



Volume XXIX, Issue 5  
June 2010

*News and Views of the Austin Chapter of ARMA International*



Jannette Goodall, Chapter President

## President's Message

By Jannette Goodall, CRM

I write this article with a slight heavy heart, knowing this is my last President's message. I have been honored to serve the Austin Chapter over the past 2 years. The Chapter has grown both in numbers and in visibility within our community.

The 2009-2010 year has been an exceptional year. Our membership has grown from 140 members as of July 1, 2009 to 151 as of May 2010. We won Chapter of the Year for 2009 in the large category. We have held wonderful educational sessions covering a wide range of topics, an extremely successful annual seminar, and four small workshops throughout the year. In addition, we held our sixth Annual Shred Day. With the help of our vendors, we shredded over 30,000 pounds of material, and collected \$2,500 for the Capital Area Food Bank. While the totals were down from last year, they are amazing considering the challenges we faced with the weather and the Mighty Texas Dog Walk.

Our wonderful vendors exceeded our dreams, with the following vendor sponsors:

- Platinum level: IBM, Safesite, and Southwest Solutions Group
- Silver level: TAB/Acratod
- Bronze level: DMG Services, Gimmel, Scarab Consulting and Stria
- Seminar: PacoTech provided conference bags

- Shred Day: Austin Shred, CenTex Shred, Certified Shred, Intel Armor and Iron Mountain

The generous support of our vendors allowed the Chapter to off-set costs related to the seminar and workshops, as well as provide lunch at the monthly meetings at no additional cost to the members.

I am extremely pleased in the increased level of volunteerism (though we still need more volunteers); we had 24 non-board members volunteer to help with Shred Day this year. In comparison, that number for Shred Day in 2006 was five non-board members. The Board for 2009-2010 contained three new members. Our new 2010-2011 board has seven new members.

I want to close by thanking each member for your support and dedication to the Chapter. Our Chapter is strong and continues to grow because of our members, not the President. While I have enjoyed my tenure, I am also looking forward just being a member. However, I am leaving the Chapter in great hands with our new President, Kevin Waldrup. I know each of you will provide Kevin the same support and encouragement that was demonstrated to me. Thank you all! ○

### New Members:

- Teresa Nusbaum
- Amanda Mavropoulis
- Marsha Moore
- Patricia Dumtra
- Stacey Kruse
- Mary Yanez
- Rich Cohen

### Inside this issue:

Child, Inc. Wrap-up	3
ICRM Corner	4
Calendar and Schedule of Events	5
Speaker Biographies	6
ARMA-Austin Spring Seminar Photos	7
NARA Conference Photo	8
Vendor Directory	9
2009-2010 Board of Directors	10

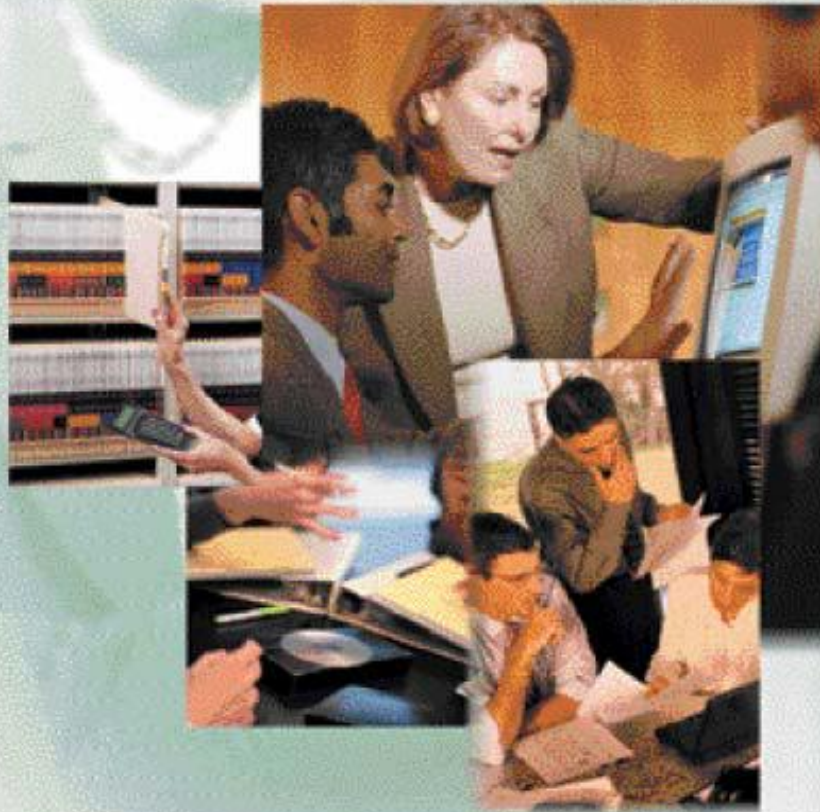
## Treasurer's Report

### ARMA Austin Balance Sheet

Beginning Balance (March 31):	11,812.93
Ending Balance (June 1):	13,947.75

# CAPITALIZE ON YOUR INFORMATION ASSETS

rely on a SINGLE SOURCE for all of your  
ON-SITE records management needs



consulting services



on-demand labeling



file tracking



Spacesaver shelving



Smeadlink imaging

Our professionals have the knowledge and expertise to help you achieve instant access to records, reduce costs, protect from litigation and improve your overall document management process. Let our team show you how.



**SOUTHWEST SOLUTIONS GROUP**  
*business organization systems*



877-787-1328 [www.hdfiles.com](http://www.hdfiles.com)

## Child, Inc. Wrap-up

Child Inc. Project

1 June–31 December 2009

The ARMA-Austin's volunteer project, started in December 2008, continued through December 2009. Project planning, records survey, and space reclamation was the focus for the first six months. During that time period, an inactive file storage solution using a commercial records center was implemented.

The last seven months of the project continued the work on the inactive files, organizing the largest volume records series, and a forms analysis was performed.

Following the federal inspection at the end of May, a three-person ARMA-Austin team continued work on the inactive files. While space reclamation had been achieved in the main headquarters buildings, two areas of inactive records storage still needed work.

The first of these was a warehouse building across from headquarters. Records storage boxes were piled among equipment used in the child care centers run by Child Inc. A total of 235 file transfer boxes (5,640 linear file inches) were inventoried, indexed, and moved to the off-site storage company, with 81 boxes (1,944 linear file inches) marked for secure destruction.

A second weekend was planned out at the ranch to work on the records boxes stored in the barn. A total of 737 boxes (17,688 file inches) were inventoried, indexed, and placed back on the shelves in the barn, with 266 boxes (6,384 linear file inches) marked for destruction. The shelved boxes are too contaminated to move to a commercial storage center.

Once the inactive records were inventoried, work turned to organizing the largest records series by volume, the Child File folders. These records are used across the organization, by several different departments. A new file plan for these records was put into place, based on an event trigger (date of birth). Seven years of records were reorganized into this new file plan. This enabled the organization to more quickly find records, allowing the movement of the folders as needed throughout the organization. It will

also make pulling files at the end of their retention period much easier, reducing risk to the organization.

In the course of reorganizing the Child File folders into the new file plan, it was discovered that different programs were filing documents into the classification folders in several different ways. The team worked with the Head Start Director and the Record Keeping Director to develop a folder classification standardized filing plan. At the same time, alphabetical filing rules were instituted across the organization for these folders.

Another problem encountered with working with the Child File folders were the number of misfiles. (We corrected a large number of misfiles while working on the index.) The file folder labels were difficult to read, containing many pieces of information unrelated to filing. Working with a local vendor, new classification folders were purchased. A color-coded label system, based on name and including the retention trigger (date of birth), was also installed at the same time. This should cut down significantly on misfiles, increase the ability to locate folders rapidly, and easily pull folders for moving to off-site storage.

Finally one team member worked on a forms analysis. Forms used in the Child File folders, accounting/finance, health services, mental health and disability, human resource and training, and parent involvement were gathered. These 338 forms were imaged, indexed, and analyzed. A final report on this project was delivered to the Head Start Director and the Record Keeping Director in mid-December. They were very excited after the analysis presentation. Work began almost immediately throughout the organization to standardize multiple versions of the same form, update forms containing out-of-date information, and using the information to better budget for their printing needs.

The organization had a videographer come out and film the work at the ranch and at the headquarters building. He also incorporated interviews with ARMA-Austin volunteers and Child Inc. employees. Digital photos taken by the ARMA-Austin team were also integrated into the film.

Some original project objectives were not

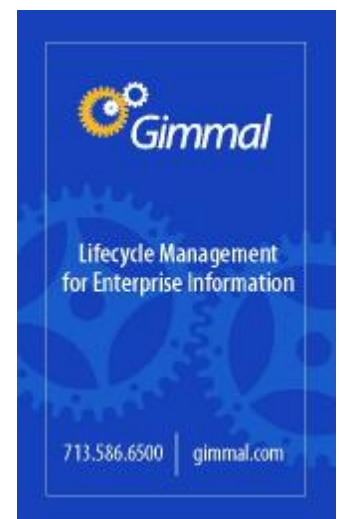
accomplished: a records management policy and procedures program, an organization-wide retention schedule, and a technology solution. Time constraints of the three-person team affected the first two items. Budget constraints severely impacted the technology solution. Several options were reviewed, but the lack of on-going funding affects any long-term solutions.

For these last seven months of the project, the three-person team contributed at least 645 hours. The organization is pleased with the contribution of the ARMA-Austin volunteers to support their mission to aid others in our community. We have given them more space at headquarters to serve their clients, helped them improve the security of their Child File folders, and more efficiently gather and move information through the organization. It was also a very fulfilling volunteer project for the ARMA members.

Following is a link to the video created about the project. See what the volunteer team accomplished!

<https://www.box.net/shared/v8osakcs3h>

○





## ICRM Corner

By Margaret Hermesmeier, MLIS, CRM, ERMs

Are you interested in pursuing a CRM Certification? We hope so! To gain a better understanding of the ICRM, please see the ICRM Mission Statement provided below. Please contact me if you would like to be included in the CRM Study Group. My contact information is provided at the end of this article.

### ICRM Mission Statement

- Develop and administer a certification program for professional records and information managers.
- Program includes examination development, administration and certification maintenance.
- Assist professional records managers in attaining recognition of their competencies.
- Identify current RIM body of knowledge necessary to ensure certification has value.
- Establish eligibility standards for those RIM professionals wishing to attain certification.
- Promote the value of certification to the private sector and government.
- Develop and maintain outreach programs to ensure the Institute remains viable and is meeting the ever-changing needs of the profession, the Institute, and its members.

### A New Look For the ICRM

The ICRM unveiled the new ICRM logo at the December ARMA Conference in Orlando.

The Summer 2010 through Winter 2011 CRM Exam Cycle is as follows:

Summer 2010 Exam Cycle	
Summer Exam Registration	May 19, 2010 - July 29, 2010
Parts 1-5,	August 2-6, 2010
Part 6,	August 5, 2010
Fall 2010 Exam Cycle	
Fall Exam Registration	August 20, 2010 - October 28, 2010
Parts 1-5,	November 1-5, 2010
Part 6,	November 4, 2010


Updates about the implementation of the new logo are found in the current ICRM newsletter on page 15. Here is a link to the newsletter: <http://www.icrm.org/newsletter/2010Winter.pdf>

**CRM Application & Study Group**  
The study group meets on the 3<sup>rd</sup> Thursday of the month from 6:00PM to 7:00PM at the Yarbrough Branch Library located at 2200 Hancock Dr., 78756. <http://www.austinlibrary.com/appllocations.cfm?acronym=ayb>


The Austin Chapter provides invaluable support for the examination process. I encourage everyone interested in the CRM designation to join the study group. If you are thinking about applying to become a CRM Candidate I would be more than happy to discuss the process with you and assist in developing a plan for your application process. You are not alone on the road to obtaining your CRM and the Austin Chapter is here to support your efforts. Please contact me if you would like to be included in the CRM Study

Groups and/or if you would like assistance with the application process. I may be contacted by email at [margaret.hermesmeier@oag.state.tx.us](mailto:margaret.hermesmeier@oag.state.tx.us), or by phone at (512) 463-2154. ☉

# June 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		<b>1</b> Board Meeting	<b>2</b>	<b>3</b> ARMA Web Seminar Begins	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b> Chapter Meeting	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b> RIM 101 Workshop	<b>17</b>	<b>18</b>	<b>19</b>
 <b>20</b>	<b>21</b>	<b>22</b>	<b>23</b> ARMA Web Seminar Begins	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>			

# July 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				<b>1</b>	<b>2</b>	<b>3</b>
 <b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>

*Schedule of Events*

- 6-1-2010—ARMA Austin Board of Directors’ Meeting. Members are welcome to attend.
- 6-8-2010—ARMA Monthly Chapter Meeting. This is our final meeting until September. We will install our new officers and conduct prize drawings. Vendor and Volunteer appreciation is also on the agenda. Free for members and non-members.

- 6-16-2010—RIM 101 Workshop: “Vital Records and Disaster Preparedness”. Speakers are Mary Hilliard and Margaret Hermesmyer.
  - See the ARMA website [www.arma.org](http://www.arma.org) for more webinar information.
- All events are held at Goodwill Industries (1015 Norwood Park Boulevard 78753), unless otherwise stated. ○

## Speaker Biographies

June:

Tad Howington will be installing the new Board Members for 2010-2011.

July:

No speaker this month due to Summer break. Meetings will resume in September.

○



***TAB isn't just folders and shelving.***

Contact your TAB Representative to learn more about our **Professional Services**:

- Consulting in Records & Information Management
- Outsourcing
- File Conversions/Inventory
- Records Design & Storage Solutions
- File Product Solutions
- File Room Design & Storage Planning



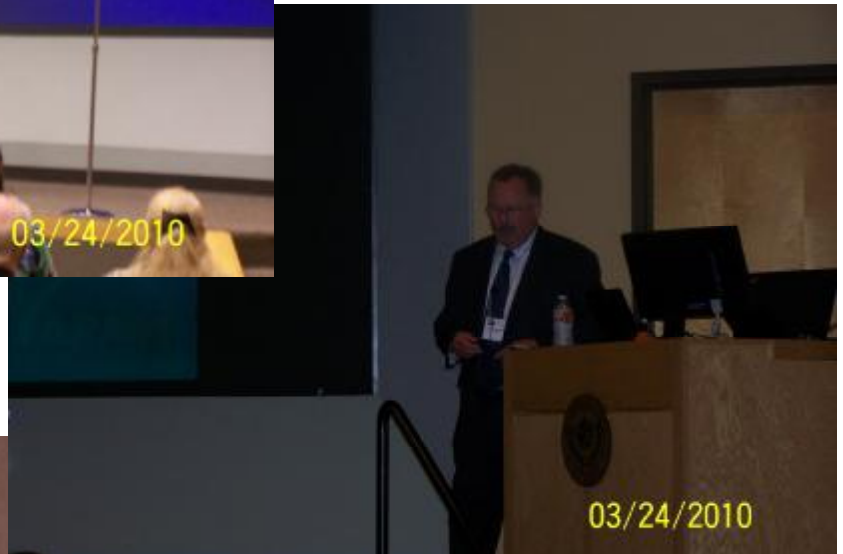
**TAB Products  
of Austin**

2605 Buell Avenue • Austin, TX 78757  
Phone: 512.451.0198 • Fax: 512.467.9012  
Toll Free: 800.827.5616 • [www.tab.com](http://www.tab.com)

# ARMA-Austin Spring Seminar Photo Gallery



Patrick Cunningham, CRM, FAI



Doug Allen, CRM, CDIA+



Eric Stene, Jessica Chavez, and Cindy VonGonten



Seminar attendees

## NARA Conference Photo Gallery



Vickie Stephens and Trina Wilins

*ARMA-Austin Vendor Directory*



SOUTHWEST SOLUTIONS GROUP

business production systems

---

Troy Menchhofer  
600 Round Rock West Drive, Suite 604  
Round Rock, TX 78681  
512-848-4383  
[Tmench@southwestsolutions.com](mailto:Tmench@southwestsolutions.com)



Neil Brien  
Business Development Director  
24 Greenway Plaza, Suite 1000  
Houston, TX 77046  
Phone: (512) 461-1673  
[Neil.brien@gimmel.com](mailto:Neil.brien@gimmel.com)  
<http://www.gimmel.com>



Robin Thompson  
504 Lavaca, Ste 910  
Austin, TX 78701  
512-448-3005  
[rthompson@\\*consultscarab.com](mailto:rthompson@*consultscarab.com)

---



Craig Folkman  
Phone: (512) 451-0198  
[cfolkman@tab.com](mailto:cfolkman@tab.com)  
[www.tab.com](http://www.tab.com)

---



Newsletter Publisher: ARMA Austin  
 PO Box 27435  
 Austin, TX 78731

Newsletter Editor: Debra Korty  
 PO Box 1088  
 Austin, TX 78767

*For the Record* is published five times a year by the Austin Chapter of ARMA International for its members and the records and information management community at large.

We welcome your comments, knowledge, and especially your contributions! If you'd like to submit an article, book review, or Chapter meeting re-cap, please contact Debra Korty at: [debra.korty@ci.austin.tx.us](mailto:debra.korty@ci.austin.tx.us)

ARMA International is a not-for-profit professional association and the authority on managing records and information—paper and electronic. There are over 10,000 members worldwide.

Learning and Networking Towards Excellence

[www.arma-austin.org](http://www.arma-austin.org)

## 2009-2010 Board of Directors:

Jannette Goodall, President	974-9045
<a href="mailto:Jannette.goodall@ci.austin.tx.us">Jannette.goodall@ci.austin.tx.us</a>	
Kevin Waldrup, Vice President	728-9670
<a href="mailto:Kevin_waldrup@dell.com">Kevin_waldrup@dell.com</a>	
Cindy VonGonten, Past President	848-8603
<a href="mailto:Cindy.vongonten@ironmountain.com">Cindy.vongonten@ironmountain.com</a>	
Karen Prinz, Secretary	834-9317 x305
<a href="mailto:kprinz@tcadcentral.org">kprinz@tcadcentral.org</a>	
Eric Stene, Programs	974-1388
<a href="mailto:Eric.stene@ci.austin.tx.us">Eric.stene@ci.austin.tx.us</a>	
Lori McCaleb, Programs	389-7467
<a href="mailto:Lori.McCaleb@Capmetro.org">Lori.McCaleb@Capmetro.org</a>	
Cindy VonGonten, Treasurer	848-8603
<a href="mailto:Cindy.vongonten@ironmountain.com">Cindy.vongonten@ironmountain.com</a>	
Karen Ullrich, Publicity	460-6819
<a href="mailto:Karen.ullrich@cs.oag.state.tx.us">Karen.ullrich@cs.oag.state.tx.us</a>	
Mary Hilliard, Membership	602-4702
<a href="mailto:Mary.hilliard@amd.com">Mary.hilliard@amd.com</a>	
Vicki King, Membership	424-1945
<a href="mailto:vicki.king@us.tel.com">vicki.king@us.tel.com</a>	
Jessica Chavez, Seminar	990-4363
<a href="mailto:jessicac@cityofpflugerville.com">jessicac@cityofpflugerville.com</a>	
Karen Thompson, Seminar	990-6110
<a href="mailto:karent@cityofpflugerville.com">karent@cityofpflugerville.com</a>	
Margaret Hermesmeyer, ICRM Liaison	463-2154
<a href="mailto:Margaret.hermesmeyer@oag.state.tx.us">Margaret.hermesmeyer@oag.state.tx.us</a>	
Debra Korty, Newsletter Editor	974-6427
<a href="mailto:debra.korty@ci.austin.tx.us">debra.korty@ci.austin.tx.us</a>	
Tammy Russo, Webmaster	723-1959
<a href="mailto:Tammy_russo@dell.com">Tammy_russo@dell.com</a>	
Robin Thompson, Vendor Liaison	713-547-4425
<a href="mailto:rthompson@consultscarab.com">rthompson@consultscarab.com</a>	
VACANT, Support Committee	



**ARMA-Austin**  
**2009–2010**  
**Board of**  
**Directors**