



Event Title: August Board Meeting Minutes

Date: Tuesday, August 14, 2018

Time: 12:00 a.m. – 4:00 PM

Location: St. Anthony Library (2941 Pentagon Dr, Minneapolis, MN 55418)

Tentative Timetable

12:00-12:30	lunch
12:30-1:30	old and new business
1:30-3:30	strategy discussions
3:30-4:00	wrap up

I. Call to Order @ 12:30 pm

- Members in attendance: Kristen Olson, Chris Johnson, Sue Dickens, DeAnna Liienthal, Natasha Krentz, Charles Stech, Jennifer W. Witt, Kevin Clark, Ranelle Brown
- Members absent: none absent
- Guests: none
- Note: Jennifer, Charles, Ranelle, and Kevin left early

II. Board Reports:

- Past-President (Kristen Olson): see attached
- President (Chris Johnson): see attached
- President-Elect (Sue Dickens): see attached
- Treasurer (DeAnna Lilienthal): see attached
- Secretary (Natasha Krentz): see attached
- Communications Director (Charles Stech): see attached
- Education Director (Jennifer W. Witt):
- Membership Director (Kevin Clark): see attached
- Member-At-Large (Ranelle Brown): see attached
- Assistant Treasurer (open): n/a
- Business Relations Director (open): n/a
- Programming Director (open): n/a
- Web Master (open): n/a

❖ Note: Question about who does the job postings: Chris Johnson can post them on webpage if you send her a link; Charles can sent an email to the membership.

III. Minutes:

- July Minutes:
 - i. Discussion:
 1. Change Event Title to say Minutes.
 - ii. Vote:
 1. Motion by: DeAnna Lilienthal
 2. Seconded by: Jennifer W. Witt



3. Result: unanimously passed
 - Now that these minutes are approved, Chris will update the Operating Procedures on the web.
- IV. Treasurer's Report:
- Budget Update – QuickBooks Renewal Subscription Fee
 - i. Quick Books cost \$269 in previous years. In 2017 it jumped ~\$100. Now, because of the features we are using for budgeting, the cost is now \$540 per year.
 - ii. No change to budget needed; we just need to know why this line is over-budget.
 - July Financials:
 - i. Discussion: none
 - ii. Vote:
 1. Motion by: Sue Dickens
 2. Seconded by: Kevin Clark
 3. Vote: unanimously passed
- V. Old Business
- Vote Report Out: Motion to Operating Procedures
 - i. The Motion: Motion on accepting the operating procedures dated July 18, 2018
 - ii. The Vote: 7 in favor, 0 opposed, 1 abstain, 1 non-voting
 - iii. The Result: passed/approved
 - Discussion about the online voting process:
 - i. "Why abstain or not vote".
 - ii. We need to include in the initial discussion email the deadline for discussion to end.
 - iii. Please everyone respond to votes even if you need to abstain.
 - Group Photo – Kristen will send to Chris for posting on our webpage.
 - Second Mail Box Key – found and given to Natasha Krentz.
- VI. New Business:
- July Regional Conference Report Out (by Chris Johnson, Sue Dickens, Kristen Olson)
 - i. Sue Dickens
 1. Overall I found it more informative than last year.
 2. Main thing that resonated: Updated and trying to improve the website. (I was the only one to voice dislike.) They are putting together a tutorial to help. The majority of concerns that were brought up are already being worked on.
 3. There was a vendor there who said "we want to sponsor organizations; contact us".
 4. People who are experts in their fields don't charge appearance fees.
 5. Regional level people are willing to help with training sessions for IGP, etc.
 - ii. Kristen Olson
 1. More so this year than last, I appreciated the availability of those who help connect people with each other. They did more to help connect people with others who had information about what they're looking into.
 2. Being in a room of other board members had a lot of really good idea generation. For example, how to advertise for meetings, etc.
 3. I sent a letter to our CEO because one of the moderators made an extremely racist comment. Last year, the same person made sexist comments.
 - iii. Chris Johnson



1. My take away was the struggle with membership: getting people to join, and then getting them engaged. Message was: get them to participate as soon as possible. Harvest from within your own ranks (colleagues, vendors, etc.) to find members. How do we approach different groups: schools, IT companies, etc.
2. We do a lot of 'right' things, but would do more of them.
3. Learned a lot about resources we didn't know were available to us.
4. Attend events of other organizations.
5. North Dakota chapter and Milwaukee would like to join in our webinar meeting.

❖ Note: Our December speaker suggested a webinar, and is looking for IG people who can do a webinar for their chapter. Contact DeAnna Lilienthal if you are interested and/or have suggestions.

- Website
 - i. Chris Johnson has been making changes/updates.
 1. Goal: put something new on the front page minimum of once every two weeks: job posting, picture, etc.
 2. Slowing working to edit the other pages.
 - ii. What other improvements can we make?
 1. We need a new member profile. Current one has been there a month already. I'd like to rotate between a board member, a member, and an associate member. Natasha will do September's.
- International Website
 - i. There is a tab called "Chapter Resources", with lots of information, including how to access membership roster.
- Choose Chapter Charity (See attached file.)

Make A Wish Foundation of Minnesota - they are located in St. Paul.
Feed my Starving Children - they are located in Coon Rapids.
Helping Paws - they are located in Hopkins
Animal Humane Society – they are located in Golden Valley

 - i. All four of these organizations are listed on the State of Minnesota Secretary of State's list of charities in good standing.
 - ii. Vote: Animal Humane Society is this year's charity.

❖ Note: Proposal to plan some volunteer events this year in addition to doing the charity raffles.

➤ We will also look into scheduling a Feed My Starving Children event during the year.

❖ Note: Suggestion to consider "Sheridan Story" in the future.

- Equipment Disposal
 - i. A brand new old overhead projector was found in storage. Kevin Clark is going to try to sell it and the proceeds will go directly to our Chapter Charity.
 - ii. Laptop was delivered to Evergreen Recycling on July 21, 2018.
 - iii. Computer Projector – we need to decide what to do with
- Mail received: Fundraiser for AIEF
 - i. We need to sell these tickets to help raise funds in September for the drawing in October.



- ii. In a previous year, the board decided to pay for them all and put the names of whomever attended that meeting on the tickets.
- iii. The goal is to raise money for the AIEF scholarships.
- iv. DeAnna Lilienthal and Chris Johnson to review mail and decide course of action.

❖ Note: Chris Johnson and Sue Dickens are drafting a detailed email to the members about “It’s a new year”.

VII. For August Strategy Meeting:

- Review of Strategic Plan (Link) and 2017-2018 annual report (Link)
 - i. Mission Statement: no change
 - ii. Vision: no change
 - iii. Values:
 - 1. Bullet 1 - added “and professional”
 - 2. Bullet 4 – rephrased
 - iv. Strengths: minor edits made.
 - v. Weaknesses:
 - 1. Remove “website”
 - 2. Add “communications”
 - 3. Add “value to non-traditional records professionals”
 - vi. Opportunities
 - 1. Expand the “Chapter Newsletter”
 - 2. Moved “recognizing members” to a strength
 - 3. Added “connect with non-traditional RIM people”
 - 4. Other minor edits
 - vii. Threats
 - 1. Add “burnout”
 - 2. Add “don’t know why retaining membership is hard”
 - 3. Minor edits
- Goals, Objectives and Implementation Strategies
 - i. Goal 1:
 - 1. Add strategy 1C:
 - ii. Goal 2:
 - 1. Minor edits
 - iii. Goal 3:
 - iv. Goal 4:
 - 1. Review of 2018-2019 Program Year
 - 2. Strategy 4b: add “utilize regional resources”
 - v. Goal 5:
 - 1. Sue to send email/letter to Shred-IT, Shred Right and Access to get contact information. (Already sent email to Iron Mountain.)
 - 2. Add “promotion of sponsors at meetings”
 - vi. Goal 6:
 - vii. Goal 7:
- Targets for change
 - i. Business Relations support – we need to figure out what to do since we don’t have someone in this role.



1. DeAnna Lilienthal to set up Eventbrite for Spring Conference vendor registration.
 - ii. Idea: buttons or magnets or some fun giveaway for the Spring Conference.
 - iii. Charities/Community Service – this was discussed earlier in the meeting.
 - iv. Succession Planning – We need to start succession planning in September and start talking to people about the positions and what to do.
- VIII. Meeting Adjourned @ 3:39 pm
- Motion by: DeAnna Lilienthal
 - Seconded by: Sue Dickens
 - Vote: unanimous

TC ARMA Monthly Progress/Results

MM/YYYY: JULY 2018

Committee or Office: CHAIR



Identify the Strategy(s) that was focused on:

Programming/Meetings / Regional Conference / Theme for the Year

Targets/tasks achieved in last month:

Finalized _Finalized speaker for September / Sent survey for panel discussion / attended regional conference

Issues:

Targets/tasks for next month:

Finalize speaker and questions for panel discussion and October

Comments:

Still need to work on May meeting location

TC ARMA Monthly Progress/Results

MM/YYYY: July 2018

Committee or Office: President



Identify the Strategy(s) that was focused on:

Targets/tasks achieved in last month:

1. Attended the Region Leadership Conference in Columbus.
2. Website maintenance.
 - a. Incorporated several ideas heard at the Region Leadership conference.
 - b. Using Welcome page as a blog post – need to keep it fresh/refreshed

Issues:

1. Member engagement needs to be examined.
2. Explore collaboration with other chapters on programming. For instance, invite the North Dakota and Milwaukee Chapters to participate/view the December webinar. Both of those chapters are small.
3. Promoting library resources – need to feature new items (blog post)
4. Communication/messaging to members need to be effective and timely
 - a. How does it get done/role of the communications director in crafting the message.

Targets/tasks for next month:

1. Messaging to members
2. Promoting Sept. education events
3. Explore how the social media widgets on website work.

Comments:

TC ARMA Monthly Progress/Results

MM/YYYY: 8/2018

Committee or Office: Sue Dickens / President Elect



Identify the Strategy(s) that was focused on: Organizing and Promoting Professional Development Programs Member Education

Targets/tasks achieved in last month:

- Work with President, Past President, and Secretary for board meeting preparation
- Attended regional leadership meeting.
 - Learned of possible vendor sponsorship opportunities
 - Learned more about CRM/DRA workshop training support
 - Learned more about national and regional support available to local chapters
- Worked on Planning Committee for this year's program theme, speaker, and logistic arrangements.
 - Courtyard-Roseville is scheduled for October and February Meeting
 - Speaker for February is assigned and paperwork has been received from speaker
 - Menus are selected for October and February meeting
 - AV needs are reserved
 - Contacted Randy Kahn for speaker prices for Spring Conference.

Issues: I feel that the regional conference opened up new potentials for our chapter. I'm hoping we can provide our Education Director with enough information to reach out and take advantage of some of the free resources available for CRM and CRA training to our members.

Targets/tasks for next month:

- Complete program planning and logistics
- Assist president with assigned tasks
- Work on strategic plan development and development

Comments:

The Regional Leadership meeting was especially helpful this year.

TC ARMA Monthly Progress/Results

MM/YYYY: July 2018

Committee or Office: Treasurer



Identify the Strategy(s) that was focused on:

#1, #2b, #3b, #4b, #6b, and #7a.

Targets/tasks achieved in last month:

Received Speaker Form for December Meeting.

Received Contract, Pricing and Menu for December Meeting from Radisson.

Delta by Marriott (formerly Ramada) found contact for reserving meeting space.

Email Jeff Barnes – Walt Disney Speaker for Spring Conference.

Books received from 2017/2018 Budget Funds Spent.

Ordered/Received Books from 2018/2019 Budget Funds.

Processed several reimbursement checks: September Speaker, Regional Conference (Chris, Sue).

Entered Budget Information into QuickBooks Online.

Processed/Emailed to Board July Financials.

Created Events (2018/2019 Meeting Registration, September Meeting).

Paid Upgrade/Updated Plugin to Post Events to Website and worked out kinks with this Plugin and how it posts to Website.

Paid Renewal for Website Domain with BlueHost.

Paid Renewal for Quickbooks.

Email sent to County Records Managers (2018/2019 Registration, September Meeting Registration).

Start generating a list of City Records Managers.

Participated in Programming Committee Meeting. Next meeting is Tuesday, August 7, 2018.

Updated DAV, Deposit Form. Created New Form G/L Transfer Form for Kevin Clark (Membership).

Issues:

Quickbooks Renewal was more than budgeted due to Budgeting Feature we use and Special Pricing Expired. Notice of price increase was lost in Chapter Email Account. **Needs Board Approval after the fact since subscription needed to be paid before it expired.

Attempted to contact Ramada Hotel for monthly meetings. Finally determined that they closed and re-opened as Delta by Marriott and waiting to hear back from sales on pricing, menus, etc.

Targets/tasks for next month:

Pay Eventbrite July Fees that became due in August.

Complete list of City Records Managers to send emails regarding meetings.

Review/Suggest Updates to Financial Procedures.

Review/Suggest Updates to Audit Procedures

Review/Suggest Updates to Scholarship Guidelines.

Make this Form (Monthly Progress Report Form) Fillable.

August Financials.

Work with Radisson and Delta by Marriott for meeting locations.

Check back in with Jeff Barnes if no response is received to coordinate for Spring Conference.

Continue to work/meet with Programming.

Comments:

I think that's more than enough and I probably forgot something.

TC ARMA Monthly Progress/Results

Date of Report: 08-06-2018

Committee/Office: Natasha Krentz - Secretary



Identify the Strategy(s) that was focused on:

Targets/tasks achieved in last month:

- Reviewed proposed operational procedures and sent suggested edits.
- Reviewed and cleaned up the twincitiesarma@gmail.com email account. It does not appear to have been checked in over two years ago.
- Gave access to the email account to Charles Stech for sending of TCARMA communications.
- Set up meeting notice reminders for:
 - o Monthly Sessions and Meetings (2nd Tuesday of the month)
 - T 08-14
 - T 09-11
 - T 10-09
 - T 11-13
 - T 12-11
 - T 01-08
 - T 02-12
 - T 03-12
 - T 04-09 (Spring Conference)
 - T 05-14
 - T 06-11 (Old and New Board Transition Meeting)
 - Meetings after July 1, 2019 are not yet scheduled
 - o Agenda planning meetings (planned for two weeks prior to next meeting)
 - M 07-30
 - M 08-27
 - M 09-24
 - M 10-29
 - M 11-26
 - W 12-19 (different day selected due to holidays)
 - M 01-28
 - M 02-25
 - No meeting yet set for end of March/early April
 - M 04-29
 - M 05-27
 - Meetings after July 1, 2019 are not yet scheduled
 - o Monthly Progress Reports (due two Mondays prior to next meeting)
 - M 08-06

- T 09-04 (delayed on day due to Labor Day office closure)
- M 10-01
- M 11-05
- M 12-03
- W 01-02 (different day selected due to holidays)
- M 02-04 (note: I will be out of country this week.)
- M 03-04
- M 04-01
- M 05-06
- M 06-03
- Meetings after July 1, 2019 are not yet scheduled
- Sending out final agenda, minutes, reports, etc. (due Tuesday prior to next meeting)
 - T 08-07
 - W 09-05 (delayed on day due to Labor Day office closure)
 - T 10-02
 - T 11-06
 - T 12-04
 - R 01-03 (different day selected due to holidays)
 - T 02-05 (note: I will be out of country this week.)
 - T 03-05
 - No meeting yet set for end of March/early April
 - T 05-07
 - T 06-04
 - Meetings after July 1, 2019 are not yet scheduled
- Created and sent out BOD Contact Info Form
- Compiled votes for online vote and sent results
- Registered for August 17th "Chapter Leader Demo of Groups Area" online meeting

Issues:

- Need to re-review Operational Procedures to ensure I know all I need to do.
- Need to review twincitiesarma@gmail.com Drive files, reorganize, and upload missing files.
- Need to propose procedure for using twincitiesarma@gmail.com Drive for electronic storage of director transition files.

Targets/tasks for next month:

Comments:

Krentz, Natasha

From: Stech, Charles W (DOT) <charles.stech@state.mn.us>
Sent: Monday, August 06, 2018 2:03 PM
To: Krentz, Natasha
Subject: report

Sent out 3 emails. Sat down with Natasha to go over email system.

Charles Stech
Assistant Records Manager | Office of Chief Counsel
Minnesota Department of Transportation
395 John Ireland Blvd
St. Paul, MN 55155
Mail Stop 130, Second floor
651-366-3026



TC ARMA Monthly Progress/Results

MM/YYYY: August 2018

Committee or Office: Education



Identify the Strategy(s) that was focused on:

1. Acquiring books for library, 2. Supporting program theme of RIM Professional Career development, 3. Supporting scholarship applications, Preparing to apply for accreditation from both ARMA and ICRM for all session scheduled in program year 2018-2019

Targets/tasks achieved in last month:

1. Worked with Treasurer to increase library holdings.

Issues:

1. Promoting library resources – need to identify vehicle to feature new items
2. I've noticed some job postings on library sites that belong on ours as well. Who will do this?

Targets/tasks for next month:

1. Messaging to members about library and scholarship resources
2. Get accreditation for Sept. and subsequent education events
3. Tailor books given away to theme of each meeting
4. Need to acquire more resources around newly identified program theme

Comments:

TC ARMA Monthly Progress/Results

MM/YYYY: August 2018

Committee of Office: Membership



Identify the Strategy(s) that was focused on: Membership & International Relationship

Targets/tasks achieved in last month:

-Onboarding Web Training – Employee retention through On-Boarding Tool Kit.

Issues:

Target/Tasks for next month: New Member Prospecting, Current Member Contact

Using International for Mailers, Emails to Records Managers;

Comments: As of today still waiting on International for mailer process.

TC ARMA Monthly Progress/Results

MM/YYYY: 08/2018

Committee or Office: Member-At-Large



Identify the Strategy(s) that was focused on:

Targets/tasks achieved in last month:

Issues:

Targets/tasks for next month:

Comments: Nothing to report.