



ARMA International San Antonio Chapter Collaborator

Collaboration... people working together to solve the puzzle...

Navigating RIM the e-Way

September 2008

Monthly Meeting and Luncheon

**Tuesday, September 16, 2008
11:00 am - 1:00 pm**

**Embassy Suites
7750 Briaridge
San Antonio, TX 78230**

**Program Cost: \$25.00 for Members
\$30.00 for Guests with Lunch Provided!**

**Reservations Requested
Call Linda or Gloria at 210-498-3222**

**RSVP via email to:
armasa@armasanantonio.org**

**Reservation Deadline
Friday, September 12, 2008 at 12:00 (Noon)**



This month's program:
**E-Discovery and Litigation Response
Planning**

In this session you will learn how IT, Legal, and Records Management can work together to prepare the organization for legal discovery of electronic records, data and documents. You will also learn: Why discovery is a hot topic, some case law providing legal precedence, tips for developing a litigation response plan, filtering out non-responsive documents, and some key components to litigation preparedness.

Presented by:
Kathleen Sparks, CRM

Kathleen Glasgow Sparks, CRM, is the Records Retention Manager for Tyson Foods, Inc., head quartered in Springdale, Arkansas. She and her staff of 9 are responsible for all records retention related matters affecting paper and electronic records, data and documents for the company. Kathy has been actively involved in the Records and Information Management profession for 34 years. She is a former regional leader for ARMA and a former President of the Institute of Certified Records Managers. She was a chapter member of the year for both the Dallas Chapter and the Buffalo and Niagara Frontier Chapter of ARMA. She has taught a Records Management course for the Graduate School of Information & Library Science at the University of New York at Buffalo, NY.



Message From the President

Greetings my fellow San Antonio ARMA International and Chapter members, Hope you had a wonderful summer and are ready for what we have planned for this term

This year our chapter theme is **“Navigating RIM the e-way”**. We will be navigating towards another successful year by providing you with excellent educational programs, seminars and scholarship funds to increase your RIM knowledge. Your ARMA San Antonio Board attended the Southwest Leadership Conference this summer; we learned and shared ideas with our peers. ARMA International is also providing programs such as “Leadership Academy” which are on-line courses offered at no charge to your board to enhance leadership skills. With the right people, tools, and training nothing is impossible.

The Board also had a full day of planning and organizing for the chapter’s 2008-2009 events. Our committees are collaborating towards another great year. Your board will be meeting once a month to make sure we are on track, on target and on time.

We are leading the way and we want to encourage you to become more active in the chapter. Join or chair a committee today. Together we can achieve great things. You can make a difference. The experience is rewarding!

Coordinating or volunteering for one of our community outreach programs is greatly appreciated by people who need a helping hand. And you don’t have to know anything about golf to be a part of our annual golf tournament.

We are adding books to our ARMA San Antonio Chapter library. And soon you will be able to view our library book selection on armasanantonio.org.

Let me know how we are doing as your chapter leaders. Our goal is to provide you with the right information, tools and knowledge to enhance your RIM knowledge. Success is a journey, not a destination if you navigate the e-Way.

Get ready for another great year!

Ben Cantu
President
ARMA San Antonio Chapter

Things to Avoid When Buying Office Supplies

By Ben Cantu



I recently read an interesting article titled “the 10 Biggest Mistakes offices make when buying supplies” by Mark Rowh in Office Solutions magazine. Mark talks about how to avoid 10 mistakes when obtaining and using office supplies.

1. *Buying brand names only.*

I will be the first to admit when it comes to name brands you are buying the best. But you don't always need the top of the line product when an off brand will do the same thing. Do your research first by visiting your local stores, perusing ads or catalogs and personally comparing prices and product information online at sites such as BizRate(www.bizrate.com), DealTime (www.dealtime.com) and PriceComparison.com (www.pricecomparison.com).

2. *Cheap out.*

Now that you have completed your cost comparisons, studied reviews, or made your assessments, going for the cheapest item might not be your best option. Some well know companies like Sharp receive calls on their tech lines about printout problems and poor quality output, but most of the time it's because of the no-name supplies. A lot of these no-name suppliers do not meet product standards, so look at your owner's manual when purchasing toner, color cartridges and supplies.

By now you're thinking, he just contradicted himself with what he said about buying branded names only. Not really, the key is to compare quality as well as price and then make a decision rather than always going the same path.

3. *Ignoring traditional suppliers.*

Superstores and online shopping make it easy for you to overlook traditional supply dealers. With transportation and shipping cost increases it might be a good idea to shop locally. Local owners and employees of these supply companies take pride in their work and provide great customer support.

Some stores are one stop shopping centers and provide services like free next-day delivery and hassle free returns. Established a personal relationship with the salesperson or delivery guy can be a plus when problems arise or heads up on special deals.

Even though superstores and online shopping can sometimes be cheaper, look at the big picture for long term needs and support.

4. *No reordering plan.*

Not having a plan can be quite costly, disruptive and also darn right embarrassing. Having a reordering plan prevents hoarding of supplies and saves money by eliminating the need for express shipping. You don't want to run out of folders or ink when they send that big folder order request.

A simple spreadsheet or paper and pencil system can be the basis to manage your reordering plan. But remember to keep this list up-to-date if you want your reordering plan to work.

5. *Sloppy Receiving.*

I know your too busy and don't have time to check what you received from the vendor. You might also assume that everything was packed as requested. Well you might not be saving any money if you received two pens instead of the two boxes of pens you ordered and paid for.

Don't wait until you actually use the product to verify the order. You may discover they sent you the wrong one a month ago. The longer you wait the harder it will be to correct the order. Always check your items as soon as they are delivered. It could save you some time in the long run.

6. *Lack of organization.*

This is not an issue since we are all records managers correct? In reality supplies come in and are put away. Hopefully you have all of your supplies in the same place and you are not hording all of the pencils.

Keep your supplies in a central supply room, closet or cabinet. Knowing what you have and labeling your supplies should be your goal.

7. *Green neglect.*

Buying recycled products was not quite as popular in the past, some were dingy, boring, expensive, and limited to paper products only. Well times have changed now there are thousands of environmental friendly products available at competitive prices.

“Businesses may not realize that they may be hurting the environment by putting their empty printer cartridges into the trash”, says Scott Hansel, a Cartridge World store owner in northern California. He also said that one cartridge thrown into a landfill takes 450 years to decompose and that 350 million cartridges are thrown out every year, creating mountains of e-waste in the nation’s landfills.

8. *Missing out on discounts.*

Don’t forget to ask your vendors if they provided discounts for volume purchases. Some companies extend special pricing for any company of 25 or more in an office, including discounts on frequently used commodity products.

Watch for sales or promotions such as free shipping, weekly on-line or in-store discounts.

9. *Forgetting the user.*

Having one key person with good organizational and communication skills to order supplies eliminates over spending and ordering items that will not be used. This person can also create a survey list of items to order which will help keep employees stocked with the supplies they need.

10. *Missing the change to make an impression.*

Who would have thought that supplies can make a good impression? Staples conducted a study with 85 percent of the respondents noticed a co-workers notebooks, pen, or file folder over the person’s shoes when entering or exiting a business meeting.

Want to share your ideas about how to avoid making mistakes when ordering supplies or how you order supplies? Send your ideas to ben.cantu@valero.com and I will write another article to share with our chapter.

CRM CORNER

Jenny N. Barker, CRM

On September 9th, the study group will begin the “dreaded” and very long Part 1 by taking a 70 question practice test for this new part and participate in the selection of the presentations for each study session. We will welcome new members to the group at the September 9th and September 23rd meetings. After the second meeting no new members can join the group until we begin a new part. Although subject to change, I anticipate that we will begin a new part on December 30, 2008.

I hope you will consider rolling up your sleeves, dusting off your text books, sharpening your Internet search skills, and practicing your small group presentation skills. I encourage you to mark September 9th, and September 23rd on your calendars as opportunities to participate in the San Antonio Chapter’s CRM Study Group.

You do not have to be an ICRM Candidate to join the study group. You must have a desire to learn and a willingness to share your knowledge with others. Every person in the study group is expected to research their assigned area, provide handouts for the group if unable to attend, attend the majority of the meetings, and participate. Non-participation will result in being asked to sit out the remainder of that part. The group meets every other Tuesday evening from 5:30 – 7:30pm.

If you are interested in becoming a CRM (Certified Records Manager), please contact me for more information on the Study Group, qualification, exams, changes undertaken by the ICRM, and any other questions you might have. E-mailing me at BarkerCRM@cs.com is the easiest way to reach me.

2008 ARMA Southwest Region Leadership Conference

By Anne Kelley

In July, 2008, I had the opportunity to attend another ARMA Southwest Region Leadership Conference. The conference this year was scheduled for Corpus Christi, Texas. It had been a couple years since I had attended a conference and I was looking forward to the opportunity to renew acquaintances from previous years, to forge relationships with my own San Antonio Chapter board members, and to make new friends. As the week unfurled Dolly was heading straight for the Texas coast line and I kept asking myself, “Do I go, or do I not go? Are you kidding? Drive straight into a hurricane?!!!”

It looked like Dolly would make landfall further south near Port Isabel, so Wednesday afternoon Chris Jacobs and I headed for Corpus Christi. Many friends, co-workers and family thought we were crazy! However, we made good time and encountered little rain fall. We checked in to the hotel long before dark, had a great dinner and a lot of wonderful conversation. After a long day we said “Good night” and retired to our rooms to climb into our beds. In the middle of the night I awoke with a start! I could hear what sounded like a number of sirens and jumped to the window to see what the commotion was all about. The street lights were on but the streets were silent, heavy rain was falling, and the WIND WAS HOWLING! The palm trees outside were bent and straining against the wind. I have

never heard the wind screaming and moaning like that, but I climbed back in my bed to fall asleep once again.

The next morning the worst of the weather was past and the conference began. There was much to be learned about many different topics. Dale Mask with Alliance Training and Consulting, Inc. gave a wonderful presentation Thursday afternoon on “The Motivational Leader, Leading through Conflict to Commitment.” We learned about different leadership styles and how to motivate and work with individuals who possess a leadership or communication style that is different from our own style. It was very helpful in understanding what drives our membership and their participation in a volunteer organization.

On Friday we spent the day moving from one workshop to another. We learned about the various officer positions and what is involved in holding each position. There was a presentation on the ARMA International Education Foundation, and an insightful presentation by Trevor Howard on developments at ARMA headquarters. There were workshops on “Marketing & Conducting Successful Seminars”, on “Applying for ARMA Awards”, on “Tips on Being a Successful Chapter Leader”, and our very own Ben Cantu gave a presentation on “Membership: New, Retention & Involvement.” In the evening the group gathered for a dinner cruise on the Corpus Christi Bay. Although it was still cloudy and we didn’t really have a beautiful sunset, we had a great time cruising the bay and relaxing with friends and spouses.

Saturday morning it was back to work on chapter year and project planning with team exercises and problem solving. The exchange of ideas and the different ways to solve the same situation was fun and interesting.

Alas, the close of the conference was quickly approaching. There were planes to catch, road trips to begin and farewells to be given. All in all it was another great conference. My biggest takeaway every time I attend an ARMA conference is the camaraderie that records professionals exhibit, the eagerness to share ideas and information and the downright friendly nature of the people engaged in our profession! We are truly a blessed profession. I hope to see you at our September Chapter meeting and I challenge you to serve your chapter by getting involved with a committee this year and ultimately running for an office on next year’s Board.

VOLUNTEER - GET INVOLVED!

GETTING TO KNOW YOU

By: Lisa Pichardo

This month’s column is devoted to a new member from Port San Antonio.
MONICA PESINA

Monica is a new employee at Port San Antonio. She has been in her position as a Senior Records Clerk for four months. In her position, Monica handles all incoming documents. She is also responsible for converting the back file paper documents to electronic in the Document Management System. Monica also assists customers with file retrieval and researching inventory for paper documents as needed.

Before coming to Port San Antonio, Monica worked for Catto & Catto. Monica's main responsibility was maintaining their alpha filing system. During her employment, the company was in the process of going paperless and wanted all paper documents to be converted to an electronic file. Monica assisted with the completion of this transitioning stage.

ARMA was an organization that Monica was not familiar with. She was first introduced when she joined Port San Antonio. The first time she attended an ARMA meeting, she was amazed on how much information was provided regarding records management. Listening to different speakers on a monthly basis became more interesting that she wanted to continue to be a member of ARMA.

Monica is married and is a proud mother of 2 children. On her spare time, she likes to go to children's parties and family gatherings. Her hobbies consist of reading magazines and going shopping.

Monica's Truth and Lie:

Monica owns seven Chihuahua dogs and has named them after the seven dwarfs. Monica was a high school princess at South San High School.

DESIRE + NEED = SCHOLARSHIP

By DuWayne Headrick
Northside Independent School District

As a Board officer of the San Antonio ARMA Chapter I have been empowered to provide guidance and leadership to my fellow professional RIM practioners. Your Board works hard to provide quality, usable, accurate educational programs to keep its membership abreast of the latest RIM practices and technological advancements. It promises to be another great year of programs.

Okay, so you ask, what does all this have to do with the title of this article? Your Board officers recently attended the Southwest Region Training Conference. Working around Hurricane Dolly, it was an intense three days of networking with our friends from the Boards of other chapters in the Southwest Region, and oh yes, we did have some educational sessions as well.

The Chapter Board has made monies available in a Scholarship Fund through our fundraising projects and donations. Why? We have found that not all employers will pay for all or some of the expenses to attend various ARMA chapter functions. Now you have no further excuses as to why you cannot attend our programs. Programs eligible for scholarship funding are many and the application process is simple. Go to www.armasanantonio.org/education/scholarships for all the details. Upcoming monthly education programs, our annual seminar and, of course, the International Conference in Las Vegas in October are only a few of the eligible programs available for a scholarship.

As mentioned, I attended the Southwest Region Training Conference and am the recipient of a scholarship up to \$500 to help pay for reimbursable expenses; registration, travel, lodging, etc. At the conference time was spent with Dale Mask of **Alliance** Training and Consulting Inc. His topic was "The Motivational Leader; Leading through Conflict to Commitment". We conducted exercises, evaluating our own leadership styles; I found out I am a 'Process-Oriented, People-Oriented' leader.

San Antonio Collaborator

We all work in a generation gap environment with each generation having different work values. There are 'Traditionalists, born prior to 1947', 'Baby Boomers, born between 1947 – 1965', 'Generation Xers, born between 1966 – 1977', and 'Generation Y or Nexters, born after 1977'.

- Traditionalists values are influenced by the experiences that often include the hardships of their parents and grandparents. These values were impacted by experiences they had during the Great Depression and World War II, both of which shape how they view the world. ¹
- Baby Boomers represent the children of our World War II veterans. They did not go through the hard times as their parents did. They had the good life and their parents, the “traditionalists”, wanted them to have the best and as a results, the “Me” decade arrived. ¹
- Generation Xers are economically conservative. They remember double-digit inflation and the stress faced by their parents dealing with times on and off unemployment. As a result they did not rely on institutions for their long-term security like their predecessors did. ¹
- Generation Y (Nexters) represent people who grew up during the high-tech revolution. Providing frequent and systematic feedback in real time is critical when working with members of this generation. ¹

We have a super year planned for our members, become part of the plans, get involved. Committees abound that need volunteers; fresh new faces, new ideas. I'll be there, will you?

1. The Motivational Leader; Leading through Conflict to Commitment



How to Grow Membership

By Wallace Carroll

Vice President Membership

Do you believe in ARMA International? If so, what are you doing to help grow our membership? I ask these two questions because growing membership is each member's responsibility. So we must have a personnel commitment to get involved to ensure ARMA San Antonio grows.

You may ask, how can I help grow membership? Listed below are a few suggestions on what you can do to foster increased membership.

1. Make a least one telephone call each month to prospective members inviting them to our monthly meeting.
2. Offer our newsletter and any other publication to prospective members.
3. When a member becomes involved, make sure he or she receives thanks and recognition.
4. Bring prospective members to meetings and social gatherings to increase their exposure and understanding of ARMA.
5. Keep membership materials convenient and distribute them whenever the opportunity arises.
6. Introduce new members at meetings and ensure they feel welcomed and included.
7. Maintain contact with new members and make sure their experiences are positive ones.

If you put just a few of these suggestions into practice ARMA San Antonio will thrive. I look forward to the upcoming year and the many tremendous opportunities for learning and networking.

Name	Month Joined	Company
Edward M. Barba	January	NSISD
Kimberly Muellner	February	Southwest Research Institute
Martin Picon	February	Southwest Research Institute
Carrie Copeland	February	Safesite, Inc
Ashley McKay	February	Valero Energy
Karen Thompson	February	Nustar Energy
Kerri Alexander-Overfelt	March	Alamo Group
Kelly Knapper	March	Sirius Computer Solutions
Rikki Zengel	March	Pearson
Laura Cuellar	March	HEB Grocery Company
Neal Linnartz	March	Comal ISD
Pam Climer	April	Housing and Community Services
Ruben Estrada	April	Port San Antonio
Clinton Wentworth	May	NuStar Energy
Gracie Baiza	June	Generations FCU
Anissa Garcia	August	Southwest Research Institute
Ester Guante	August	Rodriguez Finance



Our care bear donations continue to rise and so do the funds we have available to purchase bears.
Thanks to all who made donations to this very worthy cause.

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**ARMA San Antonio 2008-2009
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This newsletter is a publication of the
San Antonio Chapter of the Association of Records Managers and Administrators, Inc.

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ARMA-San Antonio Chapter 2008-2009 Programs Schedule

<i>Date</i>	<i>ICRM Part #</i>	<i>Presentation</i>	<i>Speaker</i>	<i>Organization</i>	<i>Location</i>
September 16	Part I	E-Discovery and Litigation Response Planning	Kathleen Sparks, CRM	Tyson	Embassy Suites
October 21	Part IV	Managing GIS Records	Lisa Derenthal	Gimmel Group	Embassy Suites
November 18	Part IV	Recovery of Vital Records After Extraordinary Events	Thomas McGuire	Munters	Embassy Suites
December		Holiday Program			TBD
January 20		Why a Certified Records Manager?	Dora Martinez, CRM	Tesoro	Embassy Suites
February		February Seminar	TBD		TBD
March 17	Part II	Create and Implement an Effective Email Policy	Galina Datskovsky, Ph.D., CRM	CA, Inc.	Embassy Suites
April 21	Part V	Emerging Trends for Security in the Coming Decade: The Changing Face of Security and Privacy	Debbie Christofferson, CISSP, CISM	Apollo Group, Inc.	Embassy Suites
April 18		Shred Day			SACU
May 11		Golf Outing			Olympia Hills Golf & Conference Center
May 19	Part I	Selling Yourself to Senior Management	Doug Allen, CRM	Global360	Embassy Suites
June 16		Awards Ceremony			TBD



Save the Date!

ARMA/SAPD SWING AND “BEAR” IT

GOLF TOURNAMENT

Olympia Hills Golf & Conference Center – 1 PM Shotgun