



TWIN CITIES CHAPTER ARMA INTERNATIONAL

Operating Procedures



UPDATED AND APPROVED BY THE BOARD ON JULY 23, 2018

Supersedes the 8/24/2011 Operating Procedures

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CHAPTER OPERATING PROCEDURES

Introduction

The Board of Directors (BOD) abides by all ARMA International policies applicable to Chapters. In addition, there are guiding social professional and vendor participant principles that the Chapter and its BOD strives to adhere to. They are:

Social Principles

Because of their responsibilities to society, records and information managers:

- Support the creation, maintenance, and use of authentic, reliable, usable information and support the development and use of information systems that place a high priority on accuracy and integrity, which requires that records be complete and unaltered (ISO 15489-1 Records Management).
- Support and promote the use of Generally Accepted Recordkeeping Principles establishing best practices, and advancing the maturity of records and information programs (GARP principles and the Maturity model).
- Affirm the legal, ethical, and moral use of information.
- Affirm that the collection, maintenance, distribution, and use of information about individuals are a privilege in trust: the right to privacy of all individuals must be both promoted and upheld.
- Support the free flow of publicly available information as a necessary condition for an informed and educated society.

Professional Principles

Because of their responsibilities to their employers or clients as well as to their profession, records and information managers:

- Strive to serve the employer or client (whether internal or external to the organization) at the highest level of their professional competence.
- Recognize illegal or unethical RIM-related actions and inform the employer or client of possible adverse consequences.
- Avoid conflict of interest or improper gain at the expense of employers, co-workers or clients
- Maintain the confidentiality of privileged information.
- Recognize the need for careful action to assure appropriate access to information without violation of the intellectual property rights of the owners of that information.
- Pursue an appropriate program of ongoing education for the professional practice, which may include certification.
- Accurately represent their education, competencies, certifications, and experience to superiors, clients, co-workers and colleagues in the profession.
- Enrich the profession by endorsing the sharing of knowledge, experience, and research; encourage public discussion of the profession's values, services, and competencies.
- Actively commit to recruiting individuals to the profession on the basis of competence and educational qualifications without discrimination.
- Embrace and practice an attitude of cooperation and mutual respect for the contributions of other RIM professionals and attempt to create an atmosphere in the best interests of clients or employers.

Vendor Participant Principles

Vendors are an important contributor to the Records and Information Management Profession in general, and are often a valuable participant in Chapter operations. When participating in ARMA Twin Cities chapter operations, Vendor Board members are expected to:

- Always put the best interest of the ARMA Chapter first and foremost, when participating in chapter discussions and decision making; and
- Ensure that all information regarding the Chapter Board, its members and the Chapter membership at large is kept private and confidential; and is not used for personal or corporate promotion or gain.

1.0 Operating Procedures Management

As the need arises or at least once every second Chapter year:

1. Review Chapter Operating Procedures and identify any required revisions, additions or deletions. During this review, compare the Policies and Procedures to the Chapter By-law and other governing documents to ensure there are no conflicts or redundancies in the documentation.
2. Submit recommendations for documentation revisions, additions or deletions to the BOD for approval. Chapter Operating Procedure changes must be approved by a majority vote of the members of the Board. Voting by proxy is not permitted. Majority is defined as more than half of all members of the Board.
3. Record the subject matter and intent of the procedural revision in the meeting minutes.
4. Update the Chapter Operating Procedures to include the revised documentation and post on the Twin Cities ARMA website.
5. Where information is not covered by these Procedures, refer to the Chapter By-laws and ARMA International for guidance.

2.0 NOMINATIONS/ELECTIONS

The elected officers of the Chapter shall be the President, President-Elect, Secretary and Treasurer. All officers, elected and appointed shall be members in good standing of ARMA International and the Chapter. The Immediate Past President shall serve as Chairperson of the Board. The office of President will be elected if there is no one in the office of President Elect to assume the position of President. If necessary, the President can appoint a Chairperson of the Nominating/Tellers Committee.

- A. **Nomination Procedure:** The Chairperson of the BOD shall appoint the Nominating/Tellers Committee. The Nominating/Tellers Committee shall prepare a slate for each elective office to be filled and present the slate to the BOD for review. Nominees shall be members in good standing and be willing and able to serve. In order to be nominated for the Position of President-Elect, the member shall have completed a full term in another Board Position.
- B. **Election Procedure.** The Chair of the Nominating/Tellers Committee shall prepare and send ballots. The ballots shall contain the slate of nominees and provide space for write-in votes. Ballots shall be returned to the Nominating/Tellers Committee within two weeks of sending, to be no later than April 30. The Committee shall count all ballots and certify the results. The nominee receiving the highest number of votes on the ballots shall be declared elected. The Nominating/Tellers Committee shall, prior to the May monthly meeting of the general membership, send to the President the certification of election results, and shall notify each nominee whether he or she has been elected.

If voting for positions is completed electronically:

1. Arrange for a secret ballot by email or some other electronic means that allows for a secret ballot to be cast. The ballot must provide the ability to “write-in” a vote for an alternate candidate.
2. Provide biographies and information about each candidate’s professional careers and experiences.
3. Voting by proxy is not permitted.
4. Tabulate the ballots and certify the accuracy of the tally. If no candidate receives a majority, balloting continues until a majority is received, retaining all candidates who do not **voluntarily** withdraw.
5. Prepare a report advising the Chapter President who will be the next year’s Board members.

If voting is completed at a Chapter Meeting, the Nominating Committee Chair, with the assistance of committee members will:

1. Announce the candidates nominated and the position for which they are nominated.
2. Call for nominations from the floor prior to the voting for each Officer and Director.
3. If there are nominations from the floor, confirm that the nominee can meet the requirements of office and will accept the nomination.
4. Request that all nominee name(s) be added to the ballot.
5. Read the biographies of the nominated candidates and request any member who has been nominated from the floor to stand up and provide information about their professional careers and experiences.
6. Distribute the ballots to all members in good standing who are attending the meeting and collect ballots upon completion of the voting.
7. Tabulate each ballot and determines the successful candidate. If no candidate receives a majority, balloting continues until a majority is received, retaining all candidates who do not **voluntarily** withdraw. (a majority is defined as 50% + 1 vote of all eligible votes cast).
8. Certify the accuracy of the tally.
9. Record the results and advise the Chapter President who will be the next year’s Board members.

3.0 REMOVAL/RESIGNATION PROCESS

Any Board member may be removed from office with cause by a majority vote of the members of the Board, at any regular or special meeting.

1. Any elected officer or appointed director whose conduct shall be considered detrimental to the best interest of ARMA International or the Chapter or who shall willfully exploit the organization for personal gain or otherwise violate the Bylaws as they are written, the Oath of Office or other rules or regulations may be removed from his/her office by a majority rule (more than half) of the BOD. Any of the following additional reasons may also be grounds for removal, including but not limited to:
 - a. Non-attendance at Board meetings, non-submission of monthly reports, or non-performance of required job duties (refer to approved Position Descriptions for each Board member’s applicable job duties). See Chap. 7.0 for more information.
 - b. Inappropriate use of Chapter funds.
2. When such action is contemplated in the case of an elected officer or appointed director, he/she shall be entitled to receive specific charges in writing from the BOD and shall, if he/she expresses a desire in writing, be afforded an opportunity for a hearing before the BOD or a special committee appointed by the BOD for this purpose.

3. Any Board member removed from office under this section shall be ineligible to hold any office, serve on any committees, may not perform the duties of a speaker or represent the Chapter in any manner for at least two terms. A term in this instance is defined as two years.
4. Any Board member who is absent from a total of four (4) BOD meetings without adequate explanation will be considered to have abandoned the position and will be replaced by a presidential appointee.
5. Any Officer or Director who is absent from three (3) consecutive Chapter BOD meetings, for causes unacceptable to the Board, is considered to have resigned and a successor will be appointed.

4.0 COMMITTEES

Standing Committees. Standing Committees are appointed by the President with approval by the BOD unless otherwise specified. All committee members shall be members in good standing of ARMA International and the Chapter. Any recommendations made by a committee that involve changes to operating procedures shall be approved by the BOD. The following are standing committees:

1. **Awards Committee.** The Awards Committee shall be composed of the Chairperson of the BOD who shall serve as Chair and members in good standing, appointed by the Chair. If the Chairperson of the BOD is unable to serve as Chair, the vacancy shall be filled by appointment by the President with approval of the BOD.

2. **Nominating / Tellers Committee.** The Nominating/Tellers Committee shall be composed of the Chairperson of the BOD, who shall serve as Chair, and members in good standing who shall be appointed by the Chairperson of the Board. If the Chairperson of the BOD Directors is unable to serve as Chair, the vacancy shall be filled by appointment by the President with approval of the BOD.

No member of the Nominating Committee, other than the Chair, may be a member of the BOD or be on the ballot. All members of the Nominating/Tellers Committee must be a member of the Chapter for a minimum of one year, and may not succeed themselves (also see Chap. 2.0– Nominations/Elections).

3. **Programming Committee.** The Director of Programming shall be appointed by the President. The Committee is responsible for arranging all programs for the year subject to the approval of the BOD. All duties and responsibilities for the Director of Programming are outlined in the position description.

4. **Membership Committee.** The Director of Membership shall be appointed by the President. The Committee is responsible for arranging all programs for the year subject to the approval of the BOD. All duties and responsibilities for the Director of Membership are outlined in the position description.

5. **Education Committee.** The Director of Education shall be appointed by the President. The Committee is responsible for the Library, Scholarships and Education Credits subject to the approval of the BOD. All duties and responsibilities for the Director of Education are outlined in the position description.

6. **Communications Committee.** The Director of Communications shall be appointed by the President. The Committee is responsible for arranging all programs for the year subject to the approval of the BOD. All duties and responsibilities for the Director of Education are outlined in the position description.

7. **Business Relations Committee.** The Director of Business Relations shall be appointed by the President. The Committee is responsible for arranging all programs for the year subject to the approval of the BOD. All duties and responsibilities for the Director of Business Relations are outlined in the position description.

8. **Audit Committee.** The President shall appoint the Committee Chair. The Chair shall be a Board member who has not performed any monetary related tasks in the current or previous program year. The Audit Committee shall consist of three additional members in good standing. One of the Chapter members on the committee can be a Board member who has not performed any monetary tasks in the current or previous program year. The committee is responsible for auditing the Chapter financial statements and reports on an annual basis, prior to the deadline for submitting the Chapter 990 form to ARMA International (this date is determined by ARMA International). The audit will be performed according to the approved procedures. The audit may be performed by an outside party with oversight by the Audit Committee.

Additional Committees and Positions. Additional Standing or Special Committees or non-elected Board positions may be created by the President with approval by the BOD. These committees shall have time limited terms of up to two years.

5.0 Board of Directors

The Twin Cities ARMA BOD is a recognized group of people who jointly oversee the activities of the Chapter. Board meetings are conducted according to the rules and procedures outlined within these operating procedures. Robert's Rules of Order supplement these rules. It is expected that BOD members will:

- Attend and participate in Board meetings, conference calls and special events as needed.
- Be effective in all Board discussions and deliberations by being prepared and familiar with advanced required reading materials
- Exhibit leadership and professional engagement.
- Know and be able to articulate the Chapter's purpose, goals, strategic focus, policies and needs.
- Serve the Chapter and the profession as a whole.
- Participate in standing and/or ad-hoc Board committees and task forces as requested by the president.
- Recognize and nominate potential leaders for the Chapter.
- Support the Chapter's bylaws, policies and position statements.
- Hold information and data confidential until the Board provides consent.
- Contribute multiple hours per month in working for and in carrying out the activities of the position.
- Fulfill their commitments to the Chapter within agreed upon deadlines.

BOD Transition

No later than June 30, the Chapter President discusses committee responsibilities with each Board member and ensures that responsibility has been assigned for each of the committees listed in the Board Roles & Responsibilities.

As soon as possible following the election of Officers and Directors, the Chapter President arranges for a transition meeting to orient the new Board members to their roles and assign any outstanding committees. This meeting should be held no later than mid-July and should be attended by both the incoming and outgoing Officers and Directors.

Prior to the transition meeting:

1. The President should speak to each outgoing Board member to review the position description and specific responsibilities for which they were directly responsible for.

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2. The President should discuss unassigned responsibilities with all Board members and identify who is interested in being responsible for them. A Director may be (and often is) responsible for more than one committee.
3. If, after speaking with the Board, there are still vacant positions or responsibilities, the President shall speak with other interested Chapter members. The positions or responsibilities do not necessarily have to be filled by Board members; they may be filled by any member in good standing of the Chapter; however, anyone who is not a board members is not eligible to cast a vote.
4. Every effort is made to fill all positions. However, should the Chapter President not be able to fill all positions, he/she may leave a position(s) vacant and inform the Board when the report is submitted.
5. A slate of appointed directors shall be presented by the Nominating/Tellers Committee and approved by the Board.
6. The President and President-Elect will ensure that each new Officer and Director is provided with the following documents:
 - A list of the BOD with telephone numbers and e-mail addresses;
 - Chapter By-laws and articles of incorporation;
 - Chapter Policies and Procedures (extract/mark pertinent roles & responsibilities sections);
 - Chapter Strategic Plan including Mission, Vision and Goals;
 - Most recent copy of the Chapter Brochure (if there is one);
 - Password and access instructions for the Chapter's website if applicable to the position;
 - Previous year's annual plan documents (including goals and objectives)*;
 - Previous year's Chapter Education Program Schedule*
 - Previous year's Action Plan*;
 - Most recent copy of the Chapter Budget*.

**Although these documents would be from the previous fiscal year, it gives new Board members an idea of how the Chapter documents and tracks this information in preparation for the next goal-setting and budget-setting session.*
7. Provide links to ARMA websites for Chapter, Region and International.
8. Provide an opportunity for each outgoing Member to brief the incoming Member regarding process and expectation. This will involve separate meetings for each position to transfer documents, history of committee, suggestions for the new year, outstanding issues, key strategic and operational direction.

At the Board transition meeting:

1. The Incoming Board President will Provide an overview of how the Board operated in the previous year and the expectations/timelines for the upcoming year.
2. Ask that each new Board member provide a brief introduction.
3. Inform the BOD of their responsibility to comply with the articles of incorporation, the by-laws and any unanimous member agreement.
4. Review available resources and their sources. Including the following:
 - a. Twin Cities ARMA Chapter Operating Procedures;
 - b. ARMA International Chapter Connections site
 - c. ARMA International Chapter Operations e-handbook.
5. Answer any questions that new Board members may have.
6. Encourage all Board members to engage Chapter members and non-members on an ongoing basis.

6.0 Annual Planning

The President shall set an annual planning meeting prior to the beginning of each new Chapter year. Ideally this meeting is held separately from the transition meeting, as soon as possible following the last Chapter meeting in May but before the Chapter meeting in September. The annual planning session is used to establish the following for the next fiscal year:

- Annual Budget
- Goals and Objectives
- Education Program

Goals and Objectives Setting

1. Call the meeting and invite the newly elected Board. The outgoing Board may also be invited at the President's discretion.
2. Review the goals and objectives for the previous two (2) years.
3. Review Strategic Plan.
4. Brainstorm considerations:
 - a. Should the Chapter apply/strive for an ARMA International award? Potential awards to consider are identified in the Awards procedure.
 - b. Is the chapter interested in expressing interest to host ARMA Regional conference?
 - c. Is this a significant anniversary year? – ARMA International considers the 25th, 40th, and 50th anniversaries to be significant. Chapters normally also celebrate their 10th, 20th, and 30th anniversaries.
 - d. Are there potential alliances with organizations and associations in related disciplines?
 - e. Are there shared opportunities with other Chapters in our region? How could the Chapter work together?
 - f. Do Chapters within our region have common goals and are there opportunities to work together to achieve them?
 - g. What feedback has been provided by the members of the chapter, either through event feedback forms, networking contact discussions or membership surveys? Members often have request/comments relating to programs, education opportunities, events and communication desires.
5. Develop goals and objectives for upcoming fiscal year and document them.
6. Identify success indicators that will signify that the goal or objective has been met.
7. Identify and assign tasks required to meet/ achieve the goals and objectives.
8. Set up processes to monitor goals and objectives progress throughout the year.

Programming Planning

- Determine the number, the type (e.g. lecture, workshop, seminar, conference, tour or panel discussion), the duration (e.g. 2 hour, half day, full day, multi-day), the date(s), the location, and the budget of the educational event(s) for the Chapter.
- Identify potential topics and speakers. The Program Director may provide those present with a summary of suggested topics and speakers that have been identified in the past.
- Establish calendar of program and networking events to be organized.

Budget Planning

- Review the previous fiscal year's estimated and actual expenditures to provide context.
- Review chapter dues and gifts & donations policies. Set rates to be used. (Note: Chapter dues changes are not provided to ARMA International until April/May and take effect the following fiscal year)

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- Each Committee Director provides an estimate of budget required for the upcoming year. This may be based on the previous year's expenditure or it may be the total of an item by item expense estimate of anticipated expenses for the upcoming year. Where significant deviations from the previous year's practice is anticipated, actual estimates of costs should be used to determine the budget.
- The Treasurer prepares a draft proposed budget and submits it to the Chapter President after the meeting. The President ensures it is placed on the agenda of the first Board meeting in the next fiscal year for adoption.

Succession Planning

- Succession Planning begins as soon as the new board is formed. Begin by identifying current Board member interests. See the Governance & Board Operations Support Package for useful information.
- Discuss ways to engage chapter members in Board operations to provide a pool of potential, knowledgeable candidates for future Board participation. See the Governance & Board Operations Support Package for useful information.

Communications Planning

- Discuss how the chapter will be communicating with its members.
- Discuss how the Chapter BOD will communicate with each other.

Chapter Calendar

- Review Chapter Calendar from the previous year. The calendar is posted on the Chapter Website on the "For Board Members" page.
- Submit changes to the Calendar regarding current year dates and actions to the President Elect.

7.0 Strategic Planning

In addition to the annual planning focusing on the next fiscal year, the Chapter may choose to conduct a strategic planning session every 3 to 5 years. This strategic plan has a longer range focus than annual action planning. The President and all Board members attend the strategic planning meeting.

1. The President will set the planning session date for a day when all Board members can attend. It is suggested that, due to the nature and scope of a strategic planning session, this meeting not be combined with any other meeting or agenda items.
2. The President can invite non-Board members (e.g. previous Board members, colleagues, impartial vendors, industry mentors) who may have valuable insights.
3. Choose a facilitator. The Board may choose to have a Chapter member facilitate the session or engage a trained facilitator from outside the organization.
4. Conduct planning meeting.
5. Document strategic plan.
6. Circulate strategic plan to all Chapter members for their information and post the plan to the Chapter website.
7. Review the Strategic Plan on an annual basis.
8. Develop annual plans to reflect the goals set out in the Strategic Plan

8.0 BOD, Member and Special Meetings

It is essential that any governing body engaged in decision-making or debate do so in a manner that is clearly consistent, truly democratic, and subject to rules that provide for fair and equitable expression of opinion and impartial

administration. Occasional meeting participation via teleconference or other remote means of communication is acceptable, although every effort should be made to be physically present at Board meetings.

Board of Director meetings are held on a regular basis, and are held once a month, or at the President's discretion. Additional Chapter Membership meetings may be called by the President or by a majority vote by the Board. An elected Officer, Director, or appointed Committee Director may call a special meeting when issues require immediate action by the Board.

Meeting Operations

The President is the Chief Executive Officer of the Chapter and ensures that meetings start and end on time, follows an agenda and used Roberts Rules of Order to conduct meetings.

- In the case of an emergency or extremely bad weather, the President may cancel the Chapter's BOD meeting.
- Board meetings are held immediately after Chapter Membership meetings or on another date, as selected by the President.
- Meetings may be held by conference call and should be noted in the minutes as such.
- In the event that an issue arises that requires a decision of the Board before the next regular meeting of the Board, the Board may be polled and a decision reached by consensus. The Board Member who initiated the poll, ensures the decision is placed on the agenda for the next regular Board meeting so that a motion may be passed to ratify the decision, and the decision recorded in the minutes.
- A member of the BOD must disclose any conflict of interest and refrain from participating in related discussions and decision making.
- A quorum consists of a majority vote of the voting members on the Board. Voting by proxy is not permitted.
- Any Rule of Order may be suspended temporarily by a majority vote of members present at any meeting.
- Any Board member who is absent from a total of four (4) meetings without adequate explanation will be considered to have abandoned the position and will be replaced by a presidential appointee.
- It is the responsibility of the board member to advise the President and Secretary when he/she cannot attend an upcoming meeting.
- Any Officer or Director who is absent from three (3) consecutive Chapter BOD meetings, for causes unacceptable to the Board, is considered to have resigned and a successor will be appointed.

President

- Request submission of agenda items prior to publishing the official agenda.
- Prepare agenda. Sources for agenda items include the previous meeting minutes (postponed or deferred items), agenda from one year prior (recurring annual items), chapter calendar (specific action due/upcoming). A sample agenda is provided on page 13 of this document and in the ARMA International Chapter Operations e-Handbook: Chapter Governance: Chapter/Board Meeting Resources.
- Give information and explanations when necessary but do not express an opinion. In accordance with the Roberts Rules of Order, if the President wishes to state opinions s/he must turn the meeting over to the President Elect or another board member to chair the meeting. Once discussion is completed the President may resume chairing. When this occurs it must be noted in the minutes.
- Expedite business by the use of unanimous consent ("If there is no objection....") on routine business.
- Vote when a decision is being made by ballot or if the results will be affected by his/her vote. (To make or break a tie.) The President cannot vote twice.
- Sign official minutes.

Secretary

- Distribute Agenda and copies of previous Board minutes five (5) days prior to meetings.
- Record proceedings.
- Print minutes, as necessary.

- Submit one copy of the official minutes to the recordkeeping system for retention.

Suggested Order of business used to conduct a BOD meeting is as follows:

1. Call to Order
2. Roll Call
3. Determine Quorum
4. Welcome Guests
5. Adopt of Agenda (unlisted items will be considered for inclusion at this time)
6. Approve Minutes of Previous Meeting
7. Matters Pending/Unfinished Business (as postponed or pending from previous meeting)
8. Ratification of Vote (if required)
9. New Business
10. Officers and Director reports
11. Administrative Items (informative or explanatory items and reports which may or may not give rise to motions and/or decisions of the board)
12. Announcements
13. Adjournment

President/Meeting chair will clearly restate all motions prior to vote; and ensuring all motions are accompanied by a second, with the exception of committee motions;

To save time in presenting reports during the Board meeting, a monthly report will be prepared and submitted by each board member to the President and Secretary by the 1st Monday of each month. These reports will then be distributed to the entire BOD with the agenda prior to the board meeting. They will also be included with the meeting minutes.

Recording Meeting

Minutes are a summary of the discussion and decisions that occur at a meeting. They provide a permanent record of what took place at the meeting, they are a reference to check commitments and decisions and they provide a record of the discussion and decisions for those Board/Chapter members who were not present at the meeting.

Minutes should be clear, concise and objective. They should provide as much context as necessary to ensure that any Board/Chapter member not present at the meeting can get a clear picture of what was discussed and what was decided. Actual discussions are never included in the minutes.

Minutes format:

- Follow the order of the meeting (not the order of the agenda) and state the topic/issue, provide a general account of the discussion which took place, any motion or decision made and any follow-up action required (action items).
- Have all reports of Officers and Directors attached to and noted in the minutes.
- Include all pertinent information about or discussed at the meeting including the following:
 - Type of meeting (“Board Meeting”, “Special Board Meeting”, “Membership meeting”, “Annual General Meeting”);
 - Date and location of the meeting;
 - Attendees (identify which individual served as Chair);
 - Regrets (absent members);
 - The record of what took place.
 - The meeting record includes the following:
 - The agenda item or subject as a subject heading;

- The name of the member giving the report and a concise account of the subject matter reported. This should be written in third person/active voice;
- A summary of the discussion which took place;
- Any decision, either by consensus or a motion (see below regarding the recording of motions);
- A copy of any Board resolutions;
- Any action required as a result of the discussion and/or motion; and
- The time of adjournment.

Motions format:

- Motions include the mover, the seconder, the text of the motion and whether or not it was carried. For example:
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION CARRIED.”
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION DEFEATED.”
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION WITHDRAWN WITH THE APPROVAL OF THE MOVER AND SECONDER.”

Corrections to Minutes

- **If corrections to the minutes are made at the time the minutes are being adopted:**
 - The corrections are made in the text of the minutes being approved (i.e., the Secretary notes the correction on his/her original copy and they are adopted “as amended”).
 - The Secretary corrects the electronic copy of the minutes and produces a new official copy for the Minute Book.
- **If a correction to the minutes is made after they have been approved and adopted, i.e. an error/omission is discovered after the Board meeting is over:**
 - The correction is raised at the following meeting and must be clearly described and approved in a motion which is recorded in the minutes of the meeting.
 - The Secretary brackets the erroneous portion(s) of the minutes and states the correction in the margin.

Voting

Voting is permitted only to those individuals who have been given that authority and which is documented on their Board position description. Always remember that items for Board action are best addressed at Board meetings.

- Voting by proxy is not permitted.
- Any Rule of Order may be suspended temporarily by a majority vote of members present at any meeting.

Voting in Person:

As written in the Chapter bylaws, if a vote is taken for the transaction of Chapter business a quorum must be present. A quorum is a simple majority of the Board (more than half).

Voting electronically:

- Voting via email is acceptable only after a discussion by the Board has occurred. Then voting has to be confirmed by the Board Secretary within 24 hours of the vote unless another deadline is provide in the email or direction is provided to bring it to the next board meeting. This written consent can be a scanned copy of the signed consent or it can be sent through regular mail.

Electronic Discussions:

- Discussions can occur at a Board meeting with the vote to occur at a later date, or
- Discussion can occur online with the announcement of time that the discussion will be open. Since we are not all online every day, we need to allow reasonable time for people to discuss the issue.
- A minimum of 5 days is required for the discussion, unless a shorter timeframe is agreed to.
- Discussion time can be extended by a simple majority of all board members.
- The Secretary will send a recap of the motion, a summary of points and a reminder that the motion is on the table after 3 days (and again after 6 days if the discussion period is longer).
- Amendments: If amendments are deemed friendly by the proposer, discussion then moves to the amended motion. If the amendments are not friendly, then the proposed amendment will be discussed and voted on.
- The Board should aim for consensus. If the Board cannot achieve it, then a vote occurs.
- In the case of a vote, the proposer circulates an email with a new subject with a vote name. the BOD will vote by sending an email with the following: "Motion on xxx: Yes/No/Abstain".
- Upon receipt of and verification of all written consents approving the action, the action is duly approved. Regardless of whether the action is approved or not, the Secretary will confirm whether the action has passed or failed by email to the BOD upon receipt of all the individual written consents.
- The Secretary will file all individual written consents with the minutes.
- The Board will ratify any action taken by unanimous consent at the next Board meeting. The minutes of the meeting will record the ratification.

9.0 CHAPTER MEMBERSHIP AND DUES

The dues paid by every member of ARMA consist of an ARMA International fee and a Chapter fee. The Chapter dues portion is determined by the Chapter and should be appropriate for the benefits received by the member from the Chapter. Annual membership dues are paid by each member directly to ARMA International. The Chapter allocation is transferred by ARMA International to the Chapter's escrow account.

Chapter Membership

- Membership is effective for one year, beginning on the first of the month after ARMA International receives dues.
- Local chapter membership must be specifically designated by each member when they sign up/renew their memberships. Individuals can be members of ARMA International and not select a local chapter. ARMA members who have not chosen to be a member of the Local Chapter are usually not provided with the services and support that are benefits of belonging to the local chapter . (e.g. they pay non-member rates for attending events and educational offerings, do not receive communications that are directed only to chapter members, do not have access to protected areas of the chapter website, etc.)
- ARMA International maintains the Chapter roster.

Setting Chapter Dues

As part of the annual planning session or no later than April of each year, the Board of Directors must:

- Review the annual chapter fee assessed as part of ARMA Chapter membership;
- Set the membership fee to be included on all new applications and renewal invoices for the upcoming fiscal year;
- Complete the Chapter Dues Changes Form by the determined due date (usually in April or May of each year) and submit it to ARMA International Member Services Department.

10.0 ADVERTISING AND SPONSORSHIP

Advertising and sponsorship may be sold at chapter events. The types of advertising or sponsorship and the rates to be charged are reviewed and updated as required at the beginning of each fiscal year. All advertising initiatives must be coordinated by the Board.

Twin Cities ARMA Chapter will accept for consideration advertising from vendors in the records and information management (RIM) industry. The Board reserves the right, with no avenue for appeal, to decline advertising from non-RIM vendors.

Vendors are expected to ensure that they own the copyright and obtain the appropriate use permissions for all advertising material. The posting of vendor website advertising (e.g. company names, logos and related graphics, links to vendors' home pages, sponsored linked ads, etc.) in no way indicates the BOD'S endorsement or recommendation of a vendor.

Setting Fees

As part of the annual planning session, the BOD must:

- Determine the type of advertising and sponsorship options to be made available;
- Review the fees assessed for advertising and sponsorship;
- Revise fees as necessary.

11.0 SOLICITATION OF CONTRIBUTIONS TO THE CHAPTER

The chapter may choose to solicit contributions, gifts, services, etc. from its members, associated vendors and other stakeholders to offset the costs of hosting events, maintaining the chapter website or to offset other expenses to be incurred. The chapter is not a charitable organization and cannot issue tax receipts.

As a member association, it is important to maintain transparency and ensure that all contributions are used to the benefit of the chapter members.

The BOD must be informed of all solicitation for contributions, gifts, services, etc. on behalf of the Chapter as well as the receipt of any such contributions, gifts, services, etc. All contributions are acknowledged.

12.0 FINANCIAL ASSISTANCE AND SUPPORT PROVIDED BY CHAPTER TO BOARD MEMBERS

The President and/or an elected board member expenses are paid to attend designated events if Chapter funds are available and upon approval of the Board. The President – Elect expenses may also be covered where funds permit. Upon approval from the Board, the President (or designate) may request an advance for travel. Designated events may include:

- ARMA Regional Leadership meeting;
- ARMA International Conference.

Event Attendance – Regional and International

- The Board member requesting funds to attend sanctioned events is expected to provide an outline of estimated costs for Board consideration and approval.
- Upon approval, the Board member is responsible for making their own travel and accommodation arrangements.
- Traveling, accommodation and meal expenses not covered at the event are reimbursed by the Twin Cities ARMA for approved travel.
- While travelling chapter representatives will follow the food and incidental guidelines outlined in the Chapter Financial Procedures.
- When a travelling Board Member is exposed to unusually high costs, the Board has the discretion to reimburse the actual expenses for meals and incidentals (e.g. tips, water) based on proof of payment for each meal.
- If meals are included in the conference registration fee, the Board member does not claim meal allowance for that meal.
- All expenses must be submitted for payment on the Chapter DAV form. All applicable receipts must be attached before reimbursement can be made.
- The purchase of alcohol (e.g. with a meal) cannot be claimed.

Event Attendance - Chapter

- Refer to Scholarship Reimbursement Guidelines posted on the TC ARMA Website for information on members who are not reimbursed by their employers for ARMA meeting or membership expenses.

13.0 GIFTS AND DONATIONS MADE BY CHAPTER

From time to time, the Board may identify the need to acknowledge life events relevant to the Board and Chapter members. It is prudent for the Chapter to establish the acceptable value of such gifts or donations.

14.0 MEMBER COMMUNICATIONS

ARMA International provides two reports on a regular basis. The Chapter Roster lists all members of the chapter and identifies the membership expiry date. It can also be used to follow up with pending or recently expired membership holders to encourage their continued chapter membership and participation. The 099 Roster provides a listing of all ARMA International members with an address who have not designated membership in a local chapter. It is a valuable tool for the chapter to use to identify potential members within the Chapter catchment area who are members of ARMA International but not members of the Chapter.

Chapter Roster Report review

- Review the Chapter Roster provided by ARMA International on a monthly basis.

If membership is expiring/has expired

- Contact members and encourages them to renew their membership.
- Where a member does not intend to renew their membership, ask the individual if they would like their name added to the General mailing list to allow the Chapter to continue to keep in touch and provide notice of upcoming events.

If a new member has registered

1. Forward a welcoming package to all new members which may include:
 - Welcome letter, customized with the new member's name;
 - Chapter brochure or other information;
 - Chapter pin;
 - Notice for the upcoming educational session; and/or
 - Schedule of the yearly education program.
2. Contact the new member approximately two (2) weeks after sending out the welcome package to:
 - Ensure it was received and to answer any questions the new member may have.
 - Personally invite the new member to the next Chapter event and offer to meet them there to introduce them to other members. The chapter may also choose to establish a mentor program where new members are linked with chapter members in related industries or positions. The Mentor introduces the new member to other chapter members, helps to make the new member feel comfortable and welcome, and keeps in touch on an occasional basis throughout the year.

Member Recognition

Individual members should be recognized for their participation in and contribution to the Chapter and the RIM profession. This includes the awarding of the Chapter Member of the Year and Chapter Leader of the Year awards and Years of Service recognition.

Chapter Member of the Year and Chapter Leader of the year

The *Chapter Member of the Year* award is given to a member of the chapter at large (not a board member, although they may have participated in a Board committee or volunteered at Board events) who should be recognized for outstanding service to ARMA and/or the RIM profession.

1. Membership Director sends request for nominations (normally through e-mail, Newsletter notices or website posts) to all members in good standing at least forty-five days prior to the last meeting of the year. Any member in good standing may submit the name of a fellow member to be recognized for outstanding service.
2. Membership Director reviews submissions, select award recipients, and request BOD approval.
3. Create an award certificate for presentation to the recipient.
4. Provide Board of Directors with the Award Certificates for each award category. Any Awards given to Board Members are held confidential to the Awards Committee until announced at the last meeting of the operating year. It is important that the recipient is not made aware of the award prior to the meeting.
5. Membership Director announces award recipients at the meeting.
6. Send a letter of recognition to the Award recipient's direct manager.
7. Announce award recipients and provide appropriate recognition in the Chapter Website and/or other Chapter communication vehicles.
8. Identify award recipients on the Annual Chapter Update form submitted to ARMA International.

The *Chapter Leader of the Year* award is given to a Board member, often either a voting member or a non-voting member with a designated role on the Board of the Twin Cities ARMA Chapter who has shown exemplary leadership for others in ARMA and/or the RIM profession. The President will coordinate this vote.

Years of Service Pins

Members receive recognition for reaching significant ARMA membership anniversary dates (5, 10, 15 years and so on). The Chapter will acknowledge this anniversary every fifth year of membership through appropriate means such as a

personal letter of congratulations, website posting, Newsletter article and/or the awarding of years of service pins at a chapter event.

1. Identify members are eligible to receive a pin. Any questions regarding a member's "join date" are directed to ARMA International.
2. Submit a request to the Board for approval to purchase the pins from ARMA International.
3. Present/distribute the Years of Service Pins to eligible Chapter members at the appropriate Chapter event.
4. Promote the member's achievement.

15.0 MEMBER COMMUNICATION AND PUBLIC RELATIONS

The Board of Directors determines the form of communication with the Chapter membership. Communication may be in the form of a newsletter, e-bulletin (a bulletin e-mailed to members), information posted to the website, or other form of communication as determined by the Board.

Public awareness and marketing are important for reaching both member and nonmembers. The Chapter wishes to provide general information about ARMA and the benefits of belonging, in general, as well as more specifically about the programs and educational opportunities available.

1. Incorporate member communications and public relations marketing in the Communication Plan at the beginning of each Chapter year and as requirements change throughout the year. Planning should begin in July/August, as soon as the new Board has been established. When planning the frequency of communication, choose the timing of communications carefully so as to not overwhelm the membership with a barrage of ARMA related information. Doing so will cause the member to ignore ARMA messages, rather than reinforce their awareness of events.
2. Update the Action Plan to identify communication due dates.
3. Communicate regularly with chapter members and stakeholders. Communication and Public Relations approaches may include:
 - Advertising (e.g. industry publications or newsletters distributed to a target audience)
 - Flyer and/or postcard distribution at events (e.g. events sponsored by related associations, career fairs, employers or vendors)
 - Chapter Website
 - Media Releases
 - E-pushes (e.g. emails sent to members and general distribution lists)
 - Industry event exhibitor participation (e.g. information booth at seminars, conferences, educational institution events and job fairs)
 - Educational Institutions (e.g. presenting ARMA to students in RIM related programs)
 - Related Associations (e.g. promoting synergies and support arrangements)
 - Supportive vendors

Using Chapter Contact Lists

Contact lists may be used only in connection with matters relating to the affairs of the chapter, including efforts to influence the voting of members, schedule a meeting of members, promote ARMA chapter-related educational meetings and seminars, and promote chapter membership. Recipients must be provided with the ability to remove their name from a contact list.

A Chapter may share/provide lists of attendees to a local meeting/seminar provided that the registrants are given the ability to remove their name from a contact list. ARMA International's policy is to only release name, organization, title, and address. **ARMA International does not release email or phone numbers.**

If a chapter board member is found to be using contact lists for purposes other than chapter use, an investigation will be made and disciplinary action will be taken.

Contact lists are not used for list sales. All list sale inquiries are sent to the Director of Member Services of ARMA International.

Maintaining Current Mailing List:

- Contact lists must always be maintained current and should be housed in the Chapter document repository.
- If someone on the general list becomes a member, their contact information must be removed from the general list and added to the member list, so as to avoid duplicate mailings.
- If a chapter member does not renew their membership, their contact information must be removed from the member list. If the individual agrees, their name can be added to the General list to allow the Chapter to continue to keep in touch and encourage membership renewal.
- For "undeliverable" mail, the Communications Chair attempts to contact the individual/firm to obtain the correct address. If he/she is unable to make contact, the name is removed from the list.
- Mailing lists should be reviewed once or twice per year to ensure it is up-to-date.

Using Mailing Lists:

- When sending emails to more than one person on a mailing list, the email addresses must **not** be shown in the "To" or "CC" fields so as to ensure the privacy of the mail recipients. Either a group name is to be shown or the "BCC" field should be used to send mass emails. Note: some email servers will flag messages with a large number of recipients (whether identified in the "to", "cc" or "bcc" fields) as spam and will not deliver the message, or will deliver the message directly to the recipient's junk inbox.

Website

The chapter website is a critical tool for communicating with both the Chapter members and other non-members in the community. It must be regularly refreshed and updated to ensure that the information it contains is current and relevant. The Chapter website address is <https://twincitiesarma.org/>.

Website Problems Detection

All Board Members:

- If the website is not functioning properly, notify the Webmaster immediately.

Webmaster:

- Contact the Website Service Provider to investigate any problems identified.
- Rectify the problem as soon as possible.
- If the problem is considered extensive and the Chapter website will be down for more than a few hours, advise all Board members of the website problems and provided an estimated day/time when the website will be available.
- When the website returns to service, notify the Board that the website has been returned to service.
- Document the nature of the problem and how it was fixed in the event the problem occurs again.

Communications:

- If the website will be unavailable for more than two days, inform the membership that the website is down and that the problem is being addressed.
- Inform the membership that the website is functioning when it returns to service.

Website Back-ups

- Request the Website Service Provider to run nightly back-ups of the website.
- Twice a year (June and January), the Website Service Provider provides the Chapter Webmaster with a complete back up of the website burned to CD. Ensure that the website back-ups are received from the Website Service Provider.

Website Maintenance

- Ensure that chapter program dates and all available information is posted at the beginning of the year (September).
- Review website content to ensure that it is accurate, that there are no spelling or grammar mistakes, that it is displaying correctly, and that links are function correctly.
- Detailed Website Maintenance Instructions are available and provided in the Website package.

16.0 DEVELOPING ANNUAL PROGRAM

The Programming Director in partnership with the Education Director are is responsible for developing and coordinating the chapter's education sessions. Volunteers from the chapter membership may be recruited to participate on an Programming Committee. The Programming Committee or the Chapter Board assist with the planning of any major events sponsored by the Chapter as set out in the program for that year.

1. Begin program planning in June/July of each year as soon as the new Board has been established and the Programming and Education Directors have been identified.
2. Identify program goals in terms of benefits to be attained by participants, competencies to be advanced, and type of events (seminars, lunch sessions, dinner meetings, webinars, session of the month, etc.), number and timing of educational events, and target audience. Be sure to offer only as many education sessions as you can successfully host.
3. Identify potential program topics. Topic sources may include a survey of chapter members, Board planning session, suggested topics from past session evaluations, a review of the Core Competencies, review of topics offered at related conferences and association meetings, and a literature review to identify hot topics (e.g. news items, groundbreaking projects or technology advances, new legislation).
4. Identify and approach potential speakers on the preferred program topics. Speakers should be selected based on knowledge, reputation and experience. Consider partnering with another chapter close by to share speaker travel costs if a desired speaker is not from the local area. Potential sources for speakers include:
 - RIM professionals and chapter members who can provide case studies of their successes
 - Board member contact networks
 - Speakers at other RIM events such as the ARMA Canada, ARMA International and other ARMA
 - Chapters or at other related industry events
 - Local consultants and vendors (select only if they are committed to providing a presentation that does not promote any particular vendor, product, or service)
 - RIM stakeholders such as lawyers, Privacy, Risk & Compliance, and IT professionals
 - ARMA speaker roster
5. Obtain speaker commitment and identify any requirements/needs (e.g. A/V, handout preparation and distribution).
6. Post the education events calendar on the website, inform Chapter members of program offerings and begin event promotion. This should be done early in the new chapter year (September) so that members can plan to

attend and ensure funding is available. If speakers and/or topics have not been finalized, identify the date of the program event on the calendar and indicate that more information is to be announced at a later date.

Communication

1. Identify how each event will be marketed. At a minimum, program and networking events should be advertised on the chapter website, and emails should be sent to chapter member and general mailing lists. Additional marketing may include:
 - listserv posts;
 - ARMA HQ and ARMA Canada website posts;
 - local college and university announcement boards;
 - social media posts (LinkedIn, Facebook, Twitter);
 - newsletter advertisements;
 - flyers/postcards distributed at other chapter and industry events;
 - media releases; and
 - requests to industry stakeholders such as RIM related associations, consultants and vendors to promote event attendance to their contact lists.
2. Add event marketing triggers to communication plan. At a minimum, three emails should be sent to Chapter members and general mailing lists:
 - First mailing: Invitation to the event is sent 4 – 5 weeks before the event
 - Second mailing: Reminder of the event is sent 2 weeks before the event
 - Third mailing: Final reminder is sent 5 – 7 days before the event

Event Planning

1. Ensure that all financial implications of educational offerings (e.g. establishing a budget, collection of registration fees, etc.) are determined in consultation with the Chapter Treasurer and, if necessary, the Board.
2. Refer to the Event Planning checklist to plan specific events.
3. Prepare event registration. All event registration forms should include a privacy statement. The Chapter must abide by the wishes of the attendees in regard to the release of personal information provided at event registration.

Cancellation

- Events may be cancelled at the sole discretion of the Twin Cities ARMA Chapter President. If it is necessary to cancel an event the chapter will make every reasonable effort to notify registrants. Registration fees will be refunded in full and/or no invoices will be issued.
- If a registrant cancels his/her registration it must be received no later than noon on the TUESDAY before the meeting. If the registrant cancels prior to that time, they will be issued a full refund. No shows and cancellations received after the noon deadline will be required to pay the full registration amount. Twin Cities Chapter members may transfer their meeting registration to another individual at any time.
- Subject to copyright restrictions, copies of educational handouts will be provided to all paid registrants. Presentation materials will not be disseminated or sold to non-attendees.

Event Management & Reporting

1. Record attendance at each education session.
2. Provide evaluation form to attendees and request completion. These forms need to be collected and reviewed to identify potential for future event improvements. A template for the evaluation form is provided in the Events Management Resource Package.
3. Report event successes, ideas and attendance to Board of Directors.

4. In consultation with the Board, ensure that any appropriate recommendations from attendees are implemented.

17.0 PRIVACY AND CONSENT

All personal information including contact information and photographs must be retained as confidential and used only for the purpose for which it was collected. Consent to release or use personal information must be given prior to its use.

Personal information includes

- Name
- Contact information such as home address, work address, email address, phone number
- Member number
- Education history
- Photographs

Release Consent

Any pictures that are taken at ARMA events may not be published without consent of the individuals captured in the photograph. Consent can be given verbally or in writing.

18.0 MAINTAINING CHAPTER RECORDS AND THE CHAPTER RECORDS REPOSITORY

All official Chapter records documenting governance and the activities/decisions of the Board are managed in a Chapter records repository, according to the Chapter's Records Classification Retention Schedule. Current year records may be held by the person responsible for their office but must be incorporated in the chapter repository at the end of each Chapter year. Access to the document library must be restricted to authorized members with the appropriate user login id and password.

RECORDS RETENTION SCHEDULE

All Directors are required to adhere to the approved Chapter Retention Schedule and the accompanying guidelines (see TC 1.0 and TC 1.1).

At the end of the chapter year

Each outgoing Board Member will:

1. Review the records created relating to their Board position and the committee they were responsible for.
2. Add all relevant records to the Chapter electronic record repository or provide hardcopy records to Secretary.
3. Destroy all transitory records related to their Office's activities.
4. Identify / gather records relevant to the incoming person for the committee.

At the transition meeting

Each outgoing Board Member will:

1. Provide relevant records to the incoming responsible person.
2. Each incoming Board Member will:
 - a. Receive electronic document repository login, password and access instructions, if applicable. Login and password information should be changed at least once each year.

Before December 31

Secretary will:

1. Arrange for identification, indexing, labeling and storage of physical records
2. Review records in the Chapter electronic records repository / physical records storage and identify records ready for destruction according to Chapter retention schedule.
3. Create a list of records for destruction.
1. Add records destruction authorization to the agenda for the first Board meeting after December 31. Circulate the Records Destruction List to all Board members in advance of meeting.

At the first Board meeting of the calendar year

The Secretary will:

1. Obtain signatures on the Records Destruction List from the President and each person responsible for the records to ensure that they have had the opportunity to review the records and agree that they have no ongoing business value.
2. Make a motion to approve the destruction of records as identified on the Records Destruction List, in accordance with the Chapter retention schedule.
3. Note destruction approval motion and date on the destruction list and retain for future reference.

After approval of record destruction

The Secretary will:

1. Destroy both electronic and hardcopy records as approved.
2. Update records inventory to reflect current record holdings.

When transferring Archival Records

The Secretary will:

1. Complete a Records Transfer List transferring records with archival value to a third party.
2. Obtain the Chapter President's approval on all record transfer lists.

19.0 CHAPTER PROPERTY MANAGEMENT

Each Officer, Director, and/or appointed Committee Director is responsible for the property, including records, under his/her committee. For example, the Program Chair is responsible for the banner, poster boards, and records. The Chapter should maintain an inventory list and update it at the end of each chapter year to keep a current listing of all Chapter assets excluding Chapter records.

At Transition Meeting

1. Secretary provides each Committee Director with inventory of items they should be receiving from outgoing Director.
2. Outgoing Director provides items to incoming Director.
3. Incoming Director follows up to ensure that all inventory items have been received, follows up with Outgoing Director to request any missing items and advises Secretary regarding any items not received.

Throughout the year

1. Secretary updates inventory to add any newly acquired items.
2. Committee Directors provide updates to Secretary when an item is acquired, lost or disposed of.

Disposition

1. Chapter property such as fixed assets (e.g., laptops, projectors, linens, etc.) that are no longer useful should be presented to the board for approval for disposal.
2. Every effort should be made to dispose of the assets appropriately.
3. Whenever possible, a disposal receipt from the organization accepting the items should be obtained and given to the Secretary for recordkeeping.

20.0 POST OFFICE BOX

The Chapter has a post office box located in Bloomington, MN. The box renews each September and the cost comes out of the Secretary's budget. The Chapter has two keys to the box (PO Box 202035). Two Board members will be delegated each program year and will be responsible for checking the post office box on a regular basis.

21.0 LIBRARY MANAGEMENT

Responsibilities

1. The collection is housed at a location that is convenient for the Education Director and is acceptable to the Board of Directors. The current location is BDRS (Business Data Record Services). BDRS is considered to be the Library Custodian.
2. The Education Director is responsible for the library, including the collecting, organizing, managing and purging of its material and by collaborating with the Library Custodian. He/she may choose to assign this responsibility to another Chapter member or a Library Committee. The Library Committee may consist of the Education Director and at least two (2) other Chapter members. The purpose of the Committee is to oversee the administration of the Library and to make recommendation to the Education Director regarding library acquisitions and disposals. The process for acquiring material for the library is set out below in Collecting Material.
3. The Education Director ensures that a current list of Library holdings is on the Chapter website.

Collecting Material

1. On or before May 1st of each year, send notification to the membership requesting suggestions for the purchase of library material for the upcoming fiscal year, if purchases were budgeted by the BOD. The notice may be in the form of a recurring advertisement placed on the website.
2. The Education Director will also review any materials made available to members directly through ARMA International and include references to them in the overall collection.
3. Review all submissions and a recommendation to purchase material and submit to the BOD prior to June 30 so that they may budget for the acquisition in the next fiscal year during the budget-setting process. The selection of material is based on, but not limited to, the following criteria:
 - Suitability for meeting the needs of records and information management professionals;
 - Technical quality/quality of presentation;
 - Reputation and/or significance of the author;
 - Accuracy, authoritativeness and objectivity;
 - Comments by reviewers;
 - Demand and current trends;
 - Relation to existing collections and other material on the subject;
 - Current relevance;
 - Budgetary considerations; and
 - Availability from other sources, e.g. local library.

The decision to budget funds for Library acquisition rests solely with the BOD. If the BOD approves the acquisition, the Education Director purchases the material and adds it to the collection.

Purging Library Material

1. The Education Director will compile a list of library material that is considered to be no longer of value and submit it to the BOD for approval.
2. The Education Director will revise the disposition list, if required.
3. The Education Director will provide the list to the Library Custodian who will remove all material approved for de-accessioning from the library.
4. Either offer to donate the materials to Chapter members, other libraries, sell or discarded it.
5. Update the holdings list on the database and post the revised holdings list on the Chapter website (if necessary).

Managing Library Material

1. Members may check out, or have checked out in their possession, a total of 5 books at one time.
2. Members may keep materials for two months, after which they will be required to return them.
3. Members may receive an email prompting them to return materials, but they are requested to monitor the checked out date and set their own personal reminder for the return date.
4. The borrower may renew the material for another thirty (30) days. If so, the Library custodian updates the database with the new due date
5. BDRS will ship materials to the Member's office address and not to a home address.

To request an item from the library, a member should email the Education Director and include the following information:

Subject: TC ARMA Library Request

Requestor Information: Name, Company, ARMA member#, phone number, office address for delivery

Items Requested: Serial#, Description

To return an item to the library, a member should contact the Education Director and include the following information:

Subject: TC ARMA Library – Return Item

Items being returned: Serial#, Description

Pick-up Info: Name, Company, phone number, office address for pick-up, and pick up instructions (e.g. pick up from lobby security desk/loading dock/mail room, etc.)

Then put item(s) in an envelope/box and label "To: BDRS – TC ARMA Library" and take to the pick-up location.

22.0 REGISTRATION WITH THE MINNESOTA SECRETARY OF STATE

It is the responsibility of the Treasurer to renew the Chapters' registration with the Minnesota Secretary of State. The registration is renewed each July, and if there is an associated cost, that cost comes out of the President's budget.