on this aspect of Records Management. The main focus of the ISG meeting was a panel discussion. The members of the panel were from well-known software companies whose products are often thought of as leaders in the arena of e-mail and electronic records management. The "mini-product promotions" was followed by a Q&A session with some very good questions for the panel members. I think one of the most important points I brought away from this session was the fact that, more than once, the vendors agreed that they all do basically the same things in similar ways.

I also spent a lot of time on the vendor floor. Even though I wasn't looking for any specific software or product, it is always a great way to keep abreast of the new features or products being offered.

THANKS TO OUR SPONSORS

ARMA Madison thanks the following businesses for their support:

Datakeep, Inc.

2538 Daniels Street

Madison, WI 53718

Phone: 608-221-3212

Contact: Karl Wellensiek, President

e-mail: kwellensiek@datakeepinc.com

"Records Storage and Delivery - Documents and Computer Media"

Datakeep provides paper document and computer media storage and management services to a wide variety of both private and public businesses in Madison and Dane County – on a 24/7 basis. These services include:

Twice-daily scheduled deliveries

Daily and weekly tape rotations

Web-based client access

Tracking and search capabilities



AGFA Microfilm Products

**Distributed by
SOURCECORP**

John Glover

800.969.2556 ext: 367

E-Mail: fyiglover@earthlink.net

<http://www.srcpma.com/products.htm>

SOURCECORP imports from Belgium and represents **AGFA** microfilm products throughout the United States.

AGFA is known worldwide for its image quality and performance. **AGFA** microfilms can guarantee you peace of mind when you want to retrieve your valuable documents at any time. With its superb latitude in exposure as well as in processing, you won't take any chances.

**ADVERTISE WITH US IN THE ARMA
MADISON NEWSLETTER**

Want more exposure to your chapter members?
You can advertise in our chapter newsletter.
Annual advertising rates are \$100 for up to a half
column ad. This rate is for approximately 10 issues.
You may change your ad anytime throughout the
year.

Your continued support for the Madison chapter of
ARMA International and the profession of records
and information management is always appreciated.

Please send a camera-ready artwork copy of your ad
and a check payable to ARMA Madison to P.O.
Box 8863, Madison, WI 53708-8863. The
electronic file of the artwork can be sent directly to
the newsletter editor at rosemary.stark@strand.com.

If you have any questions, please contact Priscilla
Jarona, President (608-458-3320), or Tim Hughes,
Treasurer (608-252-4799).

CALLING ALL BOARD MEMBERS

Still looking for the picture of the Board members!
I would like to introduce the Board with a picture
and short biography.

BYLAWS REVIEW

The last change made to the bylaws was approved
in 1996. The Board members are in the process of
reviewing them: refining language, correcting
spelling errors, and addressing changes that have
taken place in committees and the operation of the
organization. After changes are suggested, ARMA
International has to approve them.

Because of the procedure involved, the approved
changes will probably not be in effect until the
2005-2006 Chapter year.



RECIPES

Easy Chocolate Truffles

Holiday Pizza Bars

- 1 cup brown sugar
- 1/2 cup butter or margarine
- 1 egg
- 1 teaspoon vanilla
- 1 1/4 cup flour
- 1/2 teaspoon soda
- 1/2 teaspoon salt
- 2 cups quick oats
- 30-35 caramels or one package
- 1 cup milk chocolate chips
- 1 cup M&Ms (red and green holiday package)
- 3 squares of white almond bark

Cream sugar and butter together. Add egg and vanilla. Mix in sifted flour, soda, and salt. Mix in oats. Pat into a greased 9x13-inch pan. Bake 10 to 15 minutes at 350°. Melt caramels in 2 1/2 tablespoons water. (May use microwave.) Spread over hot crust. Top with chips and M&Ms. Melt bark and drizzle over the top. Cut when cool to desired size.

Reeses's Peanut Butter Bark

- 8 bars (8 oz. package) HERSHEY'S Semi-Sweet Baking Chocolate, broken into pieces
- 1 2/3 cups (10 oz. package) REESE'S Peanut Butter Chips
- 1 tablespoon shortening
- 1/2 cup roasted peanuts or toasted almonds, coarsely chopped

Cover tray with wax paper. Place chocolate in medium microwave-safe bowl. Microwave at HIGH (100%) 1 to 1 1/2 minutes or until chocolate is melted when stirred. Immediately place peanut butter chips and shortening in second microwave-safe bowl. Microwave at HIGH 1 to 1 1/2 minutes or until mixture is melted and smooth when stirred; stir in peanuts. Alternately spoon above mixtures onto prepared tray. Swirl with knife for marbled effect. Cover; refrigerate until firm. Break into pieces.

- 1 package (8 ounces) PHILADELPHIA Cream Cheese, softened
- 3 cups powdered sugar
- 1 1/2 packages (12 ounces) BAKER'S Semi-Sweet Baking Chocolate Squares, melted
- 1 1/2 teaspoons vanilla
- Ground walnuts, unsweetened cocoa and/or BAKER'S ANGEL FLAKE coconut

Beat cream cheese in large bowl with wire whisk or electric mixer until smooth. Gradually add sugar, beating until well blended. Add melted chocolate and vanilla; mix well. Refrigerate about 1 hour. Shape into 1-inch balls. Roll in walnuts, cocoa, or coconut. Store in refrigerator. Makes about 5 dozen candies.

Easy Spirited Chocolate Truffles:

Prepare as directed except omit vanilla. Divide truffle mixture into thirds. Add 1 tablespoon liqueur (almond, coffee, or orange-flavored) to each third of mixture; mix well.



DEVELOPING AN E-MAIL POLICY

By Rosemary Stark

Karen B. Biskup, CRM, Mercury Marine, was the featured speaker at the November 9 meeting of the Madison chapter of ARMA International. Karen spent 29 years at Dow Corning until Dow decided it did not need records management. The whole department was abolished. In her position at Mercury Marine, she is working on an e-mail policy.

Karen's topic, Developing an E-Mail Policy, is being discussed frequently in government and businesses. Many people do not realize that an e-mail can be a record and that it needs to follow the same rules as paper. According to Karen, e-mail has the potential for being the largest unfunded liability.

The content of a document, not the media, should be the deciding factor in a records management program. If the document would be important to keep if it were in paper format, the electronic document needs to be converted to paper format or some other approved means of retention. She emphasized continuous employee training to ward off problems with e-mails.

Having an e-mail policy can protect employees and the company. Those involved with establishing the e-mail policy should be from the HR, Legal, and IT departments. The policy should define ownership, responsibilities, rights, and obligations of those who use e-mail. The policy needs to address a number of federal, state, and international laws. An annual review needs to take place to incorporate new laws.

E-mail messages and attachments are considered company property as they are maintained on company e-mail systems. Users should not have an expectation of privacy. The company can monitor e-mails in an effort to lessen its liability. It can set the limitations for e-mail use. E-mail is a tool intended to make daily communications easier. It is not intended for long-term storage.

The e-mail policy should be kept simple. Key issues could be highlighted in a printed handout the employee can keep handy. There should be follow-up training, and the policy should be part of the new employee orientation.

Karen described self-explanatory message types: "CYB" Message; Dropping of Important Names Message; Look Boss, I'm Working Message; and Getting the Last Word Message. Many times these messages are copied to a number of people. Would you phone them or copy them in a letter if you didn't have e-mail. This can be a guide for the type of message you are sending.

The last topic Karen covered was e-mail etiquette (or lack there of). Some things to think about when composing e-mails follow:

1. Know your audience.
2. Proofread.
3. Format for easy reading.
4. Identify yourself.
5. Avoid sending in anger.
6. Avoid all CAPS.
7. Have a coworker review for content.
8. Don't mark urgent if it isn't truly urgent.

Karen provided some resources to help with creating an e-mail policy:

1. *The New Battle Over Workplace Privacy*, William S. Hubbartt
2. *E-Policy, How to Develop E-Mail, Computer, and Internet Guidelines...*, Michael R. Overly
3. www.email-policy.com
4. www.emailreplies.com
5. University Web sites

**LONG BEACH CONFERENCE
PICTURES**



Our own Tim Hughes, CRM, addresses the Conference during the Awards ceremony.



Pat Peirce and Diane Vultaggio enjoy a glass of bubbly at the Great Lakes Region reception.



Great Lakes Region Manager, Pam Duane, CRM, (left) poses with the Chapter Member of the Year: Elaine Wintrow-Greater Dayton, Yvonne Harris-Greater Columbus, Sharon McDonald-Central Illinois, Barbara Dalton-Chicago, Lisa Wilson-Frankfort-Bluegrass, Karen McFarland Payne-Milwaukee, and Tim Hughes-Madison.



Dave McDermott (pretty in pink) participates in a skit at the Awards ceremony. The man to the right is an actor hired by ARMA for the event.