



Choo Choo Chatter



Volume 23, Issue 3

The Official Publication of the Greater Chattanooga Area Chapter

December 2009

www.chattanooga-arma.org

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January Meeting

Program: John Rhoades, SPHR
ERM, ECM, USD: Finding the Value in Information
Management - Web Meeting

Date: January 12, 2010

Location: BlueCross BlueShield of TN
One Cameron Hill Circle
Chattanooga, TN 37402
Room

Time: 11:30am – 1:00pm

Registration: Members & first time guests \$15.00
Returning guests \$16.00

Payment: Cash or checks are accepted, payable at the door.
Make payable to: ARMA-Greater Chattanooga Area
Chapter

To RSVP, please call or email no later than 2:00 p.m., January 8, 2010:

- Rikki Zengel, (423) 535-4060
rikki_zengel@bcbst.com
- Norma Parris, (423) 423-7111, x22659
Norma_Parris@mckee.com

**Reservations not canceled by 2:00 p.m., January 8, 2010, will require payment of the registration fee. Contributions or gifts to our organization are not deductible as charitable contributions for U.S. federal income tax purposes. Membership dues and other payments may be deductible as ordinary necessary business expenses.*

COMMITTEE CHAIRPERSONS

Awards – Scotty Swafford

Chapter Foundation Champion
– Susan Whitmire, CRM

Communications – Annie
Powell

Education – Leanne Bostwick

Hospitality – Shari Hixson

ICRM Liaison – Rikki Zengel,
CRM

Newsletter - Mary LaFollette

Publicity – Scottie Swafford

Webmaster - Kevin Tisdal

Yearbook/Historian – Phyllis
Beene

The Greater Chattanooga Chapter promotes and recognizes the importance of participation by awarding points to those who support ARMA activities at both the local and the international level. Points are earned by attending meetings, bringing guests, and by serving the Chapter as an officer or committee member. At the June meeting accumulated points are rewarded. The more you participate, the more points you can earn!

Support the Chapter Points

<i>Attend Workshops</i>	100
<i>Attend Luncheon Meetings</i>	200
<i>Attend Dinner Meeting</i>	300
<i>Bring a Guest</i>	100
<i>Attend Regional Conf.</i>	400
<i>Perfect Attendance (Sept-May)</i>	500

Support ARMA International

<i>Attend Annual Conference</i>	200
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Get Creative

<i>Submit article for newsletter (excludes routine notices, etc.)</i>	200
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Get Involved Locally

<i>Be a Board Member</i>	200
<i>Be a Committee Chair</i>	150
<i>Be a Committee Member</i>	100
<i>Attend a Board Meeting</i>	100

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PARTICIPATION STATION

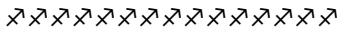
Members Points

MEMBER	POINTS	MEMBER	POINTS
Akers, Chris	0	Mullins, Ronald	0
Beene, Phyllis	0	Orth, Linda	0
Bostwick, Leanne	0	Parris, Norma	0
Bullard, Gary	0	Patterson, Gail	0
Hixson, Shari	0	Pettway, Robert	0
Jackson, Dennis	0	Phillips, Matthew	0
Johnson, Linda	0	Powell, Annie	0
Kile, Joan	0	Ramachandran, Ravinder	0
Kimbrough, Charles	0	Scott, Glenda	0
Kologek, Ian	0	Shugart, Jeff	0
LaFollette, Mary	0	Stoddard, Catherine	0
Long, Gregg	0	Swafford, Scottie	0
Marshall, Victoria	0	Tisdale, Kevin	0
McEvoy, Laura	0	Whitmire, Susan	0
Miller, Lorraine	0	Zengel, Rikki	0
LaFollette, Mary	0		

If your points are not reported correctly, please contact Scottie Swafford.

NEWSLETTER ADVERTISING RATES

Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00



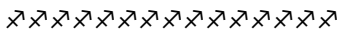
Choo Choo Chatter is the official publication of the Greater Chattanooga Chapter of ARMA International, PO Box 341, Chattanooga, TN 37401-0341 and is published monthly in Chattanooga, TN for its members and other Records and Information Professionals.

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 Chattanooga, TN 37401-0341

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Contributions or gifts to ARMA are **NOT** tax deductible as charitable contributions for U.S. Federal Income Tax purposes.



MEETING & LUNCHEON RATES

Luncheon (members & 1 st time visitors)	\$15.00
Luncheon (visitors)	\$16.00
Workshop	\$25.00
Site Visit	\$20.00

PRESIDENT'S MESSAGE

Ring in the New Year

As we enter a new year it is good to look back to see what we have accomplished in 2009. It was a really, really, great year for our Chapter. Our Chapter was honored at the 54th ARMA International Conference and Expo in Orlando, FL, for having an outstanding website and also Chapter of the year. Our goal is to win these awards again in 2010!

With the downturn in our economy, unemployment went from 8.6 percent in January to 10.3 percent in November for the State of Tennessee, so our Chapter decided to support a family for Christmas selected through The Salvation Army's Angel Tree Program. Once again, the Chapter went above and beyond to make this event a great success.

But let us not forget that we will continue to face challenges throughout this coming year both at home and at work. One way to stay connected at work when we are faced with challenges is by being active in the Chapter. We want to do more networking and encourage the exchange of ideas to help us meet the challenges we face along with the solutions to those challenges. Networking is a great way of exchanging ideas. While at first it may seem awkward, the benefits of being able to pick up the phone or send an email to another member anytime we need help a great experience. When faced with challenges, turn to the Chapter members for assistance. Take advantage of our monthly meetings. So for 2010, let's set personal goals such as attending more meetings than last year or maybe becoming active in a committee. As a Chapter we can face the challenges before us with success.

Have a great year in 2010.

*Victoria Marshall, President
 Greater Chattanooga Area Chapter*

**START PLANNING NOW TO
ATTEND A FUTURE
CONFERENCE:**

**ARMA
INTERNATIONAL
CONFERENCES**

November 7-10, 2010
San Francisco, CA

October 16-19, 2011
Washington, D. C.

September 23-26, 2012
Chicago, IL

TRAINING DEPOT

February 9, 2010

Steve Cox
The University Archives & Special Collections at UTC

March 9, 2010

Elisha Hodge
TN Open Records

April 13, 2010

Thomas Odure
Enhancing your RIM Program through Process Management

May 11, 2010

Iron Mountain Site Visit

June 4, 2010

Awards and Officer Installation

Interview Tips

- Get a good night's sleep
- Dress professionally; conservative makeup, clothes, jewelry
- Arrive about 15 minutes early, if you will be late call to let the interviewer know
- Turn off cell phone, pager or any device that could interrupt the interview
- Smile and shake hands when meeting the interviewer
- Maintain good eye contact
- Smile and shake hands when leaving the interview
- Write thank you notes

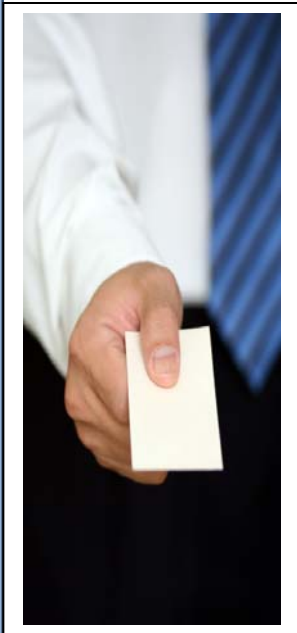
Source: Georgia Dept of Labor

ARMA International

Greater Chattanooga Area Chapter

P O Box 341

Chattanooga TN 37401-0341



Want to invest in the future of your profession?

Make a contribution.

As an ARMA member.

As a Vendor to the profession.

As an ARMA chapter.

See Susan Whitmire, CRM, FAI, Foundation Chapter Champion, for more details or log on to:

www.armaedfoundation.org

Do you know someone who would benefit from receiving this newsletter?

Send their name, address and e-mail to susan.whitmire@bcbst.com

CRM Express

Institute of Certified Records Managers



The Greater Chattanooga Chapter recognizes and supports its candidates in their efforts to achieve the Certified Records Manager (CRM) designation.

Other Chapter members who continue their studies toward CRM certification include:

Phyllis Beene
Linda Johnson
Charles Kimbrough
Victoria Marshall
Scottie Swafford

ICRM 2010 Winter Exam Schedule

Parts 1- 5:

February 1-5, 2010

Part 6:

February 4, 2010

Exam Registration:

November 18, 2009 – January 28, 2010

EDUCATION CORNER

As Records and Information Management professionals, we all want to add to our knowledge of RIM best practices and learn ways to promote our programs. We also want to grow professionally, building on our personal strengths while improving in areas that we aren't so strong. ARMA International has made available a very helpful publication to aid us in this quest, the "Records and Information Core Competencies". The competencies seek to provide RIM professionals with insight into the skills they need to successfully manage records and information.

The competencies focus on two main areas – access by levels and access by domain. The four competency levels range from beginning RIM professional to advanced, and the six domains include Business Functions, RIM Practices, Risk Management, Communication Marketing, Information Technology, and Leadership. For the remainder of this program year, the Education Corner will focus on ARMA International's "Records and Information Core Competencies", dedicating each month to one of the four competency levels or one of the six domains.

If you don't want to wait for each installment of the newsletter to get more information, the "Records and Information Core Competencies" can be downloaded for free by members of ARMA International. In addition, ARMA International provides a self-evaluation tool for RIM professionals to assess their strengths in RIM knowledge and to identify weaknesses. It is based on the core competencies and is also available for free to members. You can find both the self-assessment tool and the link to download a .pdf version of the competencies at <http://www.arma.org/competencies/index.ctm>.

Let's make this a year of continued learning, expanding knowledge, and personal growth!!!

Happy New Year's everyone!!!

Leanne Bostwick, Education Committee Chairperson

Meeting in Review

Presenter:	Chapter Event
Date:	December 8, 2009
Topic:	2009 Christmas Holiday-Charitable Program
Written by:	Ian Kologek & Leanne Bostwick, BCBST

The Greater Chattanooga Chapter gathered in December for the final meeting of 2009. There was food, of course, and plenty of fellowship among the members; however, this rainy winter afternoon was a real opportunity for us to look into our community. No discussion of how to track people down to force our will upon them, and no talk of disaster or legal discovery or compliance. No, this afternoon was one that left us all looking into ourselves, our own crises, and coming away with some real perspective of the needs of our fellow citizens.

In the weeks leading up to the December gathering, our members had been shopping for one local family here in Chattanooga. Beth Spruill, a local coordinator for the Salvation Army's Angel Tree Program was kind enough to join us for the meeting and share a bit about the family we had adopted and to pick up the gifts the Chapter had collected. Beth was genuinely thrilled to accept the gifts on the family's behalf and absolutely inspiring as she spoke to us about her passion for helping those in need right here in our own backyard. Thank you, Beth.

In the News . . .

Email

Email is used in almost every business – private and public - large and small. Email messages are communications used to conduct official agency business both internally and externally, between associates, customers, vendors, companies, etc. Email is a great tool to use in disseminating information to large groups of people at one time. But like all good things, care should be given when using email.

We should not forget that what we state in emails is discoverable during litigation, can be subject to open records laws for governmental agencies, and in some cases can be subject to audits. This applies to the contents, attachments, and transactional information. While we know that discovery applies to the contents of the email and any attachments, transactional information is also discoverable according to federal courts which have ruled that this information is a vital part of the message itself. What is included in the transactional information? It can include the name of the sender, all recipients, the date and time the message was created and sent, it can also contain information regarding the host application that generated the messages all the way down to the systems and computers that routed the email.

If the email is not created or received as part a business transaction they are classified as non-record and should be deleted. There are different types of non-records such as personal messages received from friends or other associates - you know - an invitation to lunch; what about spam or junk email, and sometimes we get unsolicited emails from vendors that we do business with advertising other services. All of these types of emails should be deleted immediately.

Business emails should be kept in an organized format which is mapped to the agency's approved retention schedule. Not all emails have the same value and so retention should be assigned according the reason it was created taking into account the administrative, fiscal, legal, and historical value. Remember, email retention should be assigned in the same way that we apply retention to physical and other e-documents. What about legal holds? If other documents of the same content are under a legal hold, the emails would also be under a legal hold.

Yes, email has made our lives a lot easier but we should not forget that the content of the email determines how long we keep them if they are an official agency record.

Mary LaFollette, Choo Choo Chatter Editor

Greater Chattanooga Area Chapter ARMA Board of Directors

November Board Meeting

November 24, 2009

7:30 am – 9:00 am – Wally's Restaurant

The Greater Chattanooga Area Chapter Board of Directors held its November Board meeting on November 24, 2009, at Wally's Restaurant.

- Membership is currently at 32 members.
- Awards dinner in June has been tentatively booked at the Asia Buffet on Lee Highway.
- Publicity – a press release regarding the Chapter awards will be featured in the Chattanooga Times-Free Press and on local television stations
- ICRM – CRM study group will begin meeting once a week tentatively at one of the public library
- 2009 Award Scores for Chapter Member of the Year, Website of the Year, and Newsletter of the Year were obtained and will be used determine what improvements need to be made.

Next Board Meeting will be a conference call on January 26, 2010 – 8:00 am at Wally's Restaurant.

Respectfully submitted,

Annie Powell
Secretary, Greater Chattanooga Area Chapter

Greater Chattanooga Area Chapter Treasury Report

October 30, 2009

Treasurer's Report:

○ Money Market	\$5,111.92
○ Savings	\$ 25.19
○ Checking	<u>\$2,124.56</u>
○ Net Assets	\$7,261.67

Respectfully submitted,

Susan Whitmire, CRM, FAI
Treasurer, Greater Chattanooga Area Chapter