

Tidal Waves

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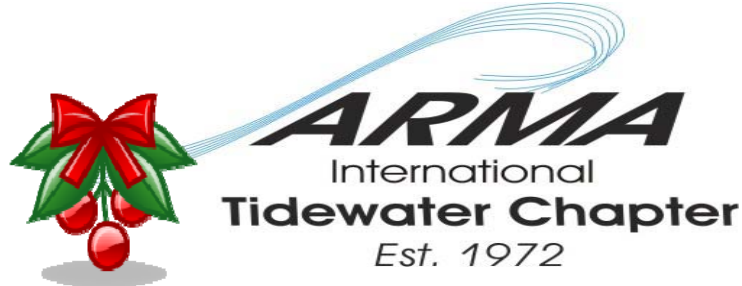
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PRESERVING YESTERDAY, MANAGING TODAY, PREPARING FOR TOMORROW

Please join us this month for our Annual Holiday Meeting!
We have lots of things planned and we want to see you there!

★
Food!

\$ Raffles \$

- Fellowship -

~ Angel Tree ~

~ ~ Networking ~ ~

CRM Challenge Trivia

Food!

Food!

Inside this issue:

Presidents Message– Happy Holidays!	2
Food Bank Updates/ Angel Tree Reminder	4
Chapter Meeting Information for December.11.2007	5
Chapter Meeting Minutes for November.13.2007	8
Treasurer's Activity Report	9
List of Chapter Committees / Bosses Night Announcement	13
Educational Opportunities from ARMA International	15
Tidewater Chapter Calendar of Events	17

ARMA INTERNATIONAL

The Association for Information Management Professionals

PRESIDENTS MESSAGE...
Happy Holiday Season Everyone!

I cant believe we are already in the midst of the holidays again! I hope that you are all enjoying the season and that you are able to get the things done that you find you need to do! Hopefully you have already done your Angel Tree shopping and you wont forget to bring your bags back to the December meeting with you! I think it is wonderful that our chapter is so giving and caring of others at the holiday season! You are helping to make a child's Christmas very special, so thank you for your generosity.



Audrey Page; President

There are lots of things planned for this months meeting– it is going to be a great time as usual and I hope to see you all there. Please see page 5 for complete meeting details!

We will be starting out with a fabulous meal! I know it will be fabulous because it is going to be Pot Luck and folks will be bringing their holiday specialties to share! Please let us know what you will be bringing in your RSVP for the meeting. Our program will be hosted once again by our very own Darlene Barber, CRM– she has designed a great test of knowledge and competition for us: *Are you Smarter than a CRM?* I cant wait to see who is smarter and who has to repeat that famous phrase at the end of the night: "I am NOT smarter than a CRM!" Good Luck everyone! And of course to end the evening out, we will be having our annual holiday raffle! If you have raffles to donate, let us know– but be sure to purchase your tickets at the meeting so you have the chance to win some great things! All of our proceeds from this raffle go towards our Angel Tree fund, so this is another way you can contribute to those less fortunate!

With all this talk about giving and helping those in need, I want to say thank you to all our members who constantly give to our chapter, their time, their talents and their expertise. It is greatly appreciated and does not go unnoticed. You guys are wonderful and the board really appreciates each and every one of you!

Last month we had a great turn out for our meeting. And each of you gave a little bit more! Our Food Drive was very successful and we were able to donate quite a bit to the Peninsula Food Bank! Thank you all so much for your donations. The holidays are a bit brighter for those less fortunate because of you! See page 4 for totals and see how you have helped!

I hope that you will all try to make it to the meeting so that we can fellowship together and start our holiday season off right!

Until then~ preserve and protect! ~Audrey Kay

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TIDAL WAVES is published monthly from September through June by the Tidewater Chapter of ARMA International. Letters, comments, and articles from members are welcome!

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Peninsula Food Bank Totals

Last month you brought your canned/ non-perishable food donations to the meeting. We have dropped our donations off to the Peninsula Food Bank and your totals were outstanding! You should be very happy with what we have accomplished this year, but this by far is one area where you have outdone yourselves!

The Tidewater Chapter of ARMA International was able to donate 115 pounds of non-perishable food items and \$32.00 in Cash!



Remember that for every \$1.00 donated you can help supply almost 5 meals! So in addition to 115 lbs of food, you also helped to provide approximately 160 meals!

Great Job Tidewater Chapter!

Pictured Below: Members and Guests at the 35th Anniversary Celebration and Annual Joint Meeting in November at Legacy Hall, Williamsburg.



SPREADING HOLIDAY CHEER...

The holidays are approaching fast and plans are underway to bring **Holiday Cheer** to our **Angel Tree Children**. In support of this year's **Angel Tree effort**, the **Charitable Committee** has again provided the bags with information tags at the November. I hope you were able to pick one up and are able to return the bags with the suggested information listed on the tags for that particular child to the December meeting! This is a most rewarding experience and one that brings joy and happiness to those children less fortunate at the holiday.



Additionally we will have our **Annual Holiday Raffle** in support of our **Angel Tree Efforts** as well! So you have many options to help out- fill a bag, bring raffle donations, buy raffle tickets- any way you can help! Please help us in our efforts to make a child's holiday season a special one!
~ Tidewater Chapter Board 2007-2008

INTERESTED IN MEMBERSHIP?

Questions regarding membership and member application should be addressed to the Membership Committee Chair: **Anna B. Call, Northrop Grumman Law Dept. 4101 Washington Ave. Newport News, VA 23607-757.380.7159**

Individuals seeking membership in the Tidewater Chapter and ARMA International should mail applications to: **ARMA International, PO Box 931074, Kansas City, MO 64193** (List 'Tidewater Chapter' in the Chapter Membership area of the application)
Visit: <http://www.arma.org/join/apply.cfm> to download a membership application.



~ Tidewater Chapter Contest ~

Spread the word & share the fun of the Tidewater Chapter of ARMA! The first five (5) members to bring a guest to a regular monthly meeting will receive a \$5.00 off certificate towards their next regular meeting!

\$5 SHARING ARMA \$5

So get out there and **SHARE ARMA!** (excludes December and January meetings) Make sure that when you RSVP for the meetings you mention that you have a guest attending with you! *This is how the first five will be determined!*

TIDEWATER CHAPTER MEETING DETAILS FOR: December 11, 2007



When: December 11, 2007 5:30PM – 8:30PM

Our Menu this year will be Pot Luck!

Where: Lion- Heart/Richmond Commercial Svcs.
807 Bluecrab Road; Newport News, VA

So be sure to include what you will be bringing with your RSVP! If you have a specialty and wish to share it with us please do so!

Cost: \$5.00 members & guests

We look forward to sharing our famous eats with you and to having great fellowship and a little bit of fun! So come out and join us. We want to start your holiday season off right!

RSVP: Thursday December 6, 2007 (4pm)
armatidewater@yahoo.com

Hope to see you at the Meeting!



Program: Hosted by Darlene Barber, CRM
"Are you Smarter than a CRM?"

Test your CRM Knowledge, a trivia inspired challenge created by our own Darlene Barber, CRM to test your CRM knowledge and your knowledge of the RIM profession! Come and show your smarts!

This year we are thankful that Lion- Heart/ Richmond Commercial Svcs. has agreed to let us use their facility again. We wish to extend a special Thank You to Tim McCreary and Tray Isley for their generosity!

PLEASE NOTE:

When you RSVP please include if you will be bringing a guest, what dish you will be sharing and if you plan to bring a raffle donation item!
Thank you so much!

Please select from one of the following categories to share your dish from: **Main Dish/Meats**, **Veggies/Fruits**, **Pastas/Potatoes/Rice**, **Breads**, **Desserts**, or **Beverages**.



The Raffles!

Per tradition it is customary that we have a great selection of raffles at the December meeting! From gift cards, to goodie filled baskets, to picture frames and music Cd's! So don't forget to bring some money to buy your raffle tickets and try your chance at winning some great raffles! All proceeds earned will go towards the Angel Tree Fund.



**Directions to:
Lion- Heart/Richmond Commercial Svcs.**

From 164-East or West:
Take exit 258 A onto J. Clyde Morris Blvd.
At 1st stop light go right onto Diligence Drive (entrance to Oyster Point Business Park).
At 2nd stop light turn right onto Thimble Shoals.
Next stop light right onto Canon Blvd.
Turn right onto Bluecrab Rd.
Lion-Heart/Richmond Commercial Svcs. is the 2nd building on the left.
Look for 807 on the front door (front door is glass)



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Mention this Tidewater Chapter ARMA AD when calling from the Eastern Virginia area.

Plan Records Management– Microsoft Updates!

Topic: Microsoft Office SharePoint Server 2007



Microsoft Office SharePoint Server 2007 includes records management features you can use to help your organization meet its regulatory and legal requirements and manage its corporate knowledge.

Visit the link on the SharePoint site: <http://dotnet.org.za/arnon/archive/2007/05/11/sharepoint-2007-document-and-records-management-resource-list-update.aspx> for information on the following:

What is records management? Reviews the elements of a records management system and provides an overview of records management planning.

Identify records management roles (Office SharePoint Server) helps you identify members of your organization with the range of records management-related roles and skills to support planning and implementing a records management solution based on Office SharePoint Server 2007.

Develop the file plan (Office SharePoint Server) provides guidance on determining the types of records in your organization and on creating a file plan to specify retention periods, disposition plans and other information for each record type.

Design the Records Center site (Office SharePoint Server) describes how to plan the document libraries, meta-data, policies, and other features of a Records Center site, the Office SharePoint Server 2007 site you use to implement your file plan and manage records.

Plan how records are collected (Office SharePoint Server) helps you plan how electronic and hard-copy records in your organization should move to the Records Center site.

Plan physical records retention describes planning tasks related to retaining physical records by using Office SharePoint Server 2007.

Plan e-mail message records retention describes planning tasks related to retaining e-mail messages by using Office SharePoint Server 2007.

Materials Missing at the Library of Congress

The LIBRARY of CONGRESS

A recent survey of the holdings of the Library of Congress found that 10 percent of all materials, more than 13 million items have been lost and were unable to be

retrieved when requested. The lost materials including books, monographs, and bound periodicals were misplaced as a result of flaws in the system for shelving and retrieving materials.

On October 24, the Joint Committee on the Library of Congress held a hearing on the problem. Investigators testified that 167 percent of library materials could not be found. Library of Congress officials said they believe that the materials are misplaced rather than stolen or permanently lost. Howard Gantman, staff director of the Joint Congressional Committee on the Library of Congress said that, "A subsequent review found 4 percent were either on nearby shelves, checked out to the public, or marked with the wrong call numbers. But it remains deeply troubling that nearly 13 percent are unaccounted for by library officials."

The survey was performed by the Library of Congress's Office of the Inspector General earlier this year, but it was not made public. The report by Library Inspector General Karl W. Schornagel said that library staff followed typical procedures and no follow up audit was necessary. However, the chairman and ranking member of the House Administration Committee were so upset by the findings that they summoned Librarian of the Congress James H. Billington to answer further questions. Committee Ranking Member Vernon Ehlers (R-Mich.) said that the high rate of missing materials "is unacceptable, and a clear indication that we must reassess how we manage the nation's priceless collection that exceeds 130 million items."

One issue plaguing the Library of Congress has been recent budget cuts. Since 2003, the Library has requested \$12 million for inventory control, yet it has received only \$6.3 million. The Collections, Access, Loan and Management Division (CALM) staff has decreased from 235 in the year 2000 to only 162 today, and CALM has "hired contractors to complete the inventory and do the shelving in hope of cutting the time it takes to go back in circulation."

Deanna Marcum, associate librarian for library services, noted that part of the problem is that the public still uses paper slips to request material, and many of the slips are difficult to read. She said, "because we still have a paper request slip, the patron does not go to the online public catalogue and press a button. They write down all the information and sometimes the patron doesn't correctly copy all of the information," leading to errors in the search. She explained that "The shelves are crowded, with books overflowing into carts and onto the floor of the stacks. The people that retrieve items might overlook the requested materials."

ARMA International Washington Policy Brief, Nov. 2007

ARMA International Tidewater Chapter Regular Monthly Meeting Minutes: November 13, 2007

Call to Order

The Tidewater Chapter's 35th Anniversary Meeting, held at Legacy Hall in Williamsburg, was called to order at 6:00 PM by President Audrey Kay Page. Richmond ARMA Chapter Members present were: Cary Adams, Bruce Fraley, Dot Hummell, Chris Koch, William Neale, Pat Noble, and Onita Topee. The Old Dominion AIIM Members present were Brad Bimson and Dan Longo. The Tidewater ARMA Chapter Members present were: Marie Allen, Darlene Barber, Claudia Bolitho, Anna Call, Jane Clevinger, Kristen DelSordo, Kay Domine, Lori Gay, Aleta Gesiewski, Brenda Grow, Charles Heishman, Tom Hesse, Ginny Jones, Millie Machon, Angie Mitchell, Audrey Page, Lois Reeves, Lois Dalton Ritger, Ike Sisane, Johnsie Spruiel, Michele Trader, and Bill Valos.

Guests present were: Cleo Badgett, Calvin Edwards, Elizabeth Garrett, Mildred Hayes, Rosetta Lamb, John Lane, John Ritger, Mrs. Bill Valos, and Lee Webster, our guest speaker.

Welcome

President Page welcomed all in attendance and noted that this was the Tidewater Chapter's annual combined meeting with the Richmond ARMA Chapter and the Richmond AIIM Chapter. In addition, it is a celebration of the Tidewater Chapter's 35th anniversary.

Past President Michele Trader reported on some of the landmark events in the history of the Chapter. The Chapter was chartered on November 15, 1972; Tidal Waves, the Chapter newsletter, was first published in 1974; our first joint Richmond/Tidewater meeting was held in April 1974; our first seminar cost \$5.00 to attend; in 1995 we established our first CRM study group; the Chapter library was established in 1996; we incorporated in 2000; present Chapter membership totals forty-seven; this year the Chapter was awarded \$1,000 for the ARMA International recruitment campaign.

Michelle then introduced all the past-presidents who could attend tonight's meeting. They are: Lee Webster, the Chapter's first president; Kay Domine; Ike Sisane; Bill Valos, Virginia (Ginny) Jones; Brenda Grow; Darlene Barber; Michele Trader; Angie Mitchell; and Audrey Page. Michele then presented each past-president a gift.

Darlene Barber, the Chapter Historian, next presented the Chapter with some historical articles, courtesy of her employer, Northrop Grumman. Darlene is responsible for the photo albums, historical documents, and posters on display tonight. They included a collage depicting activities that have occurred over the past thirty-five years; an anniversary banner; and a Chapter history for each person in attendance. President Page accepted the gifts and thanked Darlene for her contributions.

Vice-President Bolitho then recognized the Richmond attendees as well as the guests who were able to attend tonight.

President Page offered her appreciation to Vice-President Bolitho for all the hard work she has done to make this evening such a special occasion.

New and Old Business

Charles Heishman noted the minutes to the last meeting are published in the Tidal Waves. He asked for questions, comments, or corrections to the minutes. There being no comments, the minutes were approved as presented.

Millie Machon reported that at the last meeting, we agreed to include the \$1,000 International award in the budget. She reported that this has been done. Next she presented the Treasurer's report for comment. There being no comments, the report was approved as presented.

Darlene Barber reported on the Charitable Events committee. First, Darlene recognized the members of the committee, Johnsie Spruiel and Jane Clevinger. Then she announced that angel tree bags are being used again this year to collect gifts for local area children. The food drive, collecting non-perishable food items, is also ongoing. There were also collection baskets for those who wished to contribute monetarily.

Anna Call then reported on the audit of the Chapter's financial books. The audit period is 7/1/2006 – 6/30/2007. The audit showed the books are being accurately maintained. The combined checking/savings account cash balance as of 6/30/2007 was \$13,174.02. In addition, Anna reported that the Chapter officially has forty-seven members. There are three potential members in process which would take us to an even fifty members.

President Page announced the November newsletter deadline is Wednesday, November 21st.

Vice-President Bolitho announced the next meeting will be held on Tuesday, December 11. It will be hosted by Lion-Heart Records Management in Newport News and includes a pot-luck dinner. Details will be in the Tidal Waves newsletter. Please bring your angel tree bags to that meeting. Darlene Barber will be the hostess for the evening activities. She is planning another new game for the evening, "Are You Smarter Than A CRM".

Immediately prior to the evening's program, the group adjourned to the building lobby for a group photograph.

Program

Our Speaker for the evening was Mr. Lee Webster, the Chapter's first President. Mr. Webster presently works at the Mid-Atlantic Regional Office of the National Archives and Records Administration in Philadelphia.

The topic of Mr. Webster's presentation was "Electronic Mail – The Smoking Gun". He passed out two references: "E-mail Quick Reference Guide" and "Is It A Record".

He noted that the definition of email can be found in 36 CFR 1234.2. This document can be found at <http://www.archives.gov/about/regulations/part-1234.html>. Mr. Webster left us with three key questions regarding email: 1) is it a record; 2) how long do I keep it; and 3) where do I keep it.

Mr. Webster's PowerPoint presentation will be available on the chapter website. His contact information is lee.webster@nara.gov and 215-305-2024. Following his presentation, Vice President Bolitho presented Mr. Webster a gift of appreciation.



Raffle

The 50/50 raffle was won by Pat Noble. A total of \$102.00 was collected for the Scholarship Fund raffle, entitling Pat to winnings of \$51.00.

Adjournment

President Page adjourned the meeting at 8:20 PM.

*Minutes submitted by Charles Heishman, Tidewater Chapter Secretary.
11/19/2007*

Pictured at left: Charles Heishman, Tidewater Chapter Secretary

Tidewater Chapter, ARMA International

Treasurer's Activity Report October 1 – October 31, 2007 (ADDENDUM) November 1 – November 30 (*Unreconciled Transaction*)

- Checking Account -

	Beginning Balance as of September 30:	\$	9,868.70
Receipts	October Deposit		300.00
	October Chapter Member Dues (Escrow)		30.00
	October Bank Interest thru 10/31		.33
	Oct. Total:	+ \$	330.33
	November Meeting Meal Fees	\$	645.00
 Disbursements:			
	October Check Withdrawals Total:	– \$	310.80
	November Meeting Meal Expenses	\$	897.90
	Chapter's 35 th Anniversary Celebration (Meal Expenses)	\$	271.77
	Ending Balance Reconciled as of October 31:	\$	9,888.23

- Savings Account -

	Beginning Balance as of September 30:	\$	4,021.58
Receipts	October Deposit	+	41.00
	Oct. Total:	\$	4,062.58
	November Raffle	\$	52.00
	Angel Tree (Cash collected during Nov. meeting)	\$	14.17
	Ending Balance Reconciled as of October 31:	\$	4,062.58

Checking + Savings Account Balances = \$ 13,950.81

*Prepared on November 20, 2007
 Millie C. Machon, Treasurer*

At right: seated: Treasurer Millie Machon selling 50/50 raffle tickets for the chapter scholarship fund at registration in November! Standing: members Ginny Jones, CRM, FAI and Kristen Delsordo. In back Richmond member Dot Hummel and Tidewater member Aleta Gesiewski



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The InfoPro Blog will feature regularly updated posts about programs, services and activities including our annual conference and expo, the new Cobalt Award, membership benefits updates and other happenings. As an ARMA member you will still receive the InfoPro Online newsletter. It will contain additional information intended for members only. We look forward to hearing your feedback so be sure to leave your comments.

If you're new to blogging, here are a few tips to get you started:

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We hope you take advantage of this opportunity to receive regular updates of ARMA news.

Court Decision Affects Ownership of Electronic Records

ARMA International Information Management Newswire, Nov. 2007

A recent New York Court of Appeals decision gives employees and employers an additional course of action regarding the ownership of electronic data.

In the case, *Thyroff v. Nationwide Mutual*, the judge held that the tort of conversion is applicable to electronic information. "Conversion" recognizes that someone unlawfully took possession of another's goods. The concept of conversion has only been applied to tangible property until the court noted that "the tort of conversion must keep pace with the contemporary realities of widespread computer use."

Thyroff, an insurance agent for Nationwide Mutual, used the company-provided Agency Office Automation (AOA) system for both business and personal use. The system contained e-mails, correspondence and customer data that were automatically transmitted to Nationwide's central computers on a daily basis. When Nationwide Mutual terminated its agency agreement with Thyroff, it took possession of the AOA system and denied him access to customer and personal information. Thyroff took action against Nationwide, claiming the conversion of his business and personal information stored on the computer hard drives.

In its opinion, the Appeals Court wrote, "...it generally is not the physical nature of a document that determines its worth, it is the information memorialized in the document that has intrinsic value. A manuscript of a novel has the same value whether it is saved in a computer's memory or printed on paper. So, too, does the information that Thyroff allegedly stored on his leased computers in the form of electronic records of customer contacts and related data have value to him regardless of whether the format in which the information was stored was tangible or intangible. In the absence of a significant difference in the value of the information, the protections of the law should apply equally to both forms—physical and virtual."

The decision, which some legal experts believe will set a benchmark for other states, also paves the way for companies which will now have an additional cause of action against employees who leave taking confidential information, trade secrets, or other knowledge assets with them. The Thyroff ruling gives injured companies more leeway to prosecute and recover electronic data than does the federal Computer Fraud and Abuse Act (CFAA) because CFAA applies largely to unauthorized users. But Federal courts have held that employees implicitly have access to electronic information necessary to do their jobs, so they are not "unauthorized" users.

The concept of conversion, on the other hand, permits employers to get an injunction and prevent data from being disseminated. In addition, while the CFAA requires companies to show a threshold \$5,000 loss and permits only compensatory damages, conversion doesn't require a minimum loss and permits punitive damages.

In addition to New York, the State of Florida also applies conversion to ownership of computer data. Given this trend, and the fact that many organizations allow employees to use computers for personal purposes, companies would be well advised to examine their electronic records policies to make sure that questions of ownership are clearly defined.

Google™ EU will investigate Google/DoubleClick deal

ARMA International European Policy Brief, Nov. 2007

European Union regulators have launched an in-depth investigation into Google's \$3.1 billion takeover of online advertising firm DoubleClick.

The EU Commission said its initial probe had shown the deal would raise competition concerns. It has set itself a deadline of 2 April 2008 to reach a decision, according to the BBC News.

Google said it would work with the commission to show how the acquisition would benefit publishers, advertisers, and consumers.

"We seek to avoid further delays that might put us at a disadvantage in competing fully against Microsoft, Yahoo, AOL and others whose acquisitions in the highly competitive online advertising market have already been approved," said Google Chief Executive Officer, Eric Schmidt.

The European Commission (EC) is working closely on the case with the U.S. Federal Trade Commission, which has been reviewing the deal since May.

Both Google and DoubleClick are involved in online advertising, although they have different roles. DoubleClick helps link up advertising agencies, marketers and web site publishers hoping to put ads online and track them. Google allows firms to target advertising at people using particular search terms and also stores information about users' Internet surfing habits.





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TIDEWATER CHAPTER COMMITTEE MEMBERS

Membership:

Chair: Anna Call
Members: Audrey Page, Michele Trader

Program:

Chair: Claudia Bolitho
Members: Michele Trader

Financial: Audit

Chair: Anna Call
Members: Lori Gay

Seminar:

Chair: Claudia Bolitho
Members: Program Committee, Chapter Board (Audrey Page, Claudia Bolitho, Millie Machon, Charles Heishman, Michele Trader), Brenda Grow, Johnsie Spruiel, Darlene Barber, CRM, Angela Mitchell

Member Care:

Chair: Johnsie Spruiel
Members: Anna Call, Darlene Barber, CRM

Publicity: Audrey Page

Nominating:

Chair: Michele Trader
Members: Claudia Bolitho

Education:

Chair: Angela Mitchell
Members: Darlene Barber, CRM, Aleta Gesiewski, Virginia Jones, CRM, Donna Cooke, Betty Stewart

Historian: Darlene Barber, CRM

Charitable:

Chair: Darlene Barber, CRM
Members: Jane Clevinger, Johnsie Spruiel

Awards:

Chair: Michele Trader
Members: Brenda Grow

~ CALLING ALL VOLUNTEERS ~

Are you a member of the Tidewater Chapter of ARMA? Are you interested in the hands on approach of enriching your professional career through the organization? Then you may be interested in serving on a committee!

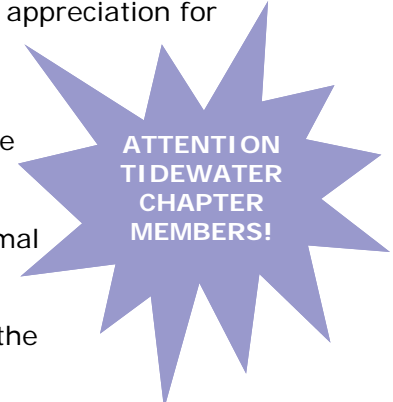


Check out what *your* chapter is doing and how to help do it! We are always looking for volunteers for our committees— listed to the left— check it out and let a board member know what you are interested in!

Annual Bosses Night in January!

Please think about inviting your boss to our **Annual Bosses Night** Meeting in January 2007! It is a great opportunity for your boss to see what ARMA and the Tidewater Chapter are all about. It allows the chapter also to show it's appreciation for their support!

So if you would like to invite your boss please contact Vice President Claudia Bolitho with your bosses name and contact information so a formal invitation can be sent out. Please contact Claudia on or before December 19th with the information.



**Claudia's email: cbolitho@hrtransit.org
phone: 757.222.6000**

Have You Visited MY ARMA Lately? <http://www.arma.org/myarma>

Be sure and visit the My ARMA area of the ARMA International website to manage your personal information and membership details. You will also find news of interest to you as a member as well as details about ARMA's strategic plan, the results of board meetings, and an interactive forum where you can find answers to your records and information management dilemmas.

Visit Your ARMA Mid-Atlantic Region Web Site

Do you know your region? Do you know how many chapters are in your region? The Mid-Atlantic Region web site contains current events, news and information about your region. It is a great resource for support and services for information management professionals world wide! So check it out and get involved not just locally but regionally too!



Get to know your region!
Visit: www.armamar.org

Law Firm Study Reveals E-Discovery, E-Records Practices

Law firm Fulbright & Jaworski LLP's fourth-annual survey of litigation trends includes information on email, instant messaging, voicemail and retention practices at more than 250 US and 5 UK firms. Respondents were general counsels and associates in 10 industry segments. Findings of interest to records managers include:



Heightened awareness of records retention: 81% of US companies said they have reviewed their retention policies within the last 12 months.



Retention of instant messages (IM): 53% of firms said that employees use instant messaging and 28% retain the messages as records. Retention times vary, but 43% kept the messages for at least two months and 25% kept the IMs for one year. A third of respondents allow employees to attach documents to instant messages.



Voicemail retention: 40% of respondents said they have a retention policy for voicemail. As with IMs retention varies, but 31% kept voicemails for at least two months, and 9% held them for one year or longer.



Among respondents 37% reported that they have capabilities for forwarding voicemails to others via e-mail. Backups as retention: Figures indicate that firms are realizing the difference between backup and retention. Among respondents, the average retention of document backup was two to three months; only 14% reported keeping backups longer than one year.



E-discovery and preservation: 89% said their companies have litigation hold procedures in place to ensure that data needed for legal or regulatory matters is preserved. Hold procedures typically cover paper and electronic documents and are supposed to go into effect when litigation or investigation is "reasonably anticipated."



Blurred boundaries on computer use: 37% of respondents allow employees to access outside email accounts using company computers; 74% allow employees to access company networks from home. Privacy is an issue, privacy officers are not: Despite well-publicized data and security breaches, only 39% of firms responding have privacy officers. Healthcare providers, retailers and financial services firms report the highest incidence of such positions; technology firms, the lowest.



Litigation trends: Among US firms, one-third face at least 25 lawsuits. The most common lawsuits involve employment and labor issues, but patent claims, product liability and personal injury claims are on the rise.



Some believe that the sub-prime mortgage debacle will cause a sharp rise in bankruptcy cases. Litigation costs: The expense for reviewing records in response to discovery orders accounts for 20% of litigation expenses for 25% of companies that participated in the survey. Inadequate e-discovery practices have resulted in 17% of companies losing their attorney-client privilege rights due to inadvertently producing electronically stored information.



Effect of the Federal Rules of Civil Procedure: More than 70% of those responding reported that e-discovery issues are rarely or never involved in their litigation matters. Among attorneys, 27% said the new rules have made litigation more difficult while 18% believed the opposite.

ARMA International Information Management Newswire, Nov. 2007



**ARMA INTERNATIONAL
EDUCATION FOUNDATION**

The Vision

To maximize the value of information management and to make a positive contribution to the global perception of the information management profession.

The Mission

To advance knowledge in the field of information management through funding of research and education.

The Strategic Goals

To support research to address critical issues in information management. To provide education development grants to enhance knowledge, skills and abilities of practitioners in the field. To foster educational initiatives that develop information management skills and programs.

Contribute

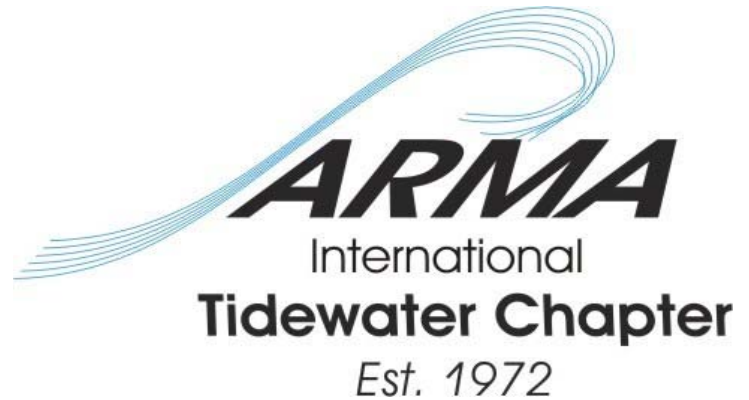
- 5/100 Legacy Program
- Memorial & Special Gifts
- Planned Giving
- Friends of the Foundation
- AURA Chapter Foundation Champion



Contact the Foundation at: www.armaedfoundation.org



*Do you know this Reindeer?
If you can guess who this mystery deer is chances are you were at the Holiday meeting last year!
We hope to see you again this year, and who knows, maybe you will see this deer there again!*



Educational Opportunities from ARMA International

Online Courses: *Open 24 hours a day, 7 days a week, 365 days a year ARMA International's online courses are your gateway to convenient and flexible online training!*
Available at: www.arma.org/learningcenter/onlinecourses/index.cfm

This Web Seminar is Free!

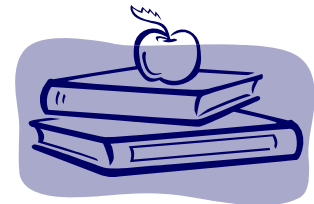
Get Help Converting Your Records

Facilitator: Nancy Kunde

Registration Deadline: December 2, 2007

Asynchronous: December 3, 2007— December 11, 2007

Live Teleconference: 12:00pm (CDT), December 11, 2007



Don't miss your opportunity to join Nancy Kunde, CRM, CA for "Integrating Recordkeeping Requirements in the Digital Conversion Process," ARMA International's next web seminar.

This web seminar introduces records professionals to the digital records conversion process and integrating records management concepts and requirements into it. It is based upon the recently approved ANSI/ARMA Standard, The Digital Records Conversion Process: Program Planning, Requirements, Procedures. Some topics to be covered include: terms and definitions, organizational and business framework, recordkeeping requirements, technology planning and records conversion procedures.

Upon completion of this seminar, the participants will be able to:

- Identify the planning components of the digital records conversion process
- Examine the recordkeeping requirements associated with digital records conversion
- Discuss business and technology planning requirements
- Identify the various stages of digital conversion.

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2007-2008 Tidewater ARMA Chapter Calendar of Events

Subject to change for current events please visit: www.armamar.org/tw/

<p>September 18</p> <p><i>"Bringing the Future to the Present: Example Based Goal Setting and Leadership"</i></p> <p>Ms. Julia M. Jones</p> <p><i>Cheers, Newport News</i></p>	<p>October 16</p> <p><i>"Records Management Audits and Assessments"</i></p> <p>Mr. Michael Glass</p> <p><i>Cheers, Newport News</i></p>	<p>November 13</p> <p>Joint Meeting with Richmond ARMA And Old Dominion AIIM Tidewater Chapter 35th Anniversary Celebration!</p> <p>Mr. Lee Webster <i>1st Tidewater Chapter President (1972)</i></p> <p><i>Legacy Hall, Williamsburg</i></p>	<p>December 11</p> <p>Holiday Charitable Fundraiser & Meeting</p> <p>Hostess: Ms. Darlene Barber, CRM <i>Lion-Heart, Newport News</i></p>
<p>January 15</p> <p>Annual Bosses Appreciation Night <i>"Personal Privacy Legislation"</i></p> <p>Ms. Virginia Jones, CRM, FAI</p> <p><i>Location TBA</i></p>	<p>February 19</p> <p>Panel Discussion: Offsite vs. Onsite Storage</p> <p><i>Panel will include Records Management Practitioners and Vendors</i></p> <p><i>Location TBA</i></p>	<p>March 18</p> <p>Tour: Special Collections Research Center & Presentation on Digital Access to Libraries and Archives, Earl Gregg Swem Library, William & Mary</p> <p>Dr. Bea Hardy</p> <p><i>Williamsburg</i></p>	<p>April 15</p> <p>Records & Information Management Month</p> <p><i>"Code of Professional Responsibility for Records Managers"</i></p> <p>Pat Noble</p> <p><i>Location TBA</i></p>
<p>May 20</p> <p>SEMINAR! Tidewater Chapter Annual Seminar</p> <p><i>Location TBA</i></p>	<p>June 17</p> <p>Installation of Officers & Awards Banquet <i>"State of the Region"</i></p> <p>Ms. Denise Pickett, CRM <i>Mid- Atlantic Region Manager</i> <i>Location TBA</i></p>	<p>July</p> <p>ENJOY YOUR SUMMER</p> <p>Board/Committee Meetings</p> <p><i>Volunteer for Next Year!</i></p>	<p>August</p> <p>ENJOY YOUR SUMMER</p> <p>Board/Committee Meetings</p> <p><i>Volunteer for Next Year!</i></p>



INSTITUTE OF CERTIFIED RECORDS MANAGERS®

The CRM examinations are given twice each year in May and November in locations at which a qualified proctor may be found to administer the test. For informational materials describing the certification process, including the qualifications required and the examination form, write or call:

Institute of Certified Records Managers®
403 East Taft Road
North Syracuse, NY 13212
www.icrm.org

Tidewater Chapter ICRM® Liaisons:
 Virginia A. Jones, CRM, FAI; Newport News Waterworks
 Darlene Barber, CRM; Northrop Grumman Shipbuilding

Phone: 1-877-244-3128 (USA and Canada)
Staffed from 9am 4:30pm Eastern
 Alternate: 315-234-1904
 Fax: 315-474-1784

CRM EXAMINATION SCHEDULE

LATER SUMMER 2007

Parts 1-5 August 6-10, 2007
 Part 6 August 9, 2007

Exam Registration begins May 16, 2007

Fall 2007

Parts 1-5 November 5-9, 2007
 Part 6 November 8, 2007

Exam Registration begins August 15, 2007

For future planning Exams will be offered the first week of February, May, August & November of 2008.

Original Applications:

Summer and Fall 2007: **Due July 1, 2007**
 Winter and Spring 2008: **Due January 1, 2008**

Note: *Original applications are those submitted for the first time for review of credentials. Supplementary applications are those submitted in order to take additional parts of the exam, subsequent to approval of the original application.*