

# **ARMA New Brunswick**

## **Chapter Operations Manual**



Adopted May 13 2014

## Amendment Record

[illegible]

# Table of Contents

## Governance

01 – 01 <a href="#">Code of Professional Responsibility</a> .....	5
01 – 02 <a href="#">Chapter Bylaw Amendments</a> .....	7
01 – 03 <a href="#">Chapter Operations Documentation</a> .....	8

## Board of Director Operations

02 – 01 <a href="#">Roles &amp; Responsibilities – Directors &amp; Officers &amp; Standing Committees</a> .....	9
02 – 02 <a href="#">Board Member Recruitment</a> .....	11
02 – 03 <a href="#">Board Nominations &amp; Elections</a> .....	13
02 – 04 <a href="#">Annual Planning</a> .....	18
02 – 05 <a href="#">Strategic Planning</a> .....	22
02 – 06 <a href="#">Recognition Awards – International &amp; Regional</a> .....	23
02 – 07 <a href="#">Board Member Removal</a> .....	24

## Meetings Management

03 – 01 <a href="#">Annual Meeting</a> .....	26
03 – 02 <a href="#">Board of Directors, Member &amp; Special Meetings</a> .....	29
03 – 03 <a href="#">Complaints &amp; Disciplinary Action Appeals Hearing</a> .....	32
03 – 04 <a href="#">Recording Meetings</a> .....	34

## Financial Operations

04 – 01 <a href="#">Treasury &amp; Banking</a> .....	36
04 – 02 <a href="#">Financial Reporting &amp; Control</a> .....	43
04 – 03 <a href="#">Insurance</a> .....	45
04 – 04 <a href="#">Solicitation of Contributions to the Chapter</a> .....	46
04 – 05 <a href="#">Financial Assistance Available to Chapter from ARMA</a> .....	49
04 – 06 <a href="#">Financial Assistance &amp; Expense Reimbursement</a> .....	50
04 – 07 <a href="#">Gifts &amp; Donations by Chapter</a> .....	53
04 – 08 <a href="#">Electronic Payments using GiftTool</a> .....	54

## Member Engagement

05 – 01 <a href="#">Member Communication at Joining or Renewal</a> .....	55
05 – 02 <a href="#">Member Recognition</a> .....	57
05 – 03 <a href="#">Chapter Sponsored Scholarships &amp; Awards</a> .....	59

## Communications

06 – 01 <a href="#">Member Communication &amp; Public Relations</a> .....	62
06 – 02 <a href="#">Chapter Contact Lists Usage</a> .....	63
06 – 03 <a href="#">Privacy &amp; Consent</a> .....	65
06 – 04 <a href="#">Logo</a> .....	66
06 – 05 <a href="#">Newsletter Management</a> .....	67
06 – 06 <a href="#">Website</a> .....	68

## Education & Events

07 – 01 <a href="#">Annual Program Development</a> .....	70
--	----

## Chapter Information & Property Management

08 – 01 <a href="#">Chapter Property including Records &amp; Chapter Document Repository</a> .....	72
--	----

<b><u>Appendix 1: Board Roles and Responsibilities</u></b> .....	<b>74</b>
<u>Past-President</u> .....	75
<u>President</u> .....	76
<u>President-Elect</u> .....	78
<u>Treasurer</u> .....	79
<u>Secretary</u> .....	81
<u>Awards Chair</u> .....	82
<u>Budget and Finance Chair</u> .....	84
<u>Communications Chair</u> .....	85
<u>Education Chair</u> .....	86
<u>Legislative Chair</u> .....	87
<u>Marketing and Public Relations Chair</u> .....	88
<u>Membership Chair</u> .....	89
<u>Nominating Chair</u> .....	90
<u>Program Chair</u> .....	91
 <b><u>Appendix 2: Chapter’s Classification and Disposition Plans</u></b> .....	 <b>92</b>
 <b><u>Appendix 3: Essential Records Protection Plan</u></b> .....	 <b>106</b>
 <b><u>Appendix 4: Business Rules</u></b> .....	 <b>109</b>
 <b><u>Appendix 5: Webmaster Procedures</u></b> .....	 <b>114</b>

Overview:	The Board of Directors abides by the ARMA Canada Code of Professional Responsibility based on ARMA International's Code. The Code outlines professional values to new practitioners, stakeholders, and the public. It is a guide to reflection, decision-making, and action in two broad areas of ethical concern: society and the profession. ARMA International policies relating to Conflict of Interest, Confidentiality and the Code of Professional Responsibility are provided at <a href="http://www.arma.org/governance/index.aspx">http://www.arma.org/governance/index.aspx</a> .
Responsibility:	All Board Members and Chapter Members

### **Social Principles:**

Because of records and information managers' responsibilities to society, they:

- 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 at <http://www.arma.org/r2/generally-accepted-br-recordkeeping-principles>.
- 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 records and information managers' responsibilities to their employers or clients as well as to their profession, they:

- 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 records and information management (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.
- Represent their education, competencies, certifications, and experience to superiors, clients, co-workers and colleagues in the profession accurately.
- Enrich the profession by endorsing the sharing of knowledge, experience, and research; encourage public discussion of the profession's values, services, and competencies.

- 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 important contributors to the RIM profession in general, and are often a valuable participant in Chapter operations. When participating in ARMA New Brunswick Chapter operations, vendor Board members are expected to:

- Put the best interest of the Chapter first and foremost, when participating in Chapter discussions and decision-making.
- 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.

Overview:	Bylaws form the basis for governing the Chapter. The Chapter's Bylaws are written in compliance with New Brunswick legislation and in accordance with best practice described in the Canada Not-For-Profit Corporations Act. The Chapter's Bylaws also comply with the requirements of ARMA International.
Responsibility:	President, in consultation with Board of Directors
Delegated to:	Legislative Chair

**Bylaw Review Process:**

1. Review the Bylaws once every five (5) years or when required as a result of changes to Provincial legislation, Chapter governance and/or as directed by the Chapter Board of Directors or ARMA International.
2. Ensure the Bylaws meet all requirements of applicable legislation, ARMA Canada and ARMA International.
3. Ensure that any revision to the Chapter Bylaws is reviewed and approved by the Chapter Board of Directors.
4. Ensure that any revision to the Chapter Bylaws is reviewed and approved by the Chapter membership.
5. Ensure that any revision to the Chapter Bylaws are submitted to the Canada Region Coordinator and Canada Region Manager
6. Ensure that any revision to the Chapter Bylaws are reviewed and approved by ARMA International

**Bylaw Approval Process:**

1. Recommendations or requirements to revise the Chapter Bylaws are submitted by the Board of Directors to the Chair of the Chapter Legislative Committee.
2. The Chair calls a meeting(s) of the Legislative Committee to review and revise the Bylaws as requested.
3. The Legislative Chair submits the revised Bylaws to the Chapter Board of Directors for their review thirty (30) days prior to the Board of Directors' meeting at which the revised Bylaws are to be approved.
4. Upon approval of the revised Bylaws by the Board of Directors, the Legislative Chair submits the revised Bylaws to the Chapter Membership for their review and approval in accordance with Article XII, Amendment of the Chapter Bylaws adopted June 28, 2013.
5. Upon approval of the revised Bylaws by the Chapter Membership, the Legislative Chair submits the revised Bylaws to ARMA International for their review and approval.
6. Notwithstanding this timeline, the Legislative Chair may wish to discuss the revisions to the Chapter Bylaws with ARMA International before formal adoption of the Bylaws by the Chapter Membership.
7. Upon approval of the revised Bylaws by ARMA International, register the Chapter Bylaws with the Province of New Brunswick, Corporate Registry Division.
8. Upon registration of the revised Bylaws with the Province of New Brunswick, the Legislative Chair submits a copy of the registered Bylaws to the Chapter Board of Directors, the ARMA Canada Region

Manager and ARMA International by electronic mail. A hard copy of the revised Bylaws is submitted to the Chapter Secretary for retention.

9. Circulation of the Bylaws to Chapter Members (i.e. by e-mail or posting to the Chapter web site) is at the discretion of the Board of Directors.
10. A copy of the Chapter Bylaws is retained in accordance with the Chapter's retention and disposition schedule.



Overview:	The Chapter Operations Manual is an approved source of instructions and directions used for standardized decisions making and operating the Chapter. The Operations Manual is supplementary information to the Chapter Bylaws. For more information and guidance, also refer to ARMA International Administrative Letters.
Responsibility:	President in consultation with Board Members and Chairs
Delegate to:	Legislative Chair or Designate

### **Chapter Operations Documentation Review and Approval Process:**

#### **The Board of Directors is responsible to:**

1. Review Chapter Operations Manual on a regular basis and identify any required revisions, additions, or deletions. During this review, compare its content to the Chapter Bylaws 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 Board of Directors for approval that can be adopted and/or revised at any time by a majority vote of the Board (Reference: Bylaw 3.3).
3. Record the subject matter and intent of the procedural revision in the applicable meeting minutes.
4. Update the Chapter Operations Manual to include the revised documentation. When recording new or revised rules in the Chapter Operations Manual, add the date of the meeting at which the matter was approved (e.g. (Motion: April 10, 2013) and the applicable Bylaw(s) number(s) in brackets (e.g. (Reference: Bylaw 6.5.1 and 6.5.2)).
5. Retain the approved Chapter Operations Manual in the Chapter's document repository, along with other governance documents so that all Chapter members have access to the document.

#### **History of the Document:**

The original document was entitled "The Standing Rules". In 2004-2005, the Education Chair undertook a comprehensive review of The Standing Rules to consolidate all Chapter policies, procedures, instructions, rules, etc., into this document. On June 16, 2005, the Board of Directors' approved a change in the name of the document to the Policies and Procedures Manual. Therefore, the original Standing Rules is considered to be version 1.0. During October 2007, the Board of Directors' approved a major revision made by the Chapter President. In 2008-2009, the Chapter President performed another major review and the Board of Directors' approved on February 17, 2009. In 2011, ARMA Canada used the Chapter's policies and procedures manual to create an operations manual template for all Chapters in the Canadian region. In 2013-2014, the Chapter President and Past-President reviewed and transferred the information into the template. The Board of Directors' adopted the New Brunswick Chapter's Operations Manual on May 13, 2014.

Number:	Section:	Subject:	Date:
<b>02 - 01</b>	<b>Board of Director Operations</b>	<b>Roles &amp; Responsibilities – Directors &amp; Officers &amp; Standing Committees</b>	<b>2014 - 05</b>

Overview:	Ensuring Board officers, directors, and chairs as well as Standing Committees have defined and documented roles and responsibilities are important to such things as members understanding his/her role, function, and responsibilities; improved team work; efficient operation of the Chapter; accountability; and succession planning.
Responsibility:	Officers, Directors, and/or Chairs

### **General Board Responsibilities and Expectations:**

The governing body of the Chapter is referred to as the Board of Directors (Reference: Bylaw 5.1.1). All officers and directors must be professional members in good standing of ARMA International and the Chapter (Reference: Bylaw 5.2). There are five (5) mandatory officers' positions that are defined for the New Brunswick Chapter's Board: President, Past-President, President-Elect, Secretary, and Treasurer. In addition to the five (5) officers, the Chapter has four (4) directors (Reference: Bylaw 5.1.2). Directors and some officers are assigned one portfolio or chair position for which he/she is responsible. Officers and directors serve for a term of two (2) years in length, or until their successors are elected and have assumed duties (Reference: Bylaw 5.4.2). No Chapter officer or director may serve more than three (3) consecutive terms in the same office (Reference: Bylaw 5.4.3).

In addition to the specific roles and responsibilities provided in **Appendix 1** for each officer, director and chair are responsible for adhering to the Code of Professional Responsibility and maintaining the values of the Chapter, ARMA Canada, and ARMA International.

### **Duties of the Standing Committees and Chairs:**

Standing Committees perform their duties as specified by the Board of Directors at the time the committee is appointed. No committee work is undertaken without the consent of the Board of Directors. Standing committees make recommendations to the Board of Directors who have the final decision-making authority. Each standing committee has an assigned chair (as appointed in accordance with Article 9.0 of the Bylaws) who may attend meetings of the Board of Directors to present committee reports and recommendations, as required, but they are not considered part of the composition or quorum of the Board of Directors, nor are they eligible to vote at Board of Director's meetings (Reference: Bylaw 9.4). The President is an ex-officio member of all standing committees except the Nominating Committee (Reference: Bylaw 9.5).

The term of each chair is for one (1) year or until a successor has been elected (Reference: Bylaw 9.4.2). The chair is appointed by the President with the approval of a majority vote of the Board of Directors (Reference: Bylaw 9.2). The President submits the list of appointees to the first meeting of the Board following the Annual Meeting. However, should the Chapter President not be able to fill all chair positions, he/she may leave a position(s) vacant and inform the Board.

The Chair of each standing committee appoints members to the committee, and informs the Board of the composition of the committee (Reference: Bylaw 9.4.3). Every effort is made to fill all committee chair positions. If after speaking with the Board there are still vacant Committee Chair positions, the President speaks with other interested Chapter members (e.g. committee chairs do not have to be filled

by Board members).

Outgoing committee chairs are responsible to provide the records to his/her successor as soon as possible after the Annual Meeting. The official records are stored on the Chapter's document repository. The working documents of the position are handed from one chair to the next. In some cases, it may be appropriate for the outgoing chair to meet with his/her successor to answer any questions he/she may have about the roles and responsibilities.

Responsibilities are assigned for the following Standing Committees. Detailed job descriptions are provided in **Appendix 1**.

<b>Standing Committee Roles</b>	<b>Length of Term</b>	<b>Voting Status</b>
Awards Committee (Chaired by Past-President)	Elected 1 year term	Non-voting
Budget and Finance Committee (Chaired by Treasurer)	Elected 1 year term	Non-voting
Communications Committee (Includes Newsletter and Website)	Elected 1 year term	Non-voting
Education Committee (Includes ARMA International Education Foundation Champion)	1 year term	Non-voting
Legislative Committee	1 year term	Non-voting
Marketing and Public Relations Committee	1 year term	Non-voting
Membership Committee	1 year term	Non-voting
Nominating Committee (Chaired by Past-President)	Elected 1 year term	Non-voting
Program Committee (Chaired by President-Elect)	Elected 1 year term	Non-voting
Social and Hospitality Committee	1 year term	Non-voting

Overview:	The governing body of the Chapter is referred to as the Board of Directors (Reference: Bylaw 5.1.1). Each Board of Director's role is important to the success of the Chapter. Identifying potential candidates for Board positions requires the involvement of all Board of Director members and takes place throughout the year. New members may be required to fill mid-term vacancies or to stand as candidates at the next Board elections.
Responsibility:	President, Board of Directors
Delegate to:	Past-President, Nominating Committee
Policy:	<p>A vacancy in the office of President is filled by the President-Elect for the remainder of the unexpired term (Reference: Bylaw 5.5.2).</p> <p>A vacancy in any officer or director position, except that of President, is filled by appointment for the unexpired term by the President, with the approval of a majority vote of the Chapter Board of Directors. The appointee assumes all rights, responsibilities and voting privileges of the position (Reference: Bylaw 5.5.1).</p> <p>If any officer or director is absent from two (2) consecutive Chapter Board of Directors meetings, for causes unacceptable to the Chapter Board of Directors, a vacancy is considered to exist and a successor is appointed, for the unexpired term. The appointee assumes all the rights, responsibilities and voting privileges of the position (Reference: Bylaw 5.5.3).</p>

### **Board Member Recruitment:**

#### **The Past-President is responsible to:**

1. Identify which vacancies exist on the Board in consultation with the President.
2. Distribute a call for nominations at least forty-five (45) days prior to the Annual Meeting to all members in good standing.
3. Identify potential candidates as a Chapter member in good standing. Potential search strategies are to:
  - Request referrals from current Board and Chapter members (e.g. send out a nominations form via email);
  - Request referrals from past Board members;
  - Request referrals and/or expressions of interest from colleagues, industry contacts, and information management related vendors (vendors may have clients who are suitable/interested);
  - Review contact and networking resources such as the Chapter membership roster (paying attention to new Chapter members who may be looking for a way to become involved), previous Board Committee or Chapter event volunteers, education and event attendees

Number:	Section:	Subject:	Date:
<b>02 - 02</b>	<b>Board of Director Operations</b>	<b>Board Member Recruitment</b>	<b>2014-05</b>

---

(members & non-members), LinkedIn, Facebook and Twitter followers, and attendees at related industry events; and/or

- Post position vacancy requesting volunteers on Chapter website and publish via Chapter communications tools (e.g. newsletter).
4. Invite potential candidates to discuss Board participation opportunities and to attend Board meetings as an observer.
  5. Communicate with each interested candidate and ensure he/she has the skill set to fulfill the requirements of the Board position, interested in being responsible for the available position and can commit the time required.
  6. Conduct nominations and election, if necessary. *See Board Nominations & Elections section.*

Overview:	<p>ARMA Chapter Board of Director elections are held annually. Terms of office are consistent with the fiscal year and run from July 1 to the following June 30. Elections must be held prior to June 30. Each term of office is two (2) years. Two (2) directors are elected for a two (2) year term such that two (2) new directors are elected every year to ensure continuity of Board knowledge and activities (Reference: Bylaw 5.3.2). In order to prevent complacency and introduce fresh ideas and approaches, the number of years for which an incumbent may be nominated for the same Board position is limited to three (3) consecutive terms (Reference: Bylaw 5.4.3).</p> <p>The election is conducted in accordance with the New Brunswick Chapter's Bylaws and applicable Provincial legislation and using <i>Roberts Rules of Order</i>. The Board of Directors determines the method of voting and the date(s) of which the voting will take place (Reference: Bylaw 5.3.6).</p>
Responsibility:	Past-President, in consultation with a Nominating Committee consisting of two Chapter members in good standing selected by the chair (Reference: Bylaw 9.4.3)
Delegate to:	Nominating Committee

### **Board Nominations and Elections:**

Chapter members in good standing annually elect successors to the offices of President-Elect, Treasurer, Secretary and Directors as required (Reference: Bylaw 5.3.1) for a two (2) year period. The President and the Past-President are considered an elected office automatically by the process. The Board of Directors is comprised of five (5) officers and four (4) directors (Reference: Bylaw 5.1.2).

Any candidate who receives a majority of votes is declared elected. If no candidate receives a majority of votes, a second vote is taken on the two (2) candidates who received the highest number of votes. The election process continues until a majority vote is achieved. All candidates remain on the ballot unless a candidate voluntarily withdraws from subsequent votes or unless another candidate puts his or her name forward from the floor. Where there is only one (1) candidate for a particular office/position, the candidate is considered to have been elected by acclamation (Reference: Bylaw 5.3.5).

### **The Past-President, with the assistance of the Nominating Committee, is responsible to:**

1. Identify vacancies for the following year, in consultation with the President and as identified by the terms defined in the Chapter Bylaws.
2. Distribute a call for nominations at least forty-five (45) days prior to the Annual Meeting to all Chapter members in good standing. Any member may nominate another member to a Board position with his/her permission before submitting the nomination.
3. Assess the potential slate of candidates and consider all nominations received from the New Brunswick Chapter membership.

Number:	Section:	Subject:	Date:
<b>02 - 03</b>	<b>Board of Director Operations</b>	<b>Board Nominations &amp; Elections</b>	<b>2014 - 05</b>

---

4. Prepare a list of at least one (1) nominee for each office/position to be filled and at least one (1) nominee for each director position to be filled, and presents a slate of officers and directors to the Chapter Board of Directors at a meeting held prior to the election (Reference: Bylaw 5.3.3).
5. Announce the slate of candidates to Chapter members to conduct the election. Only Chapter members in good standing, in compliance with the type of membership, may vote in the election (Reference: Bylaw 5.3.4).

**If voting is completed electronically in advance of the Annual Meeting, the Past-President, with the assistance of the Nominating Committee, is responsible to:**

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. Voting by proxy is not permitted.
2. 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 (a majority is defined as 50% + 1 vote of all eligible votes cast).
3. Acclamation occurs when only one (1) candidate is provided for a particular office/position, the candidate is considered to have been elected by acclamation (Reference: Bylaw 5.3.5).
4. Validate the accuracy of the tally and eligibility of the candidates and report the results to the General Membership (Reference: Bylaw 5.3.9). This is performed by both the Secretary and Past-President.
5. Report the results to the General Membership (Reference: Bylaw 5.3.9) and record in the minutes.
6. Publish the list of incoming Board members on the Chapter’s website and notify all Chapter members, either through a direct email or newsletter.
7. Destroy the ballots and any record of the voting results in the presence of a witness.
8. Install all the newly elected officers and directors before the Chapter membership at the Annual Meeting. To install officers, request the newly elected officers, directors and/or portfolio chairs to raise their right hand and indicate acceptance of the duties and responsibilities of their office by saying, “I will” after the following statement: “Do you as an elected officer of the New Brunswick Chapter of ARMA swear to uphold the Bylaws of the Association, perform the duties of your office as prescribed, and act in accordance with ARMA International’s Code of Professional Responsibility?”

**If voting is completed at the Annual Meeting, the Past-President, with the assistance of the Nominating Committee, is responsible to:**

1. Ensure a quorum of fifteen percent (15%) of the Chapter members is present at the meeting (Reference: Bylaw 5.4.1) to conduct an election.
2. Announce the vacancies and the terms.
3. Announce the eligible candidates nominated and the positions for which they are nominated.
4. Read the biographies of the nominated candidates.
5. Distribute the ballots to all members in good standing who are attending the Annual Meeting and

Number:	Section:	Subject:	Date:
<b>02 - 03</b>	<b>Board of Director Operations</b>	<b>Board Nominations &amp; Elections</b>	<b>2014 - 05</b>

---

collect ballots upon completion of the voting. This task is performed by the Secretary. Voting by proxy is not permitted.

6. Tabulate each ballot and determine 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% plus 1 vote of all eligible votes cast.
7. Acclamation occurs when there is only one (1) candidate for a particular office/position, the candidate is considered to have been elected by acclamation (Reference: Bylaw 5.3.5).
8. Validate the accuracy of the tally and eligibility of the candidates and report the results to the General Membership (Reference: Bylaw 5.3.9). This is performed by both the Secretary and Past-President.
9. Report the results to the General Membership (Reference: Bylaw 5.3.9) and record in the minutes.
10. Publish the list of incoming Board members on the Chapter's website and notify all Chapter members, either through a direct email or newsletter.
11. Destroy the ballots and any record of the voting results in the presence of a witness.
12. Install all the newly elected officers and directors before the Chapter membership at the Annual Meeting. To install officers, request the newly elected officers, directors and/or portfolio chairs to raise their right hand and indicate acceptance of the duties and responsibilities of their office by saying, "I will" after the following statement: "Do you as an elected officer of the New Brunswick Chapter of ARMA swear to uphold the Bylaws of the Association, perform the duties of your office as prescribed, and act in accordance with ARMA International's Code of Professional Responsibility?"



Number:	Section:	Subject:	Date:
<b>02 - 03</b>	<b>Board of Director Operations</b>	<b>Board Nominations &amp; Elections</b>	<b>2014 - 05</b>

Overview:	<p>The President discusses portfolio responsibilities with each Board member and ensures that responsibility has been assigned for each of the portfolios listed in the Board Roles and Responsibilities.</p> <p>Following the election, the President arranges for a transition meeting or an orientation meeting with the new Board members to understand their roles and assign any outstanding portfolios. This meeting is held no later than mid-July and is attended by both the incoming and outgoing Boards.</p>
Responsibility:	President, Past-President to provide assistance

**Prior to the orientation meeting, the President is responsible to:**

1. Speak to each Board member to review the specific responsibilities for the portfolio for which the Board member is directly responsible.
2. Discuss unassigned portfolio responsibilities with Board members and assign a Board member to be responsible for them. A director may be responsible for more than one portfolio.
3. Submit the list of portfolio members at the first meeting of the Board following the Annual Meeting. Portfolio appointments require the approval of a majority vote of the Chapter Board of Directors.
4. Complete the [Chapter Update Form](#) and return it to ARMA International [Member Services](#) by August 1.

**At the Board orientation meeting, the President is responsible to:**

1. Provide an overview of how the Board operated in the previous year and the expectations and timelines for the upcoming year.
2. Ask that each new Board member provide a brief introduction about himself/herself.
3. Inform the Board of Directors of their responsibility to comply with the Chapter Bylaws and Provincial legislation relevant to the Chapter.
4. Review and provide each new officer, director and chair with the following documents that are stored on the Chapter's document repository:
  - A list of the Board of Directors with telephone numbers and e-mail addresses;
  - Chapter Bylaws;
  - Chapter Operations Manual with roles and responsibilities sections highlighted;
  - Chapter Strategic Plan;
  - Link, password and access instructions for the Chapter's document repository;
  - Previous year's Action Plan;
  - Most recent copy of the Chapter Budget.
5. Review available resources and their sources, including the following:
  - a. ARMA Canada Chapter Operations Manual Template;
  - b. ARMA International Chapter Connections site

Number:	Section:	Subject:	Date:
<b>02 - 03</b>	<b>Board of Director Operations</b>	<b>Board Nominations &amp; Elections</b>	<b>2014 - 05</b>

---

<http://www.arma.org/Leadership/ChapterGovernance/ChapterConnections.aspx>

- c. ARMA International Chapter Operations e-handbook.
- d. ARMA International Mission, Vision and Values
- e. Governance Policies and Procedures
- f. Code of Professional Responsibility
- g. Operations Plan
- h. Chapter Leadership Resources
6. Answer any questions.
7. Encourage all Board members to engage Chapter members and non-members on an ongoing basis with Chapter and Board activities.
8. Request all new Board members complete the ARMA International Leadership Academy Professional Leadership Certificate Program online learning series developed specifically for ARMA International and accessed through the [Chapter Operations e-Handbook: Leadership Academy](#). This series of online modules provides an excellent overview of leadership skills that are applicable in business as well as ARMA activities and is offered at no cost to ARMA International volunteer leaders.
9. Sign-off on the orientation session.
10. Ensure the transfer of Chapter records and property.

Overview:	<p>The annual planning session is held after the Chapter's Annual Meeting in preparation for the next fiscal year. This meeting may be held separately from the orientation meeting. The annual planning session is used to establish the following for the next fiscal year:</p> <ul style="list-style-type: none"> <li>• Goals and Objectives Setting</li> <li>• Annual Budget Planning</li> <li>• Education Program Planning</li> <li>• Succession Planning</li> <li>• Communication Planning</li> <li>• Annual Calendar of Actions</li> </ul>
Responsibility:	President, Officers, Directors, Chairs

### **Goals and Objectives Alignment or Establishment:**

#### **The President is responsible to:**

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. Ensure it is in accordance with the strategic plan.
3. Set goals and objectives for the year by asking questions such as:
  - Are you going to apply /strive for an ARMA International award? Potential awards to consider are identified in the Awards procedure.
  - Are you going to apply for Canada Region or ARMA International grants?
  - Is the chapter interested in expressing interest to host the ARMA Canada annual conference?
  - Is this a significant anniversary year? – ARMA International considers the 25, 40 and 50 anniversaries to be significant. Chapters normally celebrate 10, 20, and 30 anniversaries.
  - Are there potential alliances with organizations and associations in related disciplines?
  - Are there shared opportunities with other Chapters in your region? How could you work together?
  - Do Chapters within your region have common goals and are there opportunities to work together to achieve them?
  - 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 requests/comments relating to programs, education opportunities, events and communication desires.
4. Document goals and objectives for upcoming fiscal year.
5. Identify performance indicators to measure whether the goal or objective is met.
6. Identify and assign tasks required to achieve or supersede the goals and objectives.
7. Monitor the goals and objectives progress throughout the year on a monthly basis and update it as needed (as approved by the Board).

### **Annual Budget Planning:**

To ensure accountability, transparency and good governance, the Board of Directors approves an annual budget to plan the spending authority for a fiscal year.

#### **The Treasurer is responsible to:**

1. Review the previous fiscal year's estimated and actual expenditures to provide context.
2. Review Chapter dues. (Note: Changes to Chapter dues must be approved by ARMA International. Changes must be received by ARMA International by May 1 and take effect the following fiscal year). Chapter dues are non-refundable (Reference: Bylaw 4.8).
3. Review Chapter gifts and donations policies and set the rates.
4. Present the "estimated" and "actual" revenue and expenditures for the previous fiscal year. This gives the Board an opportunity to see how close the actual budget was to the estimate and assists in identifying an appropriate amount for the following year.
5. Request Board members and chairs bring anticipated expenditures for input.
6. Drafting an estimated budget for the upcoming year is performed by each chair and officer. 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.
7. Prepare a draft of the proposed budget once the proposed budget is set and submit 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.
8. Post the approved budget in the Chapter's document repository.

### **Educational Program Planning:**

The Chapter offers educational, networking, and meeting events throughout the year. Marketing, communicating and planning are essential to ensure successful events. Event planning begins as soon as an event has been scheduled. Permitted activities for the solicitation of sponsors, gifts, services, and contributions for Chapter events are in the *Financial Operations, Financial Reporting and Control* section. 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.

Cancellation of events is the sole discretion of the ARMA New Brunswick Chapter's Board of Directors. If it is necessary to cancel an event, the Chapter makes every reasonable effort to notify registrants. Registration fees are refunded in full and/or no invoices issued.

#### **The Program Chair or President-Elect, with the assistance of the Program Committee, is responsible to:**

1. Suggest the number of events, the type (e.g. speaker, lecture, workshop, seminar, conference, tour or panel discussion), duration (e.g. two hour, half-day, full-day, multi-day), date(s), city/location (a Chapter event is scheduled in a city other than Fredericton at least once every two years), and suggested budget for the educational event(s) for the Chapter.
2. Identify potential topics and speakers or a summary of suggested topics and speakers that have been identified in the past or solicit suggestions from other Board or Chapter members.

3. Establish a calendar of program and networking events to be organized.
4. Circulate the educational program schedule once approved by the Board.
5. Call for volunteers to participate as members of the Program Committee each fiscal year to assist with the planning of any major events sponsored by the Chapter as set out in the educational program for that year. The Treasurer must be a member of this committee.
6. Arrange meetings of the committee; determine dates and locations for meetings and send out agendas. He/she ensures minutes are taken and circulated to the committee members following the meeting.
7. Ensure all financial implications of educational offerings (e.g. establishing a budget, collection of registration fees, etc.) are determined in consultation with the Treasurer and, if necessary, the Board.
8. Organize events using the Event Planning Checklist available on the Chapter's document repository.
9. Prepare event registration. All event registration forms include a privacy statement. See the *Communications, Privacy and Consent* section. The Chapter abides by the wishes of the attendees in regard to the release of personal information provided at event registration.
10. Record attendance at each education session.
11. Provide an 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 Chapter's document repository. Ensure any appropriate recommendations from attendees are implemented once the Board is consulted.
12. Provide monthly updates on event successes, ideas, and attendance to the Board on the progress of the Program Committee.
13. Ensure a free registration for the Chapter's next fiscal year's seminar is drawn at the Annual Meeting. All Chapter members in good standing at that time will be entered into the draw. In the event, the member cannot attend; the Program Chair will draw a second member's name. The free seminar registration is not transferable (Motion: November 27, 2007).

### **Succession Planning:**

It is important to identify and develop professional Chapter members who are in good standing with the potential skills and commitment to fill officer and director roles to ensure the longevity of the Chapter.

### **The President is responsible to:**

1. Identify current Board member's interests.
2. Discuss ways to engage Chapter members in Board operations to provide a pool of potential, knowledgeable candidates for future Board participation.
3. Engage Chapter members to participate.

### **Communications Planning:**

Communication planning uses marketing such as posters, websites, emails, and invitations to reach target audiences including sponsorship efforts. The communication plan identifies the target audiences, the key message, the timing of the event, the desired outcomes and the marketing channel.

### **The Communications Chair is responsible to:**

1. Discuss methods the Chapter is using to communicate with its members.
2. Identify how each event will be marketed. At a minimum, program and networking events are advertised on the Chapter's website, and emails 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.

Overview:	Strategic planning is the process of defining the Chapter's long-range direction, allocating resources, and documenting the results in the Chapter's strategic plan. The strategic plan includes the goals and objectives to support the direction, tasks to be performed, timeline to complete the tasks, budget required, position whom is responsible for completing the tasks, and benchmarks.
Responsibility:	President
Delegated to:	Board Members, Chapter Members

**Strategic Planning:**

In addition to the annual planning session, the Chapter reviews the strategic plan to ensure it is aligned. However, every three (3) to five (5) years, the Chapter conducts a strategic planning session to develop a strategic plan.

**The President is responsible to:**

1. Set a strategic planning meeting date for one (1) day when all Board members can attend as soon as possible following the Annual Meeting. It is suggested this meeting not be combined with any other meeting or agenda items.
2. Set the meeting date and invite both the newly elected Board and outgoing Board members.
3. Choose a facilitator. The Board may choose to have a Chapter member facilitate the session or engage a trained facilitator.
4. Conduct a strategic planning meeting or series of meetings.
5. Document the strategic plan.
6. Circulate the strategic plan to the Chapter Board for review and approval.
7. Circulate the strategic plan to all Chapter members for their information and post to the Chapter's document repository.
8. Review the strategic plan on an annual basis.
9. Develop annual plans to reflect the goals set out in the strategic plan.

Number:	Section:	Subject:	Date:
<b>02 - 06</b>	<b>Board of Director Operations</b>	<b>Recognition Awards – International &amp; Regional</b>	<b>2014 - 05</b>

Overview:	Recognizing individual members and/or the Chapter as a whole for achievements and contributions is important to the information management profession. ARMA International and ARMA Canada offer a number of awards. A Chapter's size category is determined by its membership figures for June 30 of the year prior to the year being judged. There are four size categories: Small (1-35), Medium (36-80), Large (81-150), and Very Large (151+).
Responsibility:	Awards Chair or Past-President
Delegate to:	Awards Committee (includes the Past-President and President) as approved by the Board.

### **Recognition Awards:**

Individual Awards (selected and awarded by the Chapter):

[Chapter Leader of the Year](#)

[Chapter Member of the Year Award](#) (non Chapter Board member)

For more information, see *Member Engagement: Member Recognition* section.

Chapter Awards Categories (awarded by ARMA International):

[Chapter of the Year Award](#)

[Chapter Newsletter of the Year Award](#)

[Chapter Website of the Year Award](#)

[Special Project Award](#)

[Chapter Innovation Award](#)

[Chapter Merit Award](#)

[Chapter Participation Award](#)

[Membership Recruitment Award](#)

Individual Awards Categories (awarded by ARMA International):

[Christine Zanotti Award for Excellence in Non-Serial Publications](#)

[Special Project Award](#)

[The Company of Fellows](#)

[Distinguished Service Award](#)

### **The Awards Chair or Past-President is responsible to:**

1. Review awards and grants available from ARMA International and ARMA Canada to identify awards the Chapter may qualify. [See Chapter Operations e-Handbook: ARMA International Awards and ARMA Canada website.](#)
2. Bring this information forward to the Board at either the annual planning meeting or first meeting of the Board.
3. Advise the Board of any awards and grants which the Chapter and/or Chapter member may qualify.



Overview:	Any Chapter officer, director or chair whose conduct is considered by the Board of Directors to be detrimental to the best interest of ARMA International or the Chapter, or who willfully exploits the Chapter for personal gain, or otherwise violates the Chapter's Bylaws, procedures or job descriptions, or other rules or regulations as they may be written, may be removed from his/her office by a majority vote of the Board of Directors.
Responsibility:	President (or Board designated authority where the complaint involves the President), in consultation with the Board as required
Delegate to:	Board Designated Authority

### **Board Member Removal:**

Any Board member may be reassigned to other duties by a majority vote of the Board of Directors if:

- conduct is considered detrimental to the best interest of ARMA International, ARMA Canada, or the New Brunswick Chapter;
- willfully exploited the organization for personal gain;
- absent from more than two (2) consecutive Board meetings for causes unacceptable to the Chapter Board of Directors;

Any officer or director removed from office under this section is ineligible for election to any office for at least one (1) term (Reference: Bylaw 5.7).

### **Prior to the reassignment, the President is responsible to:**

1. Discuss the failure to perform duties as expected or the alleged infraction with the affected member. Given the sensitivity of the situation, this discussion should be initiated privately rather than at a board meeting or Chapter membership meeting.
2. Allow the member to present his/ her side of the situation and propose resolution.
3. Inform the Board of Directors of the outcome of the meeting, following the discussion.
4. Consider the outcome of the meeting and determine whether the proposed resolution is acceptable or whether reassignment is appropriate. A majority vote is conducted to validate the Board's decision.

### **If reassignment is determined to be the most appropriate course of action, the President is responsible to:**

1. Bring forward to the Board of Directors for determination of the most appropriate ongoing role for the member. If no other role is identified, the Board member may be deemed to be a director without a portfolio.
2. Prepare a letter to the Board member stating the specific reasons for reassignment, advise of his/her right to appeal the reassignment, and advise of a twenty (20) day period in which he/she can appeal the Board's decision.
3. Inform in writing of the removal of office to the officer, director or chair and ARMA Canada

Number:	Section:	Subject:	Date:
<b>02 - 07</b>	<b>Board of Director Operations</b>	<b>Board Member Removal</b>	<b>2014-05</b>

---

Region Manager.

**If the reassigned Board member appeals the decision, he/she is responsible to:**

1. Request a Complaints and Disciplinary Action Hearing convened before the Region Manager or a special committee appointed by the Region for this purpose.
2. Submit a written request to appeal the disciplinary action taken by the Chapter Board by describing the basis for the appeal, to the ARMA Canada Region Manager. The Chapter Board of Directors will comply with any decision rendered by the ARMA Canada Region Manager (Reference: Bylaw 4.7.8).

Overview:	ARMA New Brunswick Chapter holds an Annual Meeting or Annual General Meeting in accordance with its Bylaws (Reference Bylaws 6.3). The meeting is held once each year to document election results of the Board of Directors, inform the membership of the Chapter's previous and future activities, provide fiscal information, and provide an opportunity for the membership to ask questions.
Responsibility:	Secretary (Record & Distribution of Meeting Materials) President (Meeting Agenda and Arrangements) Past-President (Meeting Chair)
Delegated to:	In the event the Past-President is absent, the President serves as Chair. In the event both the Past-President and the President are absent, the President-Elect serves as Chair.

### **Annual Meeting:**

The Annual Meeting is held each year at a date and time determined by the Board of Directors (Reference: Bylaw 6.3.1). The Chapter's Annual Meeting can be considered a Chapter Membership Meeting (Reference: Bylaw 6.1.1).

#### **The Secretary is responsible to:**

1. Prepare and distribute a notice of the meeting, agenda, and minutes of the previous Annual Meeting to the general membership ten (10) business days prior to the date of the Annual Meeting (Reference: Bylaw 6.3.3).
2. Restate all motions prior to vote and ensure all motions are accompanied by a second, with the exception of committee motions.
3. Record the proceedings of the meeting accurately. Any actions that are approved by motion, and distributed to the general membership prior to the next Annual Meeting. For details on preparing meeting minutes, see the section on *Meetings Management, 03-04 Recording Minutes*.
4. Coordinate with the President to ensure the Annual Report is available to all Chapter members.

#### **The President is responsible to:**

1. Determine a location, time, and date for the Annual Meeting.
2. Compile the Annual Report based on the reports compiled annually by each of the officers, directors, and chairs (Reference: Bylaw 6.3.2).
3. Post the Annual Report on the Chapter's document repository and advise the membership of its location for easy access prior to the Annual Meeting. Work with the Secretary to prepare an email to advise the Chapter members.
4. Ensure officers and chairs reports are presented at the Annual Meeting including the financial statements.
5. Ensure the election of officers and directors is documented.
6. Send a copy of the Annual Report to the ARMA Canada Region Coordinator, ARMA Canada Region Manager, and ARMA International Director of Member Services.

7. Complete the [Chapter Update Form](#) and return it to ARMA International [Member Services](#) by August

**The Treasurer is responsible to:**

1. Provide comparative financial statements that relate to:
  - the period that began immediately after the end of the last completed financial year and ended not more than six months before the annual meeting;
  - the immediately preceding financial year; and
  - the report of the public accountant, if any.

**The Past-President is responsible to:**

1. Chair the Annual Meeting by following the order of business.
2. Assist the President.

**Annual Meeting Order of Business:**

1. Call to Order by the Past-President as Chair.
2. Roll Call (sign in sheet).
3. Determine a quorum of fifteen percent (15%) of Chapter members in good standing constitutes a quorum for the transaction of business of the Chapter membership (Reference: Bylaw 6.4.1). Voting by proxy is not permitted (Reference: Bylaw 6.4.2).
4. Adopt the agenda.
5. Approve previous year's Annual Meeting Minutes.
6. Approve outstanding membership meeting minutes, if any.
7. Present the Annual Reports performed by either the President or officers/directors/chairs.
8. Conduct election of officers/directors, if not completed in advance of meeting, to commence on July 1 of the fiscal year (Reference: Bylaw 5.4.1). *See Board of Director Operations 02-03 Board Nominations & Elections.*
9. Announce election results.
10. Announce awards: Chapter Member of the Year, Chapter Leader of the Year.
11. Award Years of Service pins presented by Membership Chair.
12. Installation of newly elected officers/directors by Past-President.
13. New/other business.
14. Make other announcements, if any.
15. Adjourn meeting.

**Suspension of Rules of Order:**

1. Any Rule of Order, as set out in *Robert's Rules of Order*, may be suspended temporarily by a majority vote of members present at any meeting (Reference: Bylaw 6.5).

Number:	Section:	Subject:	Date:
<b>03 - 01</b>	<b>Meetings Management</b>	<b>Annual Meeting</b>	<b>2014 - 05</b>

---

### **Annual Meeting Attendance Enticement:**

The New Brunswick Chapter may consider the following to encourage members to attend the meeting:

- Free registration for the Chapter's next fiscal year's seminar to someone attending the Annual Meeting. The free seminar registration is not transferable;
- Door prizes;
- Entertainment;
- Venue or activities of interest;
- Refreshments;
- Meal; or
- Draws.

### **Cancellation:**

In the case of an emergency or inclement weather, a meeting may be cancelled by the Chapter President (Reference: Bylaw 6.6).

Number:	Section:	Subject:	Date:
<b>03 - 02</b>	<b>Meetings Management</b>	<b>Board of Directors, Member &amp; Special Meetings</b>	<b>2014-05</b>

Overview:	It is essential that any governing body engaged in decision-making or debate to 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. The rules contained in <i>Robert's Rules of Order</i> , revised, govern in all cases to which they are applicable, and where they do not conflict with the Bylaws of the Chapter or of ARMA International (Reference: Bylaw 6.5).
Responsibility:	Secretary (Record and Distribution of Meeting Materials) President (Meeting Agenda and Arrangements) Past-President (Meeting Chair)
Delegate to:	In the event the Past-President is absent, the President serves as Chair. In the event both the Past-President and the President are absent, the President-Elect serves as Chair.

### **Board of Directors', Membership, and Special Meeting Operations:**

- **Board Meetings** may be held prior to Chapter Membership meetings or on another date, as selected by the Board of Directors. Meetings may be held by telephone or other means of electronic communication as long as the device permits all Board members to communicate adequately with each other during the meeting (Reference: Bylaw 7.1.4). A quorum consists of a majority vote (50% + 1) of the voting members on the Board. Voting by proxy is not permitted (Reference: Bylaw 7.3).
- **Membership Meetings** are held at a minimum of two (2) meetings during the fiscal year as determined by the Board of Directors. Additional meetings may also be held at the Board's discretion. The Annual Meeting can be considered as one (1) of the Membership Meetings. A quorum for full membership consists of fifteen percent (15%) of the Chapter members in good standing who are present for the vote. Voting by proxy is not permitted (Reference: Bylaw 6.4).
- **Special Meetings** of the Chapter may be called by the President or by a majority vote of the Board of Directors (Reference: Bylaw 6.2.1) for the purpose of discussing issues that require immediate action. The notice of the special meeting and the agenda are sent to the Board as soon as possible following the decision to call a special meeting, but no later than forty-eight (48) hours prior to the Special Meeting. Minutes of the special meeting are recorded, including any actions which are approved by motion, and distributed to the Board with the notice of agenda of the next regular meeting, where the minutes will be considered for adoption. Special meetings of the Board may be held by telephone or other means of electronic communication as long as the device permits all Board members to communicate adequately with each other during the meeting (Reference: Bylaw 7.2).

### **The President is responsible to:**

1. Ensure Board meetings are held at least once every two months at dates and times determined by the Board at the annual planning session (Reference: Bylaw 7.1.1).
2. Request submission of Board agenda items prior to publishing the official agenda.
3. Prepare agendas. Sources for agenda items include the previous meeting minutes (postponed or deferred items), agenda from one-year prior (recurring annual items), Chapter calendar (specific

Number:	Section:	Subject:	Date:
<b>03 - 02</b>	<b>Meetings Management</b>	<b>Board of Directors, Member &amp; Special Meetings</b>	<b>2014-05</b>

---

action due/upcoming). A sample agenda is provided on the Chapter's document repository under forms.

4. Cancel a Board meeting in case of an emergency or inclement weather (Reference: Bylaw 7.5).

**The Secretary is responsible to:**

1. The notice of meeting, the agenda and minutes of the previous Board meeting are sent to the Board at least five (5) business days prior to the date of the meeting (Reference: Bylaw 7.1.2).
2. The notice of special meeting and agenda are distributed to the membership ten (10) business days prior to the date of the meeting (Reference: Bylaw 6.2.2).
3. Minutes of the regular Board meetings are recorded, including any actions that are approved by motion, and considered for adoption at the next regular Board meeting (Reference: Bylaw 7.1.3).
4. Minutes of special meeting of the Chapter membership meetings are recorded, including any actions that are approved by motion, and distributed to the Chapter membership at least ten (10) business days prior to the next Chapter membership meeting at which the minutes will be considered for adoption (Reference: Bylaw 6.2.3). Record proceedings accurately, clearly ensuring all motions prior to vote; and ensuring all motions are accompanied by a second. For details on preparing meeting minutes, see the section on *Meeting Management 03-04 Recording Minutes*.
5. Post official minutes along with all supporting documents (e.g. chair reports) to the Chapter's document repository. A motion at the beginning of each meeting to approve the previous meeting validates the minutes so signatures of the President and Secretary are no longer required.
6. Ensure the ARMA Canada Region Manager and Region Coordinator are provided with a username and password to access the Chapter's document repository.

**The Past-President is responsible to:**

1. Chair all Chapter meetings.
2. Ensure the meetings start and end on time; follow the agendas; and uses *Roberts Rules of Order* to conduct the meeting.
3. Conduct the meeting. A typical order of business used to conduct an effective meeting is as follows:
  - Call to Order
  - Roll Call
  - Determine Quorum
  - Welcome Guests (exception Annual Meeting)
  - Adoption of Agenda (unlisted items will be considered for inclusion at this time)
  - Approve Minutes of Previous Meeting
  - Matters Pending/Unfinished Business (postponed or pending from previous meeting)
  - Ratification of Vote (if required)
  - Officers, Directors and Chair Reports
  - Administrative Items (informative or explanatory items and reports which may or may not give rise to motions and/or decisions of the Board)
  - New Business
  - Announcements
  - Adjournment

Number:	Section:	Subject:	Date:
<b>03 - 02</b>	<b>Meetings Management</b>	<b>Board of Directors, Member &amp; Special Meetings</b>	<b>2014-05</b>

---

- Clearly restate all motions prior to vote; and ensuring all motions are accompanied by a second, with the exception of committee motions.
- 4. Suspend temporarily any Rule of Order, as set out in *Robert's Rules of Order*, by a majority vote of members present at any meeting (Reference: Bylaw 6.5).
- 5. 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).
- 6. Give information and explanations when necessary but do not express an opinion. In accordance with *Roberts Rules of Order*, if the Past-President wishes to state opinions he/she must turn the meeting over to the President or another Board member to chair the meeting. Once discussion is completed the Past-President may resume chairing. When this occurs it must be noted in the minutes.

**Board Officers, Directors, and Chairs are responsible to:**

1. Disclose any conflict of interest and refrain from participating in related discussions and decision-making.
2. Provide written reports as required. Where possible, to save time during Board meeting, reports are made available for review prior to the meeting.
3. Call a meeting in the event 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. A 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.
4. Attend meetings of the Chapter. If any officer, director or chair who is absent from two (2) consecutive Chapter Board of Directors' meetings, for causes unacceptable to the Board, is considered to have resigned and a successor is appointed. It is the responsibility of the Board member to advise when he/she cannot attend an upcoming meeting.



Overview:	<p>The Chapter President (or Board delegate where the complaint involves the President) is required to respond to a complaint to the Board regarding the conduct of the Board, a Board member conducting Board business, or a Chapter member participating in a Chapter sponsored event.</p> <p>The complaint should be heard by a panel of individuals capable of determining the validity of the complaint, assessing the President's response and recommending the appropriate action. The President of the Chapter should not be a member of the panel.</p> <p>Complaints include, but are not limited to, those relating to conduct unbecoming a member; conduct inimical to the welfare of ARMA International or the Chapter; conduct in violation of any provision or obligation of the Chapter's Articles of Incorporation, Bylaws, Procedures or Job Descriptions or ARMA International's Code of Professional Responsibility (AL-040, Exhibit A); or is in financial indebtedness to ARMA International and/or the Chapter (Reference: Bylaw 4.7).</p>
Responsibility:	President (or designate); Hearing Panel

### **Complaint Response:**

#### **The Chapter Board of Directors is responsible to:**

1. Discuss the complaint with the complainant and the person perceived to be at fault to understand the nature of the complaint and to seek resolution. Disciplinary action requires a majority vote of the Chapter Board of Directors and may be in the form of censure, suspension of the member's Chapter membership or expulsion of the member from the Chapter. Where necessary, the Chapter member is notified, in writing, by the Chapter Board of the nature of the unacceptable conduct, the Board's decision to censure, suspend or expel and informing him/her of the opportunity to appeal the decision as set out in Article 4.7.8 of the Bylaws (Reference: Bylaw 4.7.3). Where complaint response is unsatisfactory: the member may appeal the disciplinary action taken by the Chapter Board by submitting a written request, describing the basis for the appeal, to the ARMA Canada Region Manager.

#### **The Chapter Board of Directors is responsible to:**

1. Initiate the selection of a hearing or appeal panel.

#### **The Hearing or Appeal Panel Chair is responsible to:**

1. Set a date for the hearing.
2. Convene the hearing as scheduled.
3. Introduce the panel to the subject of the panel.
4. Define the role of the panel.
  - a. Read the complaint;
  - b. Read the discipline letter;
  - c. Hear the appeal of the member being disciplined;

Number:	Section:	Subject:	Date:
<b>03 - 03</b>	<b>Meetings Management</b>	<b>Complaints &amp; Disciplinary Action Appeals Hearing</b>	<b>2014-05</b>

---

- d. Discuss and provide recommendation to the full Board of the Chapter for vote.
5. Read the letter sent by the Chapter President.
6. Allow the member to present his/her side of the situation. Panel members are allowed to ask clarifying questions.
7. Thank the member for his/her time and inform them that the recommendation of the panel will be voted on by the entire Board at the next Board meeting.
8. Close the member portion of the panel hearing. Discuss the letter, the member's comments, and any possible discipline options. Prepare a recommendation for vote of the Chapter Board.
9. Close the meeting.

### **Censure:**

The Chapter membership of a censured member is not terminated (Reference: Bylaw 4.7.5).

### **Suspension:**

The Chapter membership of a suspended member is considered suspended on the date of the Board's decision to suspend. Any Chapter dues paid to a date beyond such suspension are not refundable. Suspension is for a thirty (30) day period. Following the thirty (30) day period, the suspended member may apply to have his/her Chapter membership restored to active status by submitting a written request to the Chapter Board of Directors. If a suspended member is not restored to active status within sixty (60) business days, his/her Chapter membership is terminated, and ARMA Canada and ARMA International are informed of the termination (Reference: Bylaw 4.7.6).

### **Expulsion:**

The Chapter membership of an expelled member is considered terminated on the date of the Board decision to expel the member. Any Chapter dues paid to a date beyond the expulsion are not refundable. Any member expelled from the Chapter is eligible to apply for re-instatement by submitting a written request to the Chapter Board of Directors (Reference: Bylaw 4.7.7).

Overview:	<p>Minutes are a summary of the discussions 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.</p> <p>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.</p>
Responsibility:	Secretary

**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, any motion or decision made and any follow-up action required (action items).
- Have all reports of officers, directors and/or chairs attached and noted in the minutes.
- Include all pertinent information about or discussed at the meeting including the following: (a minute's template is provided on the Chapter's document repository.)
  - Type of meeting (Board Meeting, Special Board Meeting, Membership Meeting, Annual Meeting);
  - Date and location of the meeting;
  - Attendees (identify which member served as chair);
  - Regrets (absent members);
  - Document discussions and decisions of the meeting.
- The meeting record includes the following:
  - agenda item;
  - name of the member giving the report on the agenda item;
  - summary of the discussion;
  - decision, either by consensus or a motion (see below regarding the recording of motions);
  - copy of any Board resolutions;
  - action required as a result of the discussion and/or motion;
  - time of adjournment; and
  - motion at the beginning of each meeting to approve the previous meeting validates the minutes so that signatures of the President and Secretary are no longer required.

Number:	Section:	Subject:	Date:
<b>03 - 04</b>	<b>Meetings Management</b>	<b>Recording Meetings</b>	<b>2014-05</b>

---

### **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 (e.g. the Secretary notes the correction on his/her original copy and they are adopted “as amended”); and
- the Secretary corrects the electronic copy of the minutes and produces and saves the official copy in the Chapter’s document repository.

#### **If a correction to the minutes is made after they have been approved and adopted (e.g. 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; and
- the Secretary brackets the erroneous portion(s) of the minutes and states the correction in the margin.

Overview:	The fiscal year of the Chapter begins on July 1 and ends on June 30 of the following year (Reference: Bylaw 8.1). Signing authority for newly elected officers takes effect on July 1 following the election of officers. (Reference: Bylaw 8.5). Financial status must be current, properly documented and approved by the Board of Directors prior to payment.
Responsibility:	Treasurer

### **When a Treasurer is elected:**

1. Select the Chapter's bank, taking into consideration the location of the Chapter Treasurer (e.g. city in which they live/work), with a view to ensuring the Chapter's bank is easily accessible to the Treasurer. The Board of Directors must approve any selection or change in banking institutions (Reference: Bylaw 8.2). Note: Changing bank account locations should only be done if absolutely necessary.
2. Ensure signing officers of the Chapter are the President, President-Elect or Secretary, and Treasurer (Reference: Bylaw 8.5.1). Any two (2) of the three (3) signatures are valid signing authorities (Reference: Bylaw 8.5.2).
3. Establish signing authority for newly elected officers following the election which takes effect on July 1 (Reference: Bylaw 8.5.3).

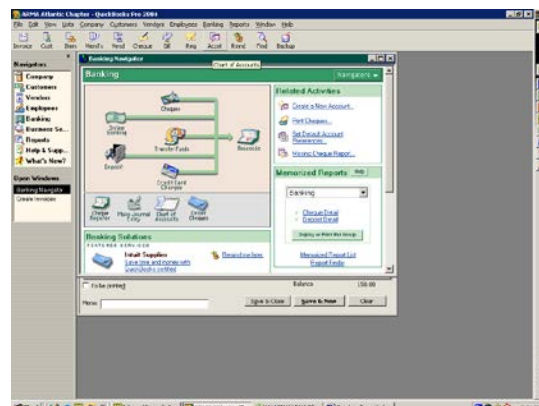
### **The Treasurer is responsible to:**

- Disburse funds as required.
  - Disbursements must be approved by the Board of Directors prior to payment being made (Motion: November 18, 1999);
  - Payments must be made by cheque payable to an individual or vendor (not cash);
  - Cheques must be signed by two (2) defined officers;
  - Invoices or expense reports and receipts are provided to support each disbursement;
  - Payments are issued promptly and take advantage of early payment discounts.
- Administer the petty cash in the amount of two hundred dollars (\$200) and replenish the petty cash fund when it depletes to fifty dollars (\$50).
- Receive Chapter funds (all membership dues and other payments to which the Chapter is entitled). For each receivable:
  - Issue an invoice (as required) in the name of ARMA New Brunswick Chapter;
  - Issue a receipt. Receipts are issued in sequential order and reconcile to the total of funds collected;
  - Collect and count cash money with the assistance of another Chapter member;
  - Deposit all funds into the Chapter's bank account.
  - Monitor the receipt of the Chapter escrow payments from ARMA International. Chapter escrow is the Chapter's payments received for new and renewing membership for the **previous** month. More information is provided in the [Chapter Operations e-Handbook: Finances: Chapter Escrow](#) section.
- Act as secondary host at program events and receive funds/create receipts for attendees.

- Manage banking. For each bank account:
  - Verify that bank deposits are equal to receipt totals;
  - Deposit all monies received by the Chapter into the Chapter's bank account. All monies remain in the name of the Chapter;
  - Deposit funds to the bank immediately upon receipt;
  - Keep cashbooks up-to-date and do not use white-out in cashbook or receipt books;
  - Verify that the sequence of entries in the cashbook is the same as the sequence of receipts and payments;
  - Keep an account of all receipt books, order books and cheque books in a register of accountable forms;
  - Record all banking activities and records of revenue and expenditures, etc. in a software application approved by the Board (currently QuickBooks). Instructions on how to work with QuickBooks are outlined below.

### Bank Reconciliation

1. Click on the "Banking" from the navigator, then click on the "Reconcile" icon or click "banking" from the menu bar and choose "reconcile" from the drop down list.

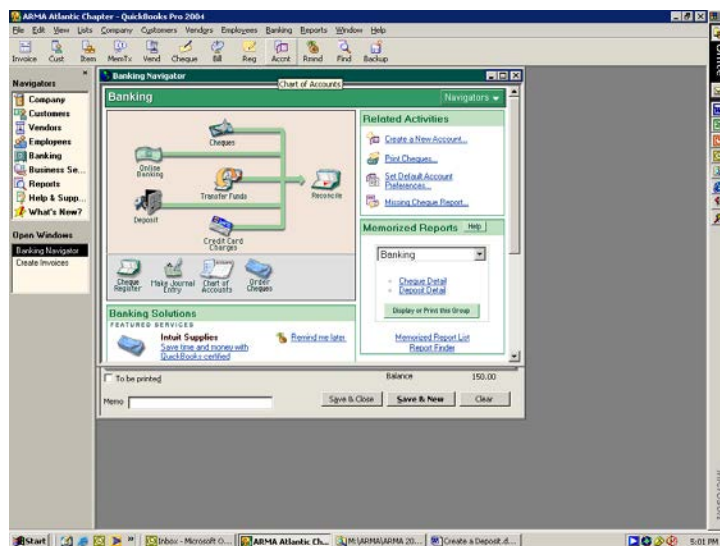


2. The "account" field should be CIBC.
3. The "statement date" field should read the last day of the month.
4. Enter in the ending balance as stated on your bank statement.
5. In the "service charge" field enter the amount of any bank service charges.
6. Click "continue".

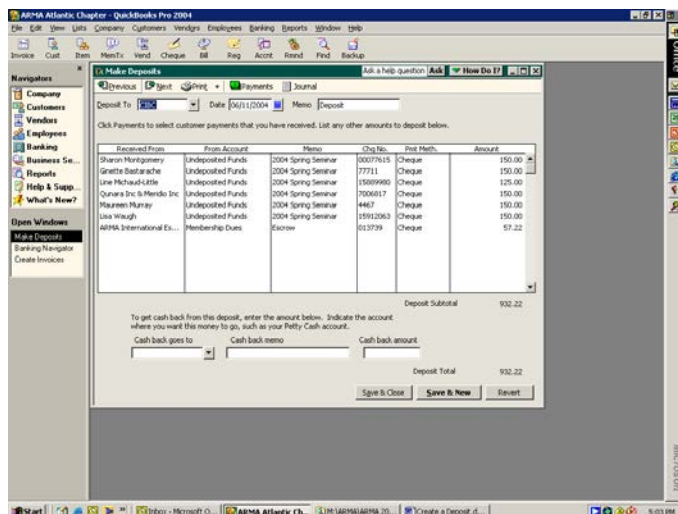
7. Place a check mark in the “show only transaction on or before the ending statement date”.
8. Check off any cheques/payments or deposit and or other credits that appear on the bank statement. **Note:** There may be a deposit that is the interest from US funds you will have to create a deposit. In the “from account” choose US exchange ARMA International. This should be done before you do your bank reconciliation. Attach slip to the bank statement.
9. Once you have accounted for all items on the bank statement the “difference” field should be 0.
10. Click “reconcile now” button.
11. Print.

### Create a Deposit

1. Click on the “banking” from the navigator, then click on the “deposit” icon or click “banking” from the menu bar and choose “make deposit” from the drop down list.



2. The “deposit to” field should be CIBC.
3. In the “date” field enter the date of deposit.
4. Add any new deposits such as escrow cheques.
5. Click “print” and select to print the deposit summary only. Staple this to the cheque stubs and file in the accounts receivable folder.



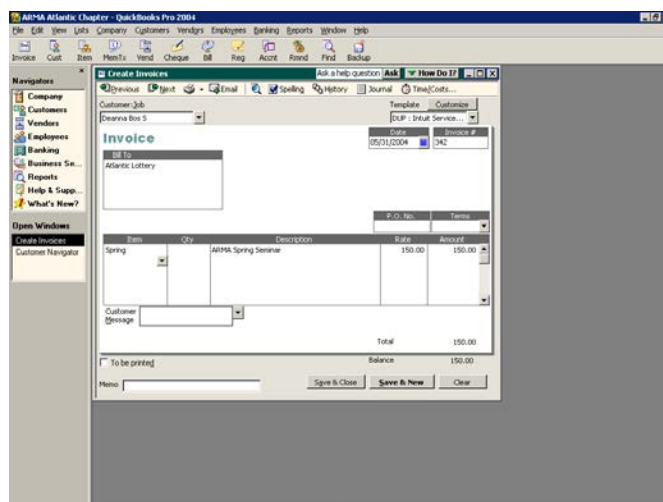


## Create an Invoice

1. Click on the “customer” from the navigator, then click on the “invoice” icon or click customer from the menu bar and choose “create invoices” from the drop down list.

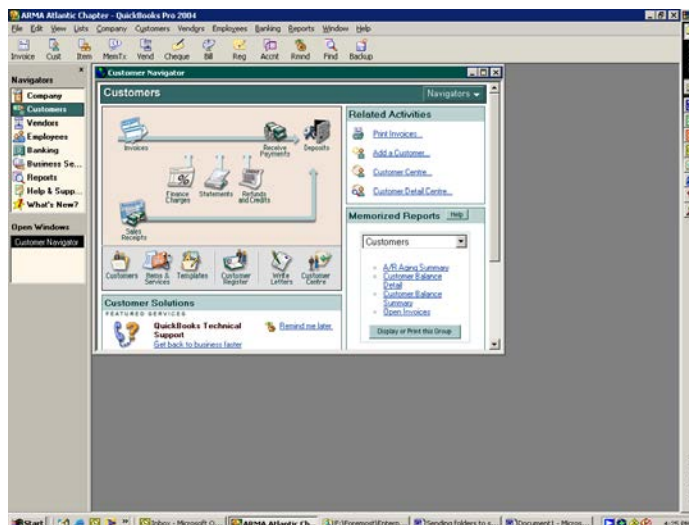


2. Click on customer job and select customer or type in the first few letters and the list of customers will appear in alpha order. Click “add new” if you want to add a new customer.
3. Click on the date field and select the date of the invoice.
4. Click on the “item” drop down list and choose which account you want it applied to.
5. In the description field, type in the description of the invoice.
6. In the amount field, enter in the amount of invoice.
7. Click on “save and close” if you do not have any other invoices to enter or click “save and new” if you have other invoices to create.

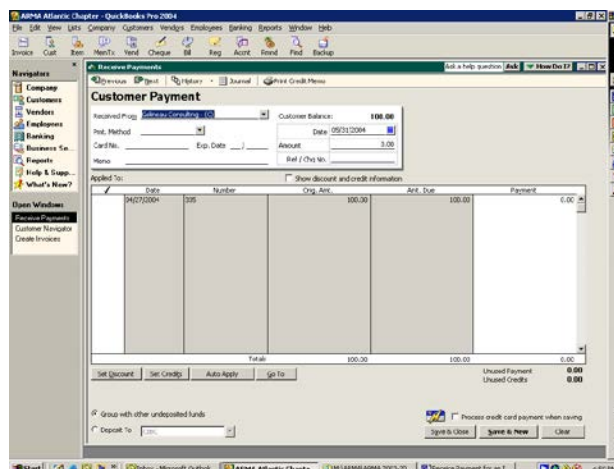


### Receive Payment for an Invoice

1. Click on the “customer” from the navigator, then click on the “receive payment” icon or click customer from the menu bar and choose “receive payment” from the drop down list.

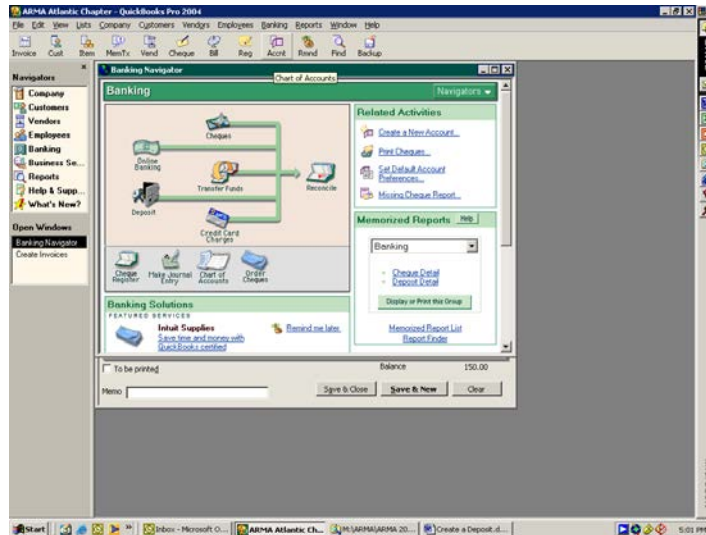


2. Click on “received from” drop down list and select customer or type in the first few letters and the list of customers will appear in alpha order.
3. Click on the date field and enter the date of the cheque.
4. In the amount field, enter in the amount of cheque.
5. In the “ref/chq no.”, enter the cheque number.
6. Click the drop down list in the “pmt method” field and select the type of payment.
7. In the “applied to” field, click on the invoice you wish to pay.
8. Click on “save and close” if you do not have any other payments to receive or click “save and new” if you have other payments to receive.



### Write a Cheque/Pay an Invoice

1. Click on the “banking” from the navigator, then click on the “cheques” icon or click “banking” from the menu bar and choose “write cheque” from the drop down list.



2. The “bank account” field should be CIBC.
3. In the “pay to the order of” field choose from the drop down list or you may have to add new.
4. Ensure the cheque number is the same as the actual cheque.
5. Enter in the amount of the cheque.
6. In the “memo” field, type in a description of what you are writing the cheque for.
7. Click in the “account” field this will bring a drop down list. Choose the account that the cheque is to be applied to.
8. Click “save and close” if you have no other cheques to write, or click “save and new” if you have other cheques to enter.

Overview:	<p>ARMA International and its Chapters and Regions are classified by the US International Revenue Service as 501(c) (6) <u>not-for-profit</u> organizations. As such, they <b>are</b> liable for paying state/local sales tax. ARMA is <b>NOT</b> considered a <u>non-profit organization</u>, and is not exempt from paying sales tax on any purchases. In Canada, ARMA Chapters are required to comply with the Canada Not-For-Profit Corporations Act or their respective Provincial legislation.</p> <p>A not-for-profit organization's primary goal is to fulfill the needs of its members, rather than produce profits for owner/investors. It does not mean the organization should not make a profit. It can and should produce a surplus of revenues over expenses – the <u>surpluses must be used to enhance the position of the organization and its mission.</u></p>
Responsibility:	Treasurer

The Chapter requires a number of financial reporting and control measures. **The Treasurer is responsible for the following:**

#### **Budget:**

- Draft a budget based on input provided by the President and Board members and chairs.
- Submit the budget to the Board of Directors for discussion and approval.
- Monitor receipts and payments against budget.
- Report budget versus actual revenue and expenditures.

#### **Banking:**

All banking activities and records of revenue and expenditures, etc. are recorded in a software application approved by the Board (currently QuickBooks).

#### **Fixed Assets:**

- Keep a register of assets held by the Chapter.
- Monitor assets to prevent theft and loss.

#### **Financial Statements:**

- Generate annual financial statements at the end of each fiscal year. Present complete and up-to-date financial documents for each account at Chapter meetings. This may include current bank balances, the current statement of assets and liabilities (to the end of the previous month), quarterly financial statements, cashbooks, statement of receipts and payments, bank reconciliations (with supporting bank statements), investment statements.
- Present comparative financial statements at the Annual Meeting that relate to:
  - a. the period that began immediately after the end of the last completed financial year and ended not more than six months before the Annual Meeting, and
  - b. the immediately preceding financial year.
- Give members notice that financial statements are available and that they may be requested for review.

- Provide statements of financial position to Board of Directors at the end of each fiscal year, for approval at the first Board meeting of the new fiscal year and distribute.

#### **Tax and Government Reporting:**

- Determine whether the Chapter is required to pay income tax and/or HST, given its previous financial position and its not-for-profit status as required. If it is determined that the Chapter is to pay tax for the current fiscal year, file required tax and information forms prior to the due date.
- Submit the annual return at the beginning of each fiscal year to Service New Brunswick.
- Add due dates to the Calendar of Actions required. Reports may be due monthly, quarterly or annually.
- Keep tax files up-to-date. Tax returns, annual statements, notices of assessment and all related Revenue Canada correspondence are retained as a Chapter record.

#### **Insurance:**

- Source and arrange for appropriate directors' insurance for Board members. See *Financial Operations, 04-03 Insurance*.

#### **Audit and Review:**

- The accounts and financial records of the Chapter are subject to a financial review by a qualified third party or by two (2) members of the Chapter, chosen by a majority vote of the Board of Directors, within sixty (60) business days following the fiscal year end (Reference: Bylaw 8.4.1). The two (2) members of the Chapter must include one (1) member of the Board, excluding the Treasurer, and one (1) member from the General Membership (Reference: Bylaw 8.4.1.1).
- File all financial reports, bank reconciliations, payment vouchers, and any other documentation required by audit to verify the Chapter's financial position.
- Recommend a financial advisor or auditor with appropriate qualifications and experience for approval by the Board. Financial information should be submitted to an accounting firm or auditor for verification and preparation of the annual financial statement at the end of a Treasurer's term of office or a minimum of two (2) years or based on the Board decision.
- Complete the audit and return the books and other documentation to the President. The results of the review are submitted to the Board of Directors (Reference: Bylaw 8.4.2).
- Present the results of the review of the qualified third party or by two (2) members of the Chapter to the Board of Directors. (Reference: Bylaw 8.4)

Overview:	<p>As subsidiaries of ARMA International, Regions and Chapters are covered under the association's General Liability Insurance. The policy covers each Chapter and Region for up to \$1 million per occurrence. ARMA International has deemed that Headquarters (International and Regional) are the only area of the organization that needs to be covered with Directors and Officers Insurance, as they are setting the standards, policies, etc. The insurance coverage provided by ARMA International may be updated over time. The current status can be found in the <a href="#">ARMA International Chapter Operations e-Handbook: Chapter Governance: Insurance</a> section.</p>			
	Type of Coverage*	ARMA International	Canadian Region	Canadian Chapters
	Comprehensive General Liability (CGL) covers bodily injury and property damage	Insured	Insured	Insured
	Directors and Officers (D&O) protects the executive from liability arising out of errors in judgment, duty preachment, and any wrongful acts related to their organizations.	Insured	Insured	Not Insured
	Errors and Omissions (E&O) provides coverage to professionals as it protects against claims of alleged negligent acts, errors, or omissions in the performance of professional services.	Insured	Not Insured	Not Insured

\*coverage must be regularly verified.

ARMA International provides the following General Liability Insurance coverage for Chapters.

- bodily injury and property damage general liability by occurrence \$1,000,000;
- general aggregate \$2,000,000;
- product and completed operations aggregate \$2,000,000;
- personal and advertising injury \$1,000,000;
- damage to rented premises (by occurrence) \$500,000;
- medical expenses any one person \$10,000; and
- automobile liability (hired-autos and non-owned autos by accident) \$1,000,000.

If a certificate of insurance is required for a meeting facility (before a contract is issued):

- Print a *Certificate of Liability Insurance* from the ARMA International website at [ARMA International Chapter Operations e-Handbook: Chapter Governance: Insurance](#).

Overview:	<p>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 members from the Chapter.</p> <p>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.</p>
Responsibility:	Treasurer
Delegate to:	Board of Directors

### **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 he/she signs up or renews his/her membership. Members 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.).
- Chapter dues are forwarded to the New Brunswick Chapter from ARMA International.
- ARMA International maintains the Chapter roster.

### **Chapter Dues:**

No later than April of each year, the Board of Directors:

- 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 (required by April or May of each year) and submit it to ARMA International Member Services Department.

*For more information, see Bylaws 8.3 Membership Dues.*

Overview:	Advertising and sponsorship is important to the Chapter for things such as to raise its profile, promote the profession, build relationships, and generate income. Advertising may be sold using the New Brunswick Chapter communication tools or at Chapter events. The types of advertising or sponsorship and the rates to be charged are reviewed and updated as required by the Board. All advertising initiatives must be coordinated.
Responsibility:	Treasurer, in consultation with Board
Delegated to:	Communications Chair, Marketing Chair, Program Chair

### **Advertising and Sponsorship:**

The New Brunswick Chapter will accept for consideration advertising from vendors in the 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 Board of Directors' endorsement or recommendation of a vendor.

### **Fee Establishment:**

As part of the annual planning session, the Board of Directors:

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

Advertisement in Chapter Newsletter (annual)	Rate
Business Card Size	\$100.00
1/4 page	\$150.00
1/2 page	\$200.00
Full page	\$300.00

### **Marketing Chair, Communications Chair, and/or Program Chair are responsible to:**

1. Solicit advertising and sponsorships from suitable promoters based on direction from the Board of Directors. All Portfolio leads coordinate their efforts to avoid multiple contacts with the same potential supporter.
2. Review all promotional submissions to ensure appropriateness of content, and formatting and size for the intended purpose. Inappropriate material is rejected and returned to the promoter, and the promoter is given the opportunity to resubmit appropriate material.
3. Request the Treasurer invoice the promoter, if required. Failure to remit payment by the due date will result in removal of the advertising.



Overview:	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.
Responsibility:	All Board Members

**Solicitation of Contributions to the Chapter:**

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 benefit the Chapter members.

**All Board members are responsible to:**

1. Identify opportunities where it would be desirable to request contributions to offset expenses that will be incurred during the annual planning session. Additional opportunities may also be identified at Board meetings throughout the fiscal year.
2. 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.
3. Determine what the contributor receives in exchange. Options include signs at an event acknowledging the contribution, thank you letters, acknowledgment published on the Chapter's website or in the newsletter, company logos on advertising materials, etc.
4. Advise the Board of Directors, on an ongoing basis, of any solicitation planned and the results of such activities.

Overview:	Financial assistance grants are available for Chapters from both ARMA International and the ARMA Canada Region. It is each Chapter's responsibility to review the grants available and submit applications as required.
Responsibility:	Chapter President
Delegate to:	Board Member

#### **ARMA International and ARMA Canada Grants:**

- Each year grants are available to Chapters from ARMA International. Detailed information regarding criteria and submission is found in the [Chapter Operations e-Handbook: Chapter Governance: Grants](#) section.
- Each year grants are available to Chapters from ARMA Canada Region. These grants are in addition to those grants offered by ARMA International. Detailed information regarding criteria and submission is provided on ARMA Canada's website.

Overview:	The Chapter supports Board members to represent the Chapter at ARMA events and professional events as approved by the Board of Directors. The Chapter may support other members of the Chapter given approval by the Board of Directors.  Approved expenses incurred on behalf of the New Brunswick Chapter are reimbursed after they are incurred and upon submission of an expense reimbursement form accompanied by receipts.
Responsibility:	Board Members, Chairs
Designate:	Treasurer

**Upon approval by the Board, a Chapter member is responsible to:**

1. Complete expense reimbursement forms for travel performed on behalf of the Chapter.
2. Submit to the Treasurer all relevant receipts.

**The Treasurer is responsible to:**

1. Verify expenses claimed are approved by ARMA New Brunswick Chapter.
2. Ensure that all receipts are attached.
3. Prepare cheque for signature.
4. Provide reimbursement cheque to member.

**Attendance to an Event on Behalf of the New Brunswick Chapter:**

- The Board member requesting funds to attend sanctioned events is expected to provide an outline of estimated costs for Board consideration and approval.
- The Board member is responsible for making their own travel and accommodation arrangements, upon approval by the Board.
- Travel, accommodation, and meal expenses not covered at the event are reimbursed by ARMA New Brunswick Chapter as approved travel.
- The meal allowance for travel is as follows:

Breakfast	\$20.00 CDN
Lunch	\$20.00 CDN
Dinner	\$20.00 CDN
Daily Amount	\$60.00 US*

- While traveling in the United States, the daily meal allowance is \$60 US. (Motion: February 17, 2009)
- When a Board Member is exposed to unusually high costs when traveling, the Chapter 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 event registration fee, the Board member does not claim meal allowance for that meal.

Number:	Section:	Subject:	Date:
<b>04 - 06</b>	<b>Financial Management</b>	<b>Financial Assistance &amp; Expense Reimbursement</b>	<b>2014 - 05</b>

---

- All expenses must be submitted for payment on the Chapter Expense form. Receipts must be provided as proof of payment prior to reimbursement for any expenses incurred on behalf of the New Brunswick Chapter. (Motion: October 22, 2002) Receipts and expense claims are to be submitted in full to the Treasurer within thirty (30) days of the date of travel. Failure to do so may result in partial or delayed reimbursement.
- The purchase of alcohol (e.g. with a meal) cannot be claimed.
- The Board reserves the right to reject any expense that is not pre-approved.

#### **New Brunswick Chapter Event:**

- At the discretion of the Board, Chapter members who volunteer to assist in Chapter events may attend, free of charge, if not supported by his/her employer.
- At the discretion of the Board, Board members may attend Chapter events free of charge, if not supported by his/her employer. (Motion: January 13, 2000)

#### **Financial Assistance & Support Provided by Chapter:**

The President's (or designate) expenses (e.g. registration, accommodation, travel) 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 Canada Leadership meeting;
- ARMA Canada National Conference;
- ARMA International Leadership meeting;
- ARMA International Conference;
- Professional Events.

The President foregoes attending the Canada Region Leadership meeting and/or Canada Region conference near the end of the President's term to permit the President-Elect to attend in preparation for taking on the role of Chapter President. Attendance based on Chapter funds available to pay for expenses (e.g. registration, travel, accommodation) and upon approval of the Board.

Chapter members are to adhere to the following expectations for hotel, transportation and membership:

#### **Hotel:**

- Standard room/best available rate (anything over and above must be authorized by the President and Treasurer).
- Internet access (where internet fees are charged) up to a maximum of \$30 per week or up to a reasonable amount if approved by the President and Treasurer.
- Cover single occupancy for Board members.
- Not covered:
  - Room charges such as room service, movies, mini-bar, personal phone calls;

- Extra charges such as room damages, lost, or stolen items incurred during stay;
- Guest charges.

#### **Transportation:**

- Basic transportation fees for the following:
  - Airfare, train ticket, bus ticket;
  - Taxi to and from home to airport/train station/bus station;
  - Taxi to and from airport/train station/bus station to hotel;
  - Taxi to and from hotel to conference location (where transportation is not provided);
  - Parking (if applicable).
- Not covered:
  - Any upgrades and extras such as first/business class, special meals and/or alcoholic beverages.

#### **Kilometer Reimbursement Rate:**

The Board decides on a case by case basis which one (1) of the three (3) options below is used for Chapter business travel prior to the travel commencing. The most responsible option is decided by the Board (Motion: June 19, 2012).

**Note: Members are not reimbursed for travel to any Chapter activities such as Board Meetings, Special Board Meetings, General Membership Meetings, Annual Meetings, and other events (e.g. socials, orientation sessions for new Board members, seminars, etc.) Members are encouraged to use technological means to participate in meetings of the Chapter, if they are unable to attend.**

- **Option 1:** Upon approval by the Board, a Chapter member uses his/her own vehicle (used only when transporting himself/herself for insurance purposes) for Chapter business and the Chapter pays fuel, parking, and tolls with proof of receipts.
- **Option 2:** Upon approval by the Board, a Chapter member uses his/her own vehicle (used only when transporting himself/herself for insurance purposes) for Chapter business and the Chapter pays 0.41 cents per kilometer and this amount includes any costs associated with travel (e.g. vehicle maintenance, gas, parking, and tolls).
- **Option 3:** Upon approval by the Board, a Chapter member purchases a rental vehicle with insurance when performing Chapter business and the Chapter pays for the rental with taxes, insurance, fuel, parking, and tolls with proof of receipts. This option must be used when transporting more than one member on Chapter business.

Overview: Gifts & Donations Made by Chapter	The Chapter Board or a Chapter member may identify the need to acknowledge life events relevant to Chapter members. It is prudent for the Chapter to establish the acceptable value of such gifts or donations to acknowledge those life events.
Responsibility:	Treasurer
Delegate to:	Chapter President, Board Members

### **Gifts and Donations made by the Chapter:**

At the discretion of the Board, the following reasons may warrant gifts or donations to be awarded **up to** the amount indicated. The monetary range is at the discretion of the Board and may depend on the Chapter's financial status at the time of the decision:

Gifts or donations on behalf of guest speaker	\$35.00
Members' serious illness / hospitalization	\$35.00 (Motion: February 3, 2009)
Members' retirement from profession	\$35.00 (Motion: January 2005)
Other (e.g. charitable gift or donation)	\$35.00 (Motion: February 3, 2009)

Overview:	ARMA New Brunswick requires payment at events and using electronic payments is more user-friendly for attendees. ARMA Canada has established a relationship with an electronic payment service provider called <i>GiftTool</i> . This allows ARMA Canada Chapters to collect payments electronically for events.
Responsibility:	Treasurer

### **Collection of Electronic Payments using *GiftTool*:**

Chapters setup a merchant account for credit card payments. ARMA Canada coordinates and covers the cost of establishing the relationship with *GiftTool*. ARMA Canada Region pays the cost to setup the *GiftTool* relationship with the Chapter. The Region pays the event setup and the per registrant service fees that apply. The Chapter is responsible for paying the cost of the credit card fees.

#### **The Treasurer is responsible to:**

1. Complete the *GiftTool* order form and Appendix A, Gateway CA 10041 form provided in the Financial Management Supporting Documents: *GiftTool* package.
2. Submit the forms as completed, along with a void cheque to the ARMA Canada Treasurer for processing and account setup.
3. Gather the following information and establish a merchant account to collect credit card payments (Note: Monaris is one of the largest credit card service companies in Canada but the Chapter may wish to use a different service provider such as Beanstream or Versa Pay):
  - Location address, phone number and fax number;
  - Date Chapter was registered;
  - Legal type of business such as Ltd., Inc, LLc etc.;
  - Type of products offered;
  - How long before the product is delivered to the customer;
  - The signing officer's date of birth, home address;
  - ATS (Average Ticket Size) of a transaction;
  - VISA and Master Card expected volume in a month.
4. Provide additional information as requested to the ARMA Canada Treasurer to setup the *GiftTool* relationship.

### **Event Setup:**

#### **The Treasurer is responsible to:**

1. Log on to *GiftTool*. Note: It is recommended that the Treasurer and one other person in the Chapter have the ability to log on and set up Chapter events and review registration information.
2. Enter the event information using the *GiftTool* website.

### **Receipt of funds collected by *GiftTool*:**

1. Transfer funds directly deposited from *GiftTool* into the New Brunswick Chapter's account as identified on the void cheque provided when the relationship is established.

Overview:	ARMA International provides two reports on a regular basis. The Chapter roster lists all members of the Chapter and identifies membership expiry date(s). It can also be used to follow up with pending or recently expired membership holders to encourage continued Chapter membership and participation. The Canada 099 Region roster provides a listing of all ARMA International members with a Canadian 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.
Responsibility:	Membership Chair

### **Canada 099 Region Roster Report Review for Joining and Renewal Members:**

#### **The Membership Chair is responsible to:**

- Review the 099 Region roster report on a monthly basis. If a member is identified as coming from the Chapter's catchment area, contact the member and bring to his/her attention that they have not paid Chapter dues or failed to indicate on the application which Chapter he/she wants to join. Discuss the benefits of Chapter membership and encourage them to designate a Chapter.

### **Chapter Roster Report Review:**

#### **The Membership Chair is responsible to:**

- Review of the Chapter roster, provided by ARMA International, is performed on a monthly basis.
- Post the Chapter roster to the Chapter's document repository on a monthly basis and access is granted to Board members only. **Note: Publishing the Chapter roster is not permitted by any member; receiving monies for the membership list is not permitted by any member; and using the membership list for promotion of any events, seminars, etc. is not permitted by any member outside those special events of the Chapter.**
- Report any misuse of the membership list to the Chapter President for investigation and also report findings to the Board.
- Send the Chapter roster to the Secretary on a monthly basis.
- Present a report on the status of the Chapter membership to the Board.

#### ***If membership is expiring/has expired, the Membership Chair is advised by the member to:***

- Remove or leave his/her name on the general mailing list.

#### ***If a new member has registered, the Membership Chair is responsible to:***

1. Forward a welcoming package to all new members which may include:
  - Welcome letter, customized with the new member's name (template available on the Chapter's document repository);
  - Chapter brochure or other information;



Number:	Section:	Subject:	Date:
<b>05 - 01</b>	<b>Member Engagement</b>	<b>Member Communication at Joining or Renewal</b>	<b>2014 - 05</b>

---

- Chapter pin;
  - Notice of the upcoming educational session; and/or
  - Schedule of the yearly education program (if not already noted in the Chapter brochure).
2. Contact the new member approximately two (2) weeks after sending out the welcome package to:
- Ensure the welcome package was received and answer any questions.
  - Invite the new member to the next Chapter event and offer to meet him/her 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.

Overview:	Individual members should be recognized for their participation in and contribution to the Chapter and the RIM profession. This includes the awarding of the <i>Chapter Member of the Year</i> and <i>Chapter Leader of the Year</i> awards and recognition for <i>Years of Service</i> .
Responsibility:	Past-President, Awards Chair
Delegate to:	Awards Committee, Member Support

### Chapter Member of the Year and Chapter Leader of the Year Awards:

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

The Awards Committee consists of the Past-President as Chair and the President. The Past-President obtains Board approval for the creation of an Awards Committee, if such approval has not already been granted (Reference: Bylaw 8.5.3).

#### The Awards Chair is responsible to:

1. Send request for nominations (normally through e-mail, newsletter notices, or website posts) to all members in good standing at least forty-five (45) days prior to the Annual Meeting. Any member in good standing may submit the name of a fellow member to be recognized for outstanding service. Evaluation criteria are provided in the [Chapter Operations e-Handbook: ARMA International Awards](#).
2. Review submissions, select an award recipient, and submit request for Board of Directors' approval.
3. Create an award certificate for presentation to each recipient at the Annual Meeting. The Committee may also wish to purchase a gift for a recipient in the value outlined under the *Gift* section of this manual.
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 Annual Meeting to ensure that the recipient is not made aware of the award prior to the meeting.
5. Announce and present certificate to recipients at the Annual 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 newsletter, Chapter website and/or other Chapter communication avenues.
8. Identify award recipients on the Annual Chapter Update Form submitted to ARMA International. The Chapter Update Form is accessed at: <http://www.arma.org/Leadership/ChapterAdmin/UpdateInformation.aspx>
9. Present "official" award to recipients at ARMA International conference. If the Chapter Member of the Year and Chapter Leader of the Year are not able to attend ARMA International's Conference and Expo to receive his/her award, any Chapter member attending the Conference may receive the award on the recipient's behalf or, alternatively, ARMA will mail it to the member following the conference.

**Years of Service Pins:**

Members receive recognition for reaching significant ARMA membership anniversary dates (5, 10, 15 years and so on). The Chapter acknowledges 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, usually at the Annual Meeting.

**The Membership Chair is responsible to:**

1. Identify members eligible to receive a pin based on the “join date” provided in ARMA International’s roster. Any questions regarding a member’s “join date” is directed to ARMA International.
2. Submit request to the Board for approval to purchase pins.
3. Present/distribute Years of Service pins to eligible Chapter members at a Chapter event, normally the Annual Meeting.

Overview:	ARMA New Brunswick Chapter established the Claire Duclos' Scholarship Fund to benefit individuals in the Province of New Brunswick or Chapter members actively pursuing an education and/or certification in RIM.
Responsibility:	Education Chair or Scholarship Chair, Treasurer
Delegate to:	Board of Directors

### **Claire Duclos' Scholarship Fund Administration:**

A Scholarship Committee, consisting of an Education Chair and two (2) Chapter members in good standing is responsible for reviewing applications based on predefined criteria to select candidate(s) and to oversee the payment of the scholarship to the recipient(s).

The Claire Duclos' Scholarship Fund candidates are selected based on an application process. The number of scholarships awarded each year is determined by the Scholarship Committee. In the event applicants do not meet the selection criteria, scholarships may not be awarded. The number of scholarships awarded each year must not exceed the monetary limit approved by the Board of \$500.00.

### **The Board of Directors is responsible to:**

1. Establish the Scholarship Committee (if applicable).
2. Determine whether a separate fund is created or whether scholarships are paid directly from the annual operating budget.
3. Monitor the evaluation procedure and payments from the fund. Any issues identified are reported to the Board immediately.
4. Ensure the fund is audited in accordance with the *Financial Operations, Financial Reporting and Control section*.

### **The Treasurer is responsible to:**

1. Manage and monitor the fund monies. Decisions to change the banking arrangements of the fund's monies are based on the Treasurer's recommendation and approved by the Board.
2. Distribute the fund as directed by the Board based on recommendations of the Scholarship Committee.

### **The Education Chair and Scholarship Committee are responsible to:**

1. Develop promotional material regarding the award such as poster, cover letter and application form. This material is translated for francophone educational institutions and students. These documents are found on the Chapter's document repository.
2. Distribute the application and promotion material via appropriate means such as the newsletter, website and/or e-mail to the membership and educational institutions within the Province no later than January 1 of the fiscal year.
3. Ensure the distribution list is kept up-to-date. This list is stored on the Chapter's document repository.
4. Retrieve the evaluation form template from the Chapter's document repository.

5. Collect the applications by March 31 of the funding year.
6. Rate each applicant. Individual committee members rate each candidate. The total scores are tabulated and the applicant(s) with the highest score is determined the winner(s).
7. Provide a written report, including the names of all candidates who applied, as well as the name(s) of successful candidate(s), to the Board for final approval. The report is submitted to the Secretary and included with the Board minutes.
8. Notify all applicants in May of the year of the application. Templates are stored on the Chapter's document repository.
9. Announce successful scholarship applicant(s) in the Chapter's newsletter and during the Annual Meeting. Permission to use applicant's name(s) in public announcements is obtained upon receipt of the application.
10. Arrange with the Treasurer for the disbursement of funds.
11. Respond to all enquiries.

#### **Applicants are required to:**

- Submit a completed scholarship application form.
- Ensure the application is post marked by March 31 of the funding year.
- Enclose a one-page essay stating career goals and how the goals relate to RIM.
- Submit reference letters from instructors, business acquaintances, or employers.
- Provide a copy of the most recent official school transcript for students enrolled in a *full-time program*. **OR** provide a copy of an invoice (projected cost) of current courses for individuals enrolled in a *part-time program* **OR** provide a copy of an invoice (projected cost) for *certification* (CRM designation).

#### **Fund Disbursement Options:**

- Students enrolled in a full-time program are eligible for a five hundred dollar (\$500) scholarship; or students enrolled in a part-time program by correspondence and online courses are eligible for a two hundred fifty dollar (\$250) scholarship; and/or members pursuing certification (CRM) are eligible for up to two hundred fifty dollar (\$250) scholarship.
- Scholarships for full-time enrolment are disbursed in July of the year of the application or at the Annual Meeting.
- Scholarships for part-time courses and CRM fees are disbursed, up to the amount of the scholarship(s) awarded, upon receiving copies of receipts of payment from recipient(s) of part-time courses and CRM fees. It is the responsibility of the recipient to provide copies of receipts, as soon as available, to the Education Chair.

#### **Scholarship Donations:**

- Twenty five percent (25%) of net profits during Chapter seminars are transferred to the fund at the discretion of the Board (Motion: October 7, 2003 and January 2005). At the discretion of the Board, other monies may be transferred to the fund from proceeds from other Chapter events.

- Donation of monies to the fund can be performed by Chapter members or non-members. For example, speaker gifts can be a donation to the Scholarship Fund. Donations are accepted either by cash or by cheque. All cheques must be made payable to the ARMA New Brunswick Chapter.
- Received donations by Board members are forwarded immediately to the Treasurer.
- Education Chair to send thank-you letters to each donor. Any donor's name may be published in the Chapter's newsletter provided permission is obtained from the donor. ARMA New Brunswick Chapter is not a charitable institution and cannot issue tax receipts.

Overview:	<p>The Board of Directors determines the form of communication used with the Chapter membership. Communication may be in the form of a newsletter, brochure, information posted to the website, or other forms of communication as determined by the Board.</p> <p>Public awareness and marketing are important for reaching members and non-members. The Chapter provides general information about ARMA and the benefits of a professional membership, in general, as well as more specifically about the programs and educational opportunities available. The <a href="#">Chapter Operations e-Handbook: Marketing</a> section provides some resources relating to program promotion and RIM marketing.</p>
Responsibility:	Board of Directors, Chairs
Delegated to:	Communications Chair, Marketing Chair, Program Chair

### **Communication:**

#### **The Board of Directors is responsible to:**

1. Begin planning as soon as the Board members have been elected. The planning includes invitations to existing Board members with terms ending on July 1 and members taking office on July 1 or vice-versa. When planning the frequency of communication, choose the timing of communications to avoid overwhelming the membership with a barrage of ARMA related information causing members to ignore important ARMA messages.
2. Update the Chapter's strategic plan to identify communication due dates.
3. Communicate regularly with Chapter members and stakeholders. Communication and marketing approaches may include:
  - Advertise to target audiences (e.g. industry publications or newsletters);
  - Distribute flyers and/or postcards for events (e.g. events sponsored by related associations, career fairs, employers or vendors);
  - Post to Chapter website;
  - Provide media releases;
  - Send e-pushes (e.g. emails sent to members and general distribution lists);
  - Participate in industry event exhibitions (e.g. information booth at seminars, conferences, educational institution events and job fairs);
  - Present at educational institutions (e.g. presenting ARMA to students in RIM related programs);
  - Promote to related associations (e.g. promoting synergies and support arrangements);
  - Obtain support from vendors in the RIM field.

Overview:	<p>Chapters need the ability to contact a variety of stakeholders. These include the Chapter members in good standing (e.g. Chapter Membership List); non-chapter members, individuals and/or companies who have attended past Chapter-sponsored events or have expressed an interest in attending Chapter events, and have given the Chapter their contact information (e.g. General Mailing List); vendors who provide products and/or services to information management professionals and who may wish to participate in Chapter-sponsored events such as a vendor showcase (e.g. Vendor Mailing List); and Associations or other organizations that may be interested in receiving information on Chapter events (e.g. Association Mailing List).</p> <p>The ARMA International Chapter roster remains the property of ARMA International and is used but not published by the Chapter. Chapter contact list access must be restricted and used for ARMA New Brunswick Chapter purposes in accordance to the <i>Communications, Privacy and Consent</i> section. They are not made available to other ARMA groups such as ARMA International, ARMA Canadian Region, or other ARMA Chapters unless consent has been given. They are not published or made available to outside agencies such as vendors and private organizations unless specific consent has been given. The Board is the only members who have access to contact lists. Members outside of the Board are not granted access to Chapter contact lists.</p>
Responsibility:	Board
Delegated:	Membership Chair, Program Chair

Contact lists are used only in connection with matters relating to the affairs of the Chapter such as voting requirement of members, schedule a meeting of members, promote 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. Contact lists are not used for list sales. All list sale inquiries are sent to the Director of Member Services of ARMA International.

A Chapter may share/provide lists of attendees to a local meeting/seminar provided that the registrants are given notice. Recipients must be provided with the ability to remove their name from a contact list. ARMA International's policy is to only release the name, organization, title, and address. **ARMA International does not release email or phone numbers.** ARMA International list usage parameters are provided at <http://arma.org/Leadership/MemberMgt/Reports.aspx>.

Contact lists are used only for the purposes that are determined by the Board of Directors.

#### **Current Mailing Lists Maintenance:**

- Maintain contact lists and store the most current version in the Chapter's document repository in the designated restricted folder.



- Remove an individual on the general list when he/she becomes a member and add to the membership list, so as to avoid duplicate mailings. This is the responsibility of the Membership Chair.
- Remove an existing member's contact information if he/she does not review their membership from the Membership 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. This is the responsibility of the Membership Chair.
- Contact the individual/organization to obtain the correct address if the mail (e.g. Canada Post or email) is "undeliverable". If the responsible chair is unable to make contact, the name is removed from the list.
- Review mailing lists by the responsible chair once or twice per year to ensure it is up-to-date. The Membership List is maintained by the Membership Chair. The General Mailing List, Association Mailing List and Vendor Mailing List are maintained by the Program Chair.

#### **Mailing Lists Usage:**

- Ensure emails sent to more than one person on any mailing list, the sender uses the "BCC" (blind carbon copy) to ensure the privacy of the mail recipients. 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.
- Report Membership List sale inquiries to the Director of Member Services of ARMA International.
- Report any misuse of the membership list to the Chapter Membership Chair and/or the Chapter President for investigation whom reports to the Board for a response.

Overview:	To abide by Provincial legislation, the Chapter ensures the consent to release or use personal information is given prior to its use and it is used only for the purposes for which it was collected. The Chapter protects all personal information.
Responsibility:	Board Members, Chairs

### Privacy and Consent:

The Chapter and its Board of Directors will respect the privacy and confidentiality of its members at all times. All personal information including contact information and photographs are retained as confidential and used only for the purpose for which it was collected. Contact lists are kept in a locked folder on the Chapter's document repository in which only Board members have access.

### Personal Information Includes:

- Name;
- Contact information such as home address, work address, email address, phone number;
- Member number;
- Credit card number and any financial transactions;
- Educational history; and
- Photographs

### Release Consent for Pictures:

Any pictures that are taken at ARMA events may not be published without consent of the individuals captured in the photograph. A suggested consent statement is as follows:

☐ Please check this box, if you do **NOT** want ARMA New Brunswick Chapter to publish the attached photograph(s). Note: If the box is not checked, ARMA New Brunswick Chapter assumes you are providing consent.

### Release Consent for Personal Information:

All event registration forms must include the following statement:

**Release of Personal Information**

☐ Please check this box, if you do **NOT** want ARMA New Brunswick Chapter to release your personal information to other ARMA event attendees.

☐ Please check this box, if you do **NOT** want ARMA New Brunswick Chapter to release your personal information to other ARMA entities and/or vendors in the RIM field.

Note: If the box is not checked, ARMA New Brunswick Chapter assumes you are willing to share your contact information.

Overview:	Branding is an important part of public relations and marketing within ARMA. The ARMA International logo is a registered service mark. Chapters must use the ARMA International logo under strict usage guidelines. The ARMA International logo may be incorporated into the design of an affiliate logo, but under no circumstance may that incorporation result in any design change of the ARMA International logo.
Responsibility:	Board of Directors
Delegated to:	Communications Chair, Marketing Chair

**Logo Usage:**

- Use of ARMA International logo must comply with the [logo guidelines](#) provided in the [Chapter Operations e-Handbook: Marketing: Logo Guidelines](#) section. This section also provides reusable log and PowerPoint slide masters.
- Use of any and all ARMA International brand by affiliates and others must be approved in writing by ARMA International.
- Use of any and all ARMA Canada logo must be approved in writing by ARMA Canada.
- Use of any and all ARMA New Brunswick Chapter logo must be approved by the Board of Directors.

Overview:	ARMA New Brunswick Chapter publishes an electronic newsletter as one method of communicating with its membership. The content of the newsletter is determined by the Newsletter Editor in consultation with the Communications Chair. Compliance with copyright laws and privacy rights is mandatory.
Responsibility:	Communications Chair
Delegate to:	Board Members, Chairs, Newsletter Editor

**Board Members and Chairs are responsible to:**

1. Recruit an Editor who may be a member of the Board or a Chapter member in good standing.
2. Appoint an Editor by the Communications Chair with the approval of the Board for the term of one (1) year commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended for one (1) more year at the discretion of the Communications Chair and approved by the Board.
3. Submit reports, articles, or updates concerning events at least fourteen (14) days prior to the next publishing date.

**The Newsletter Editor is responsible to:**

1. Remind the Board and chairs of the deadline for submissions. At a minimum, a message from the President should be included in each issue.
2. Solicit content from members at large. Any Chapter member in good standing may submit an article for publication; however, publication is at the discretion of the Editor, in consultation with the Communications Chair.
3. Identify published content that would be of interest to the membership and request permission to reprint in the Chapter Newsletter.
4. Proofread all articles. The Editor has the discretion to edit for clarity or to accommodate available space.
5. Prepare a letter from the Editor.
6. Compile the publication using the template approved by the Board.
7. Submit the publication to the Secretary who distributes the publication to all Chapter members and the Webmaster for posting to the website.
8. Ensure the Webmaster saves the newsletter on the Chapter's document repository.

Overview:	<p>The Chapter's website is a critical tool for communicating with both Chapter members and the community. It must be regularly refreshed and updated to ensure the information is current and relevant.</p> <p>Website advertising rates are included in <i>Financial Operations, Advertising and Sponsorship Rates</i> section. For website maintenance, see <i>Chapter Information &amp; Property, Chapter Property</i> section.</p>
Responsibility:	Communication Chair
Delegate to:	Webmaster

**Board Members are responsible to:**

1. Recruit a Webmaster who may be a member of the Board or a Chapter member in good standing.
2. Appoint Webmaster by the Communications Chair with the approval of the Board for the term of one (1) year commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended for one (1) more year at the discretion of the Communications Chair and approved by the Board.
3. Submit information to be posted to the Chapter's website.

**Website Problem Detection:**

**All Board Members and Chapter Members are responsible to:**

- Notify the Webmaster immediately when the website is not functioning properly.

**The Webmaster is responsible to:**

- Contact the Website Service Provider to investigate any problems identified.
- Rectify the problem as soon as possible.
- Advise all members if the problem is considered extensive and the Chapter website will be down for more than a few hours and provide an estimated day/time when the website will be available (if possible).
- Notify the members when the website returns to service.
- Document the nature of the problem and how it was fixed in the event the problem occurs again.

**The Communications Chair is responsible to:**

- Inform the membership that the website is down and that the problem is being addressed if the website will be unavailable for more than two (2) days.
- Inform the membership that the website is functioning when it returns to service.

### **Website Maintenance:**

#### **The Webmaster is responsible to:**

- Ensure the Program Chair provides the program dates and all available information so it can be posted to the website at the beginning of each fiscal year (e.g. 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 functioning correctly.
- Request the Website Service Provider to run nightly back-ups of the website.
- Request the Website Service Provider to perform a complete back-up of the website burned on CD two (2) times each year (June and January).
- Ensure that the website back-ups are received from the Website Service Provider.

*See also Chapter Information & Property Management Section 08-01.*

Overview:	<p>The Program Chair is responsible for developing and coordinating the Chapter's educational sessions. Volunteers from the Chapter membership may be recruited to participate. The Program Committee or the Chapter Board assist with the planning of any major events sponsored by the Chapter as set out in the educational program for that year.</p> <p>The <a href="#">Chapter Operations e-Handbook: Education Program Development</a> section includes a number of resources that may be of interest when developing Chapter programs and educational events.</p> <ul style="list-style-type: none"> <li>• <a href="#">ARMA International Educational Offerings</a> (link to educational offerings from ARMA International)</li> <li>• <a href="#">Speaker Bureau</a> (link to ideas for possible chapter programs)</li> <li>• <a href="#">Program/Seminar Development</a> (link to program and seminar development)</li> <li>• <a href="#">Speaker Resources</a> (chapter speaker grant application)</li> <li>• <a href="#">Marketing Your Programs</a> (explanation to market education programs and forms for ordering supplies)</li> <li>• <a href="#">Evaluations</a> (sample evaluation forms)</li> <li>• <a href="#">Sponsorship</a> (link to ideas engaging sponsors for Chapter or Chapter events)</li> <li>• <a href="#">Session of the Month</a> (background on session of the month program)</li> </ul>
Responsibility:	Board of Directors
Delegate to:	Program Chair

### **Program Planning Process:**

*See also Board of Directors Operations, Annual Planning section.*

#### **The Board of Directors and the Program Chair are responsible to:**

1. Begin program planning in June/July of each fiscal year as soon as the Annual Meeting is held and the new Board is elected including the Program Chair. Refer to the *Board of Director Operations, Annual Planning section*.
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 the Chapter can successfully host.
3. Identify potential program topics. Topic sources may include a survey of Chapter members, Board planning session, suggestions from past session evaluations, a review of ARMA's RIM core competencies, generally accepted record principles, topics offered at related conferences and association meetings, and literature review to identify topics of interest (e.g. news items, ground breaking projects, technology advances, or 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 to share speaker travel costs. Potential sources for speakers include:

- RIM professionals and Chapter members who can provide case studies;
  - Speakers at other RIM events such as ARMA Canada, ARMA International and other ARMA Chapters or at other related industry events;
  - 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, security, and IT professionals;
  - ARMA International's speaker roster.
5. Obtain speaker commitment and identify any requirements/needs (e.g. AV, handout preparation and distribution). A sample speaker agreement is stored in the Chapter's document repository.
  6. Post the program events to the calendar of events on the website and social media sites.
  7. Add event marketing triggers to the communication plan. At a minimum, two (2) emails should be sent to Chapter members and general mailing lists:
    - First mailing: Invitation to the event is sent four (4) to five (5) weeks before the event;
    - Second mailing: Reminder of the event is sent two (2) weeks before the event.
  8. Inform Chapter members of program offerings and begin event promotion. This should be done early in the new Chapter fiscal 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.



Overview:	The Chapter's property includes physical property (e.g. banners and posters) and also includes the Chapter's information holdings that document the governance and activities/decisions of the Board on the document repository. The document repository is an intranet site as part of the Chapter's website which serves as a storage and access location for Chapter records.
Responsibility:	President
Delegated to:	Board of Directors, Chairs

### **Property Management:**

Each officer, director, and/or appointed chair is responsible for the property, including records, under his/her portfolio. For the operations of the *Chapter website*, see *Communications, Website section*.

#### **The President is responsible to:**

1. Oversee the transfer of Chapter property (e.g. banners, poster boards, gavel, etc.) to the incoming officer, director or chair.
2. Advise of items acquired, discarded or depleted by officer, director or chair.
3. Update inventory list to add any newly acquired, discarded, or depleted items.
4. Store the inventory list on the Chapter's document repository.

### **Chapter's Document Repository Management:**

The information holdings are managed in the Chapter's document repository, according to the approved Chapter's records retention schedules and disposition plans. The document repository is an intranet site as part of the Chapter's website. Login usernames and passwords are provided to all Chapter members to access the recorded information in the document repository with the exception of membership lists, contact lists, vendor lists, etc. being restricted to Board member access only.

The Chapter established an agreement with the Provincial Archives to store a backup of its archival records in microfilm format. The transfer of microfilm is performed by the President no later than every five years or at his/her discretion. The last transfer was performed in 2013.

#### **The Membership Chair is responsible to:**

1. Notify the Chapter members via the Chapter's Secretary, at least once per year, of a new username login and password to access the document repository.

#### **The Webmaster is responsible to:**

1. Change the login username and password to the document repository on an annual basis.
2. Provide this information to the Membership Chair.

Number:	Section:	Subject:	Date:
<b>08 - 01</b>	<b>Chapter Information &amp; Property Management</b>	<b>Chapter Property including Records &amp; Chapter Document Repository</b>	<b>2014 - 05</b>

---

### **Chapter Records Retention Fiscal Year End Process:**

All Chapter records must be scheduled and final disposition applied in accordance with the Chapter's records retention schedules and disposition plans. All records must be stored in the Chapter's document repository in the correct folder established in accordance with the Chapter's records retention schedules and disposition plans. Working documents (e.g. general correspondence, drafts, and non-records) are kept in the chair/Board member's portfolio and provided through electronic and physical means to the incoming chair/Board member. See [Appendix 2 Classification & Disposition Plans](#)

All essential records are identified in the Chapter's essential records protection plan along with the location, office of primary responsibility, and protection instructions. All essential records must be maintained as outlined in [Appendix 3 Essential Records Protection Plan](#).

Naming conventions of records along with rules of access, privacy, drafts, and non-records are outlined in the Chapter's business rules. All business rules must be maintained as outlined in [Appendix 4 Business Rules](#).

### **Each Officer, Director, and Chair is responsible to:**

1. Review the records created relating to Board positions and/or portfolios.
2. Organize, name, and store all records on the Chapter's document repository regardless of format.
3. Add all relevant records to the Chapter's document repository in accordance with the approved Chapter's Records Retention Schedules and Disposition Plans. This may include scanning or saving records as .pdf.
4. Review records in the Chapter's electronic records repository and physical records storage to identify records ready for destruction according to the approved Chapter's retention schedule.
5. Create a list of records for destruction on the records transfer list and destruction form provided as a template on the Chapter's document repository.
6. Make a motion to approve the destruction of all Chapter records in accordance to the approved records retention schedule and disposition plans for the Board's approval in May of each fiscal year. Note the destruction approval motion and date on the destruction lists are retained for future reference. Signatures obtained and recorded in the Chapter's minutes.
7. Destroy all records regardless of format as approved.
8. Destroy all transitory records related to activities.
9. Identify/gather active records to the incoming member's position and transfer.
10. Provide relevant records to the incoming responsible member. If the successor is unknown, the President holds the records and property.

### **Each incoming Officer, Director, and Chair is responsible to:**

1. Receive the Chapter's document repository login, password and access instructions. Login username and password information are changed each fiscal year by the Communications Chair.
2. Advise of records relating to his/her portfolios.



**Appendices****2014 - 05**

Role	Responsibilities
<b>Past-President (voting)</b>	<p>The Past-President is considered an elected officer of the Board of Directors automatically as he/she assumes the role after being President. The Past-President serves as the Chief Executive Officer of the Chapter and Board Chair. In the role as Board Chair, the Past-President votes only when a vote is required to break a tie. This role assists the Board in the maintenance of continuity from one administration to the next based on the experience gained during past terms as President.</p> <p><b>The duties of the Past-President are to:</b></p> <ul style="list-style-type: none"> <li>• Chair all meetings of the Chapter including Board meetings and Annual Meeting.</li> <li>• Chair Awards Committee(s).</li> <li>• Chair Nominating Committee.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Chapter's Records Retention Schedules and Disposition Plans.</li> <li>• Present standing committee reports at Board meetings.</li> <li>• Prepare reports for the President, as required.</li> <li>• Prepare articles for the newsletter, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all Chapter property, including records, under portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President.</li> <li>• Perform other duties as required.</li> </ul>

Role	Responsibilities
<b>President (voting)</b>	<p>The President is considered an elected officer of the Board of Directors automatically as he/she assumes the role after being President-Elect. The President exercises general supervision over the affairs of the Chapter and serves as an ex-officio member of all committees except the Nominating Committee.</p> <p><b>The duties of the President are to:</b></p> <ul style="list-style-type: none"> <li>• Monitor, review, and enforce Chapter Bylaws and all directives of the Chapter.</li> <li>• Consult with the Board on matters of Chapter policy.</li> <li>• Ensure Chapter members are informed of Chapter activities.</li> <li>• Provide focus and direction in consultation with the Board of Directors on policy, the strategic vision of the Chapter in compliance with ARMA International and the development of annual goals and objectives.</li> <li>• Monitor administrative letters published by ARMA Canada and International.</li> <li>• Provide leadership and act as a spokesperson/advocate for the Chapter.</li> <li>• Mentor members enrolled in new Board positions.</li> <li>• Represent the Chapter by maintaining good relations with Board, membership, volunteers, sponsors, and professional, business and service organizations.</li> <li>• Represent the Chapter in relations with ARMA Canada and International.</li> <li>• Attend the annual ARMA Canadian Leadership meetings and Annual National Conference, as well as the annual International Conference and Leadership meetings, upon approval of the Board.</li> <li>• Provide a report on leadership meetings to the Board and the general membership.</li> <li>• Prepare special reports on Chapter activities as requested.</li> <li>• Acknowledge correspondence addressed to the Chapter and routes to the appropriate Chapter officer, director, or committee chair for proper handling.</li> <li>• Prepare correspondence as appropriate (e.g. letters of thanks, congratulations, condolences, etc.) as well as other official communications of the Chapter.</li> <li>• Ensure Chapter's Operations Manual is accurate and approval provided by the Board.</li> <li>• Maintain the Records Retention Schedules and Disposition Plans.</li> <li>• Ensure the approved Records Retention Schedules and Disposition Plans are maintained in the Chapter's document repository.</li> <li>• Distribute Chapter newsletters to Canadian Chapter Presidents, Region Manager and all Region Coordinators.</li> <li>• Arrange an annual planning session of the Board.</li> <li>• Establish meetings of the Board at least every other month with exceptions.</li> <li>• Call for agenda items prior to circulating the official agenda for Board meetings.</li> <li>• Prepare and circulate Board meeting agendas.</li> <li>• Distribute Chapter minutes to ARMA Canada Manager and Region Coordinator.</li> <li>• Arrange a Chapter Membership meeting plus an Annual Meeting each year.</li> <li>• Coordinate with the Board a date for the Chapter's Annual Meeting.</li> </ul>

**Appendices****2014 - 05**

Role	Responsibilities
<b>President (voting)</b> <b>Continued</b>	<p><b>The duties of the President are to:</b></p> <ul style="list-style-type: none"> <li>• Report names of Chapter officers, directors and committee chairs to ARMA International and to Canada Region Manager after Annual Meeting.</li> <li>• Ensure the Awards Committee Chair submits name of individual to be Chapter Member of the Year to ARMA International by the deadline requested.</li> <li>• Arrange and provide an orientation session for newly elected Board members and Chairs.</li> <li>• Appoint committee chairs, with the approval of the Board, and provides applicable documentation during the orientation of the Board.</li> <li>• Ensure officers, directors and committee chairs are conducting themselves in the best interest of the Chapter.</li> <li>• Communicate with committees and assists in special projects.</li> <li>• Co-sign cheques issued for financial obligations incurred by the Chapter, as required. Cheques are co-signed by any two (2) signing officers who include the President, President-Elect or Secretary, or Treasurer for all approved bills.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Chapter's Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings</li> <li>• Prepare reports for ARMA International, as requested.</li> <li>• Compile and present an annual report to the membership at the Annual Meeting.</li> <li>• Prepare articles for the newsletter, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all Chapter property, including records, under portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President.</li> <li>• Perform other duties as required.</li> </ul>

**Appendices****2014 - 05**

Role	Responsibilities
<b>President-Elect (voting)</b>	<p>The President-Elect assists the President as required and assumes all duties of the President in the President's absence. In the event the President is unable to continue in the role of President or resigns from the position of President, the President-Elect continues in the role of President for the unexpired portion of the term.</p> <p><b>The President-Elect is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Assume all of the duties of the President during the President's absence or at the request of the President.</li> <li>• Assist the President in the executive direction of Chapter affairs to become aware of procedures, to meet important contacts, to learn best practices that are applicable to the management of the Chapter.</li> <li>• Chair the Program Committee and ensure the Chapter's educational program is implemented as determined by the Board.</li> <li>• Perform duties as assigned by the President and/or the Board of Directors.</li> <li>• Serve as ex-officio member of all special committees appointed by the Board.</li> <li>• Co-sign cheques issued for financial obligation incurred by the Chapter as required. Cheques are co-signed by any two (2) signing officers who include the President, President-Elect or Secretary, or Treasurer.</li> <li>• Maintain the General Mailing List, Vendor Mailing List, and the Association Mailing List.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

Role	Responsibilities
<b>Treasurer (voting)</b>	<p>The Treasurer is the custodian and manager of all Chapter funds and securities. This position is responsible to the President and the Board of Directors for the receipt and deposit of all funds of the Chapter and for the disbursement of funds for properly documented and approved expenditures. This is an elected position for a two-year term commencing July 1 and ending June 30, two years following the installation date.</p> <p><b>The Treasurer is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Chair the Budget and Finance Committee.</li> <li>• Manage the Chapter's educational investments on approval by the Board.</li> <li>• Record all receipts and disbursements of funds in accounting software.</li> <li>• Deposit all Chapter monies in a bank account established in the name of the Chapter.</li> <li>• Disburse funds of the Chapter only on approval by the Board unless standard payments such as donations made to charity of choice for speakers fees, etc. A letter is prepared to send along with the cheque to the speakers' charity of choice.</li> <li>• Maintain accurate records of actual expenses incurred (with supporting documentation). Expense vouchers should reflect the amount of reimbursement requested and actual expenses incurred.</li> <li>• Ensure invoices/vouchers are paid in a timely manner, after verification against budget and Board approval.</li> <li>• Follow up on outstanding invoices that are owed to the Chapter.</li> <li>• Reconcile monthly bank statements.</li> <li>• Prepare and distribute financial statements for Board meetings.</li> <li>• Administer and replenish the petty cash fund.</li> <li>• Provide financial advice to the Board when developing a yearly Chapter financial budget and directs the Board's attention to expenses that are running over budget appropriation.</li> <li>• Verify, on an annual basis, whether the Chapter is required to pay income tax to Revenue Canada.</li> <li>• Verify with Revenue Canada, on an annual basis, the Chapter's HST status.</li> <li>• Record the annual budget as determined by the Board.</li> <li>• Provide financial advice and assistance for any Chapter educational programs/seminars which includes administering the payment of registrations, if applicable.</li> <li>• Prepare and manage the Chapter budget with approval of the Board.</li> <li>• Issue cheques co-signed by any two (2) signing officers who include the President, President-Elect or Secretary, or Treasurer for all approved bills with supporting documentation.</li> <li>• Close the books at the end of the fiscal year (June 30).</li> <li>• Submit, in a timely manner, financial records to an independent financial advisor/auditor at the end of term.</li> <li>• Control fixed assets (excluding records and archival memorabilia).</li> </ul>



Role	Responsibilities
<b>Treasurer (voting) Continued</b>	<b>The Treasurer is responsible to:</b> <ul style="list-style-type: none"><li>• Attend all Chapter seminars and meetings, if possible.</li><li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li><li>• Present monthly and standing committee reports at Board meetings.</li><li>• Prepare an annual report and submit to the President.</li><li>• Prepare articles for the newsletters, as required.</li><li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li><li>• Maintain job description and up-to-date procedures for the position.</li><li>• Initiate and/or answer correspondence as soon as possible.</li><li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li><li>• Ensure mail is collected from the Chapter's post office box and distributed to the appropriate Board member.</li><li>• Perform other duties, as required.</li></ul>

**Appendices****2014 - 05**

Role	Responsibilities
<b>Secretary (voting)</b>	<p>The Secretary has recordkeeping responsibilities and acts as a liaison between Chapter members, officers, directors, and chairs. This is an elected position for a two-year term commencing July 1 and ending June 30 two years following the installation date.</p> <p><b>The Secretary is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Submit the Chapter's Annual Return, Notice of Change of Directors and any other notices as required by the Government of New Brunswick.</li> <li>• Prepare and distribute notices/agendas for all Annual Meetings and Membership Meetings.</li> <li>• Distribute notices of the Chapter's monthly Education Program.</li> <li>• Prepare, distribute and manage the official record of minutes for all Annual Meetings, Board of Directors' Meetings, Board of Directors' Special Meetings, and Membership Meetings.</li> <li>• Distribute newsletter to all Chapter members.</li> <li>• Ensure mail is collected from the Chapter's post office box and distributed to the appropriate Board member.</li> <li>• Responsible for preparing, tabulating and destroying ballots for the election of officers at the Annual Meeting.</li> <li>• At the conclusion on the election, the Chapter Secretary and the Chair of the Nominating Committee validate the results of the vote and report the results of the newly elected officers and directors to the general membership (Reference: Bylaws 5.3.9).</li> <li>• Co-sign cheques issued for financial obligations incurred by the Chapter, as required. Cheques are co-signed by any two (2) signing officers who include the President, President-Elect or Secretary, or Treasurer for all approved bills.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

**Appendices****2014 - 05**

Role	Responsibilities
<b>Awards Chair</b>	<p>The Chapter Awards Chair is responsible to ensure that members and the Chapter are recognized for achievements and contributions to the records and information management profession. This position is held by the Past-President and, therefore, is held for the term of office of the Past-President, commencing on July 1 and ending on June 30 one (1) year following the installation date of the Past-President. The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Awards Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of an Awards Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Awards Committee.</li> <li>• Advise the Board of any awards for which the Chapter and/or a Chapter member may qualify.</li> <li>• Act on the Board's recommendations for Chapter awards such as the <i>Chapter of the Year Award</i>, <i>Chapter Newsletter of the Year Award</i>, <i>Chapter Website of the Year Award</i>, <i>Special Project Award</i>, and other such awards as are available through ARMA International and ARMA Canada Region by: <ul style="list-style-type: none"> <li>○ Preparing submissions for all Board approved Chapter awards and sending the submission to ARMA International or ARMA Canada for consideration on or before the deadline.</li> <li>○ Reporting to the Board on the status of the submission.</li> <li>○ Ensuring the Chapter's successful awards are announced in the Chapter's newsletter, the Chapter's website, and at the Annual Meeting.</li> </ul> </li> <li>• Act on the Board's recommendations for member awards such as the <i>Chapter of Member of the Year Award</i>, <i>The Company of Fellows</i>, <i>Distinguished Service Award</i>, <i>Christine Zanotti Award</i>, <i>Canadian Region Member Recognition Award</i>, and other such awards as are available through ARMA International and ARMA Canada by: <ul style="list-style-type: none"> <li>○ Calling for submissions, where required, prior to the award's submission date to all members in good standing.</li> <li>○ Reviewing the submissions and selects a member in good standing to receive the award.</li> <li>○ Submitting the name of the member receiving the award in a sealed report to the Board for approval (for Chapter Member of the Year Award - before being announced at the Annual Meeting).</li> <li>○ Preparing, if required, a certificate for the member who receives the award.</li> <li>○ Presenting the award.</li> <li>○ Preparing and sending a letter of recognition to the winning member's employer (direct manager).</li> <li>○ Ensuring the member receives his/her award from ARMA International/ARMA Canada.</li> <li>○ Ensuring the Chapter member is given appropriate recognition in the Chapter's newsletter, on the Chapter's website, and at the Annual Meeting.</li> </ul> </li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Chapter's Records Retention Schedules and Disposition Plans.</li> </ul>

Number:

Section:

Subject:

Date:

**Appendices**

**2014 - 05**

<b>Role</b>	<b>Responsibilities</b>
<b>Awards Chair Continued</b>	<p><b>The Awards Chair is responsible to:</b></p> <ul style="list-style-type: none"><li>• Present committee reports at Board meetings.</li><li>• Prepare reports for the President, as required.</li><li>• Prepare articles for the newsletter, as required.</li><li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li><li>• Maintain job description and up-to-date procedures for the position.</li><li>• Perform other duties, as required.</li></ul>

Role	Responsibilities
<b>Budget and Finance Chair</b>	<p>The Chapter's Budget and Finance Chair is held by the Chapter Treasurer and, therefore, is held for the term of office of the Treasurer, commencing on July 1 and ending on June 30 one (1) year following the installation date of the Treasurer. The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Budget and Finance Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Budget and Finance Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Budget and Finance Committee and appoint three (3) Chapter members in good standing to the committee.</li> <li>• Examine fiscal policy from time to time or as directed by the President, and make recommendation to the Board.</li> <li>• Advise the President and Board with regard to the disposition of any surplus funds.</li> <li>• Advise the President and Board on financial matters concerning the Chapter, not already being reported as part of the Treasurer's report.</li> <li>• Ensure the Chapter's books are audited by an independent financial advisor or auditor at the completion of the Treasurer's term as set out in the Chapter's Operations Manual, and presents the results of the audit to the Board.</li> <li>• Ensure any recommendations coming out of the above-noted audit are implemented, in consultation with the President and Board.</li> <li>• Assist the Board in preparing an annual budget for each fiscal year.</li> <li>• Submit a monthly report to the Board on activities not already being reported as part of the Treasurer's report. <ul style="list-style-type: none"> <li>○ Support Chapter goals and objectives.</li> <li>○ Attend all Chapter seminars and meetings, if possible.</li> <li>○ Manage Office of Primary Responsibility (OPR) records according to the Chapter's Records Retention Schedules and Disposition Plans.</li> <li>○ Present committee reports at Board meetings.</li> <li>○ Prepare reports for the President, as required.</li> <li>○ Prepare articles for the newsletter, as required.</li> <li>○ Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>○ Maintain job description and up-to-date procedures for the position.</li> </ul> </li> <li>• Perform other duties, as required.</li> </ul>

Role	Responsibilities
<b>Communications Chair</b>	<p>The Chapter Communications Chair is a position appointed by the Chapter President and approved by the Board of Directors. It is for a one (1) year term, commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended at the discretion of the President and approved by the Board. Committee Chairs are considered ex- officio, non-voting members of the Board of Directors and may participate in the meeting, but are not eligible to vote (Reference: Bylaw 9.4) (see also Article 5.1.3 of the Bylaws). The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Communications Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Communications Committee, if such approval has not been already granted by the Board.</li> <li>• Provide Chapter members in good standing with information on the activities of the Chapter, ARMA Canada, and ARMA International and such other information deemed appropriate. This information may be provided in any format (e.g. through the Chapter's newsletter, on the Chapter's website or using electronic mail).</li> <li>• Ensure all publicity to the media with regards to Chapter-sponsored events, in consultation with the Program Chair.</li> <li>• Select a Chapter member in good standing to serve as Newsletter Editor, with the approval of the Board, and ensures the newsletter is published and distributed to Chapter members on a schedule determined by the Board.</li> <li>• Encourage, in partnership with the Newsletter Editor, Chapter members to submit articles for the newsletter.</li> <li>• Select a Chapter member in good standing to serve as Webmaster, with the approval of the Board, and ensures the website is up-to-date as much as possible, with design and content as approved by the Board.</li> <li>• Chair the Communications Committee and address any issues relating to Chapter communications and publicity and make recommendation to the Board.</li> <li>• Assist the Awards Committee with the preparation of any submission for ARMA Chapter Newsletter of the Year and/or ARMA Website of the Year.</li> <li>• Ensure the Chapter brochure is up-to-date and sent annually to all Chapter members.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

<b>Education Chair</b>	<p>The Chapter Education Chair is responsible for the education of the Chapter. This position is appointed by the President and approved by the Board of Directors. It is for a one (1) year term, commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended at the discretion of the President and approved by the Board of Directors. Chairs are considered ex-officio, non-voting members of the Board of Directors and may participate in the meeting, but are not eligible to vote (Reference: Bylaw 9.4) (see also Article 5.1.3 of the Bylaws). The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Education Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Initiate and direct all Chapter and ARMA International’s educational objectives.</li> <li>• Obtain approval for the creation of an Education Committee and the Claire Duclos’ Scholarship Fund Sub-Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Education Committee and the Claire Duclos’ Scholarship Fund Sub-Committee.</li> <li>• Maintain both the English and French version of the Claire Duclos’ Scholarship application, poster, cover letter and any other scholarship literature.</li> <li>• Provide Chapter members with opportunities for self-improvement in the record and information management field.</li> <li>• Act as liaison with the Institute for Certified Records Managers (ICRM) and the Chapter’s membership.</li> <li>• Establish working relationships with the administration of local educational institutions that educate individuals for business occupations.</li> <li>• Promote records and information management curricula in local educational institutions as regular course offerings such as the Fundamentals of Records and Information Management (FRIM) at the New Brunswick Community College (NBCC).</li> <li>• Promote and coordinate records and information management mentorship programs such as job shadowing, bring your child to work, cooperative learning, and work terms, if authorized by the Board.</li> <li>• Administer (e.g. answer inquiries) and promote (e.g. encourage donations, send to educational institutions) the Claire Duclos’ Scholarship Fund while monitoring the evaluation procedure and payment of the fund annually.</li> <li>• Act as Chapter’s champion for the ARMA International Education Foundation.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter’s property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>
------------------------	---

Roles	Responsibilities
<b>Legislative Chair</b>	<p>The Chapter Legislative Committee Chair is responsible for ensuring the Chapter Bylaws are up-to-date. This position is appointed by the President and approved by the Board of Directors. It is for a one (1) year term, commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended at the discretion of the President and approved by the Board of Directors. Chairs are considered ex-officio, non-voting members of the Board of Directors and may participate in the meeting, but are not eligible to vote (Reference: Bylaw 9.4) (see also Article 5.1.3 of the Bylaws). The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Legislative Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Legislative Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Legislative Committee.</li> <li>• Review the Bylaws once per year to ensure they are up-to-date and do not conflict with the Chapter's Policies and Procedures and Job Descriptions.</li> <li>• Prepare or review proposed amendments to the Bylaws.</li> <li>• Submit any proposed amendments, or recommendations for amendments, to the Bylaws to the Board.</li> <li>• Update the Bylaws to reflect any approved amendments.</li> <li>• Provide the revised Bylaws to the Communications Committee Chair for advertising in the Chapter newsletter and updating the Chapter website.</li> <li>• Clarify language and intent of the Bylaws when necessary. Any important difference of opinion shall be referred to the Chapter Board of Directors, whose majority vote will decide the issue.</li> <li>• Ensure amended Bylaws are submitted to all parties required including ARMA International.</li> <li>• Submit a monthly report to the Board on activities, if applicable.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>



<b>Marketing and Public Relations Chair</b>	<p>The Chapter Marketing and Public Relations Chair is responsible for marketing and promoting the New Brunswick Chapter and the RIM profession in New Brunswick. This position is appointed by the President and approved by the Board of Directors. It is for a one (1) year term, commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended at the discretion of the President and approved by the Board of Directors. Chairs are considered ex-officio, non-voting members of the Board of Directors and may participate in the meeting, but are not eligible to vote (Reference: Bylaw 9.4) (see also Article 5.1.3 of the Bylaws). The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Marketing and Public Relations Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Marketing and Public Relations Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Marketing and Public Relations Committee.</li> <li>• Develop, recommend and implement means to promote the Chapter and the profession.</li> <li>• Liaise with ARMA International on issues related to Chapter marketing and public relations.</li> <li>• Identify opportunities to promote both the Chapter and the profession in New Brunswick.</li> <li>• Prepare media releases to promote the Chapter and its events/activities such as workshops, seminars, etc.</li> <li>• Prepare articles on the Chapter and/or the profession in local media and Chapter/Region/International publications.</li> <li>• Liaise with the Communications Chair to maximize the use of the Chapter website and the newsletters for the promotion of the Chapter and the profession.</li> <li>• Liaise with the Membership Chair to plan and implement opportunities to increase membership.</li> <li>• Prepare and produce all Chapter literature used to promote the Chapter and the profession.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>
---	--

**Appendices****2014 - 05**

Role	Responsibilities
<b>Membership Chair</b>	<p>The Chapter Membership Chair is responsible for managing, recruiting, promoting, and retaining Chapter membership. This position is appointed by the President and approved by the Board of Directors. It is for a one (1) year term, commencing on July 1 and ending on June 30 one (1) year following the appointment date, with the option of being extended at the discretion of the President and approved by the Board of Directors. Chairs are considered ex-officio, non-voting members of the Board of Directors and may participate in the meeting, but are not eligible to vote (Reference: Bylaw 9.4) (see also Article 5.1.3 of the Bylaws).</p> <p><b>The Membership Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Membership Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Membership Committee.</li> <li>• Develop, recommend and implement means to recruit qualified members.</li> <li>• Monitor ARMA International's membership lists (e.g. 099, membership list, Chapter reports, etc.) for the Chapter.</li> <li>• Maintain an up-to-date official list of Chapter members and their addresses to communicate with the membership.</li> <li>• Verify members are in good standing.</li> <li>• Contact members whose renewal date has expired or about to expire and encourage them to renew their membership.</li> <li>• Liaise with ARMA International on membership issues encountered by Chapter members.</li> <li>• Follow up on all Chapter membership inquiries such as membership fees, application for membership.</li> <li>• Send out welcome package to all new members and follow-up with new members.</li> <li>• Initiate and direct any Chapter membership campaign.</li> <li>• Inform membership of ARMA International's membership campaigns.</li> <li>• Provide each Chapter member with an Intranet username and password.</li> <li>• Purchase and present years of service pins to membership at the Annual Meeting.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

Role	Responsibilities
<b>Nominating Chair</b>	<p>The Chapter Nominating Chair is responsible to prepare a slate of nominees for elective offices during the election process. This position is held by the Past-President and, therefore, is held for the term of office of the Past-President, commencing on July 1 and ending on June 30 one (1) year following the installation date of the Past-President. The President serves as ex-officio member of all standing committees <u>except</u> the Nominating Committee.</p> <p><b>The Nominating Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Nominating Committee, if such approval has not been already granted by the Board.</li> <li>• Chair the Nominating Committee and selects two members in good standing to serve on the Committee each year.</li> <li>• Determine the vacancies which exist on the Board in consultation with the President.</li> <li>• Obtain nominations for officers and directors positions to be filled.</li> <li>• Ensure all nominees have accepted or agreed to serve, if elected, prior to submitting the names of the nominees to the Board.</li> <li>• Prepare a list of at least one nominee for each elective office to be filled and administer the voting.</li> <li>• Present the slate of nominees to the Board for approval. The Board of Directors determines the method of voting and the date(s) on which voting will take place (Reference: Bylaw 5.3.6).</li> <li>• At the conclusion of the election, the Chapter Secretary and the Chair of the Nominating Committee validate the results of the vote and report the results to the General Membership (Reference: Bylaw 5.3.9).</li> <li>• Ensure the list of elected Officers and Directors are advertised in the Chapter's newsletter and on the Chapter's website.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

**Appendices****2014 - 05**

Role	Responsibilities
<b>Program Chair</b>	<p>The Chapter Program Chair is responsible for planning all Chapter educational events as established by the Board of Directors. This position is held by the President-Elect and, therefore, is held for the term of office of the Past-President, commencing on July 1 and ending on June 30 one (1) year following the installation date of the Past-President. The President serves as ex-officio member of all standing committees except the Nominating Committee.</p> <p><b>The Program Chair is responsible to:</b></p> <ul style="list-style-type: none"> <li>• Obtain approval for the creation of a Program Committee, if such approval has not been already granted by the Board.</li> <li>• Obtain an approved budget from the Board.</li> <li>• Lead the development of a yearly program schedule during the Board's annual planning session.</li> <li>• Chair the Program Committee and calls for members in good standing to volunteer on the committee each year.</li> <li>• Schedule meetings of the committee, as required, including developing agendas and minutes of the meetings.</li> <li>• Advertise events through communication channels such as the Chapter's brochure, website, newsletter, and via email.</li> <li>• Coordinate the plans of all events and ensure the delivery of the program.</li> <li>• Ensure speakers are introduced and the Chapter's appreciation is acknowledged.</li> <li>• Ensure evaluation forms are distributed to attendees and a report is generated for the Board.</li> <li>• Support Chapter goals and objectives.</li> <li>• Attend all Chapter seminars and meetings, if possible.</li> <li>• Manage Office of Primary Responsibility (OPR) records according to the Records Retention Schedules and Disposition Plans.</li> <li>• Present monthly and standing committee reports at Board meetings.</li> <li>• Prepare an annual report and submit to the President.</li> <li>• Prepare articles for the newsletters, as required.</li> <li>• Prepare and submit expense report forms (with supporting documentation) to the Board for approval when expenses are incurred while traveling on ARMA business.</li> <li>• Maintain job description and up-to-date procedures for the position.</li> <li>• Initiate and/or answer correspondence as soon as possible.</li> <li>• Ensure all ARMA New Brunswick Chapter's property, including records, under his/her portfolio is accounted for and transferred to successor. If the successor is unknown, the property is sent to the President of the Chapter.</li> <li>• Perform other duties, as required.</li> </ul>

## Appendix 2 Classification & Disposition Plans

### 1000 Chapter Administration

Records documenting the administrative business activities of the Chapter. Includes forms management, information access and privacy management, insurance and risk management, inventory control, membership management, and records and information program management.

*For Chapter history, see Publications Administration Case Files.*

**Note:** The official format of the Chapter's records is mixed media.

Sub-Functions	Retention
-01 General	Fy+1y/D
-20 Forms Management Case Files	SO+1y/D
	SO=until form modified
-25 Information Access and Privacy Management Case Files	Fy+3y/D
-30 Insurance and Risk Management Case Files	SO+1y/D
	SO=until policy closed or claim expired
-35 Inventory Control Case Files	Fy+1y/D
-40 Records and Information Management Program Case Files	Fy+10y/SR

#### -01 General

OPR: President

Records documenting general administrative activities of the New Brunswick Chapter. Examples: thank-you letters to members for assistance, complaints from the membership, inquiries received by members, post-office box address.

#### -20 Forms Management Case Files

OPR: President

Records documenting the management of forms for the New Brunswick Chapter. Includes analyzing, designing, controlling, identifying, purging, authorizing, and preparing forms. Examples: inventory lists of forms, forms requests, logos placements on forms, approvals, templates.

#### -25 Information Access and Privacy Management Case Files

OPR: President

Records documenting the management of information access and the protection of privacy of the New Brunswick Chapter's collection of information. Includes assessing and evaluating potential impacts and risks of the collection of personal information, processing requests for access to the Chapter's membership lists and privacy management by regularly reviewing Provincial/Federal legislation and direction from ARMA International. Examples: advisory and consultation information, routine requests for mailing lists, routine requests for seminar attendees, risk assessments, reports on Canadian legislation, correspondence.

#### -30 Insurance and Risk Management Case Files

OPR: President

Records documenting insurance and risk management for the New Brunswick Chapter of ARMA. Includes claims notifications and documentation collected during the investigation and settling of claim; insurance policies and contracts; revisions to coverage; listings of values and assets of all types of coverage such as property insurance, general, crime and professional liability. Examples: claims notifications, claims reports, incident reports, insurance policies, contracts, meeting notes, policies, reports, insurance liability letters, insurance investigation/research, correspondence.

#### **-35 Inventory Control Case Files**

OPR: President

Records documenting the control of materials inventory. Used for verifying and tracking the receipt, usage, physical location, and disposal of supplies, equipment, and furniture. Includes inventory lists and transfer of assets. Examples: inventory reports, transfer documentation, correspondence.

*For approval to destroy Chapter property, see the appropriate Board minutes in the Board Meetings Case Files.*

#### **-40 Records and Information Management Program Case Files**

OPR: President

*For approval of records destruction authorizations and records transfer authorizations, see the appropriate Board minutes in the Board Meetings Case Files.*

*For signed records destruction authorizations and records transfer authorizations, see Records and Information Management Program Case Files.*

Records documenting the planning, development, implementation and maintenance of ARMA New Brunswick Chapter's records and information management program. Includes the management of records and information, regardless of format, from its creation to its final disposition. Examples: records inventories, project plans, conversion plans, records schedules, acronyms lists, destruction authorizations, indices for microfilm, tracking logs, security levels, agreements for storage of archival records, disaster planning program, essential records identification, metadata standards, audits, business rules, correspondence.

#### **Records and Information Management Program Case Files Disposition Plan Fy+10y/SR**

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval. Those records not selected for archival retention will be destroyed by the Office of Primary Responsibility.

**Appraisal and Evaluation:** Approved records retention and disposition schedules, lists of vital records, indices for microfilm, agreements for storage of archival records, and signed destruction authorization forms have significant evidential value.

**Implementation:** Approved records retention and disposition schedules, lists of essential records, indices to microfilm, agreements for storage of archival records, and signed destruction authorization forms will be kept as permanent archival records of which the records will be converted to microfilm and stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and

**Appendices**

**2014 - 05**

the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

**2000 Chapter Governance**

Records documenting the business decision and activities related to operations of the New Brunswick Chapter. Includes annual reporting, Board meeting records, nominations and elections of officers, Board positional review and establishment, developing policy, planning activities of the Chapter, documenting meetings of the membership, and managing the Chapter's membership as provided by ARMA International.

*For budget planning, see Budget Administration Case Files.*

*For Chapter history, see Publications Administration Case Files.*

**Note:** The official format of the Chapter's records is mixed media.

<b>Sub-Functions</b>	<b>Retention</b>	
-01 General	Fy+1y/D	
-20 Board Meetings Case Files	Fy+6y/AR	
-25 Chapter Membership Meetings Case Files	Fy+6y/SR	
-30 Board Nominations and Elections Case Files	Fy+3y/ D	
-35 Board Position Review and Establishment Case Files	SO+2y/D	
	SO= existing position eliminated or no longer required	
-40 Chapter Planning Case Files	Fy+5y/D	
-45 Chapter Policy Development Case Files	SO+2y/SR	
		SO=until documentation updated
-50 Incorporation Management Case Files	SO+2y/AR	
		SO=until documentation updated
-55 Membership Management Case Files	SO+0y/D	
		SO=until documentation updated

**-01 General**

OPR: President

Records documenting general operational business activities of the New Brunswick Chapter. Examples: copies of internally compiled reports on Chapter activities, quarterly Chapter activity reports to ARMA International, summary reports for regional coordinator's visits.

**-20 Board Meetings Case Files**

OPR: Secretary

Records documenting the business decisions and actions of the Board of Directors. Includes the agendas, minutes, and supporting documentation such as reports by chairs and directors and related background materials. Examples: agendas, minutes, reports by chairs, reports by directors, year-end reports by directors, subject related reference materials, meeting notes, Chapter profile (history), correspondence.

**Board Meetings Case Files Disposition Plan** Fy+6y/AR

**Disposition Summary:** Full retention applied by the Office of Primary Responsibility once the Board of Directors' provide approval.

**Appraisal and Evaluation:** Board meeting records have significant evidential value.

**Implementation:** All records in this case file will be kept as permanent archival records of which the records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic version will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

#### **-25 Chapter Membership Meetings Case Files**

OPR: Secretary

Records documenting the decisions of the Chapter membership. Includes the agendas, minutes, and supporting documentation. Examples: agendas, minutes, reports by chairs, reports by directors, annual reports, presentations, attendance sheets, correspondence.

#### **Chapter Membership Meetings Case Files Disposition Plan FY+6y/SR**

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Board meeting records have significant evidential value.

**Implementation:** Board meeting minutes (record of attendees) and agendas and will be kept as permanent archival records of which the records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic version will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

#### **-30 Board Nominations and Elections Case Files**

OPR: Past-President

**Note:** Ballots are securely destroyed immediately following the election count and announcement at the Annual Meeting.



Records documenting the nomination, election, and installation of ARMA New Brunswick Chapter officers of the Board of Directors. Includes the slating of candidates, voting of the Chapter membership, and ceremony of installation of officers. Examples: list of Nominations Committee members, promotional material used to recruit candidates, slate of nominees for officers, contact information for nominees, election dates, swearing in of Officers, notification of officers to ARMA International, contact information to post to website, ballots, and correspondence.

**-35 Board Position Review and Establishment Case Files**

OPR: President

Records documenting ARMA New Brunswick Chapter's Board positions review and establishment. Includes reviewing current Board positions and identifying/establishing Chair positions. Also includes an orientation manual that is compiled information that is provided to new positions each year (e.g. orientation memo, table of contents, list of Board of Directors' contact information, list of committee chairs, organizational chart, strategic plan, constitution, program schedule, job descriptions, policies and procedures, intranet site access, proposed budget). Examples: position approvals of the Board, organizational charts, position description changes, position description development, meeting notes, terms of appointments, names and contact information lists, new positional orientation sign-offs, list of committee chairs, memo to provide orientation, correspondence.

**-40 Chapter Planning Case Files**

OPR: President

Records documenting the Board's planning activities for the Chapter. Includes analysis of business functions, missions, goals, and objectives. Used for yearly planning sessions and strategic planning sessions to meet the needs of the membership. Examples: organizational charts, draft strategic plans, final strategic plans, planning and working papers, lists of goals and objectives, mission statements, meeting notes, meeting notices, agendas, yearly educational program schedules, offerings to membership, correspondence.

**-45 Chapter Policy Development Case Files**

OPR: President

Records documenting the development and revision of the Chapter's Policies and Procedures manual. Includes developing and reviewing content, designing layouts, receiving approvals, and maintaining the documents. Examples: working papers, meeting notes, background materials, drafts, final versions of policies, correspondence.

**Chapter Policy Development Case Files Disposition Plan** SO+2y/SR SO=until documentation updated

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Approved Chapter policies and procedures have significant evidential value.

**Implementation:** Approved Chapter policies and procedures in this case file will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will

be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

**-50 Incorporation Administration Case Files**

OPR: Secretary

Records documenting the development of legally binding rules and principles of ARMA New Brunswick Chapter in accordance with New Brunswick's legislation and approval of ARMA International. Examples: meeting notes, working papers, drafts, final versions, approvals, annual returns, draft bylaws, approved bylaws, articles of incorporation, confirmations of receipt, supplementary letters for name change, letters patent, notice of proposal, correspondence.

**Incorporation Administration Case Files Disposition Plan** SO+2y/SR SO=until documentation updated

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Chapter's articles of incorporation, bylaws, supplementary letters, and notice of proposal have significant evidential value.

**Implementation:** Approved articles of incorporation, bylaws, supplementary letters, and notice of proposal in this case file will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

**-55 Membership Management Case Files**

OPR: Membership Chair

Records documenting the management of the New Brunswick Chapter's membership as provided by ARMA International. Includes recruitment programs developed by either the New Brunswick Chapter or ARMA International. Used for monthly membership list provided by ARMA International, updates to the membership list, 099 list provided by ARMA International, New Brunswick Chapter's membership mailing list, membership recruitment programs issued by ARMA International and Chapter level recruitment incentives. Examples: 099 lists, membership lists or rosters, updated monthly lists, recruitment programs materials, membership mailing list, correspondence.

### **3000 Communications Management**

Records documenting the development, publishing, and maintenance of communications products, regardless of media format, to promote the New Brunswick Chapter. Includes awards and recognitions, Chapter identification such as logos; website design and maintenance; and e-bulletin or newsletter design and distribution.

**Note:** The official format of the Chapter's records is mixed media.

<u>Sub-Functions</u>	<u>Retention</u>
-01 General	Fy+1y/D
-20 Awards and Recognitions Case Files	Fy+3y/SR
-25 Chapter Identification Case Files	Fy+1y/SR
-30 Publications Administration Case Files	SO+0y/SR
	SO=until documentation updated or no longer required
-35 Website Design and Maintenance Case Files	SO+0y/SR
	SO=until documentation updated
-40 Advertising Case Files	Fy+2y/D

#### **-01 General**

Records documenting the general public relations activities for the New Brunswick Chapter. Examples: general correspondence relating to advertising, publishing, marketing and website design.

#### **-20 Awards and Recognitions Case Files**

OPR: Past-President

Records documenting the submissions made by or received by ARMA New Brunswick Chapter to/from ARMA International and ARMA Canada for awards and recognitions. Includes awards such as Chapter Member of the Year Award, Chapter of the Year Award, Newsletter of the Year Award, Website of the Year Award, Canadian Region Member Recognition Award. Examples: criteria submissions, criteria drafts, notices of upcoming awards, lists of awards under consideration, submissions, list of committee members, meeting notes, official letter from International stating award won, official award certificate, official award plaque, anniversary plaque, anniversary certificate, running list of recipients of Chapter member of the Year Awards, correspondence.

#### **Awards and Recognitions Case Files Disposition Plan Fy+3y/SR**

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Chapter's letter from International stating the winning award, official award (certificate or object), anniversary plaques, anniversary certificates, and list of recipients of Chapter members of the year have significant evidential value.

**Implementation:** Approved Chapter letters from International stating the winning awards, official awards (certificate or object), anniversary plaques, anniversary certificates, and list of recipients of Chapter members of the year will be kept as permanent archival records. The paper and electronic

records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President. The physical objects will be kept by the Past-President as archival records.

#### **-25 Chapter Identification Case Files**

OPR: Communications Chair

Records documenting the design and production of the visual identification of the Chapter. Includes logos used on such things as pins, posters, letterhead, website, and Chapter name changes based on ARMA International's standards. Examples: draft designs of logo, final design of logo, copy of International's standards, International's approval letter, inquiries from companies, quotes from companies, feedback from the Board, submissions from membership, physical Chapter pin, correspondence.

#### **Chapter Identification Case Files Disposition Plan** Fy+1y/SR

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Submissions from membership, final logo design, Chapter posters, and physical Chapter pin have significant evidential value.

**Implementation:** Submissions from membership, final logo design, posters, and physical Chapter pin will be kept as permanent archival records. The paper and electronic records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

The physical objects will be kept by the President as archival records.

#### **-30 Publications Administration Case Files**

OPR: Communications Chair

*For consent forms, see Website Design and Maintenance Case Files.*

Records documenting the development and dissemination of information by ARMA New Brunswick Chapter to inform and to promote the Chapter. Examples: research material, editing comments, survey to membership on effectiveness of e-bulletin, draft newsletters, final versions of newsletters, final version of e-bulletins, notices of advertising to vendors, advertising rates, president's messages, lists of Chapter Presidents, history of the Chapter, photographs of seminars and conferences, pictures of Board members, correspondence.

**Publications Administration Case Files Disposition Plan** SO+0y/SR SO=until documentation updated or no longer required

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Chapter's final versions of newsletters and e-bulletins and a compiled history of the Chapter have significant evidential value.

**Implementation:** Approved final versions of newsletters and e-bulletins and compiled history of the Chapter will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

#### **-35 Website Design and Maintenance Case Files**

OPR: Communications Chair

Records documenting the dissemination of information by ARMA New Brunswick Chapter to its internet and intranet sites. Includes planning, designing, approving, publishing, maintaining and advertising. Also includes the content posted on the websites. Examples: design layouts, project plans, systems specifications, graphic art, advertising rates, advertising notices, contracts with hosting companies, notices of fees associated with hosting, notices of website URL fees, passwords, usernames, security features, approvals by Board, snapshot of home page before major update, procedures, consent forms for pictures on website, consent forms for pictures in newsletters, correspondence.

**Website Design and Maintenance Case Files Disposition Plan** SO+0y/SR SO=until documentation updated or no longer required

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Snap shot of website home page before major update has significant evidential value.

**Implementation:** Snap shot of website home page before update will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

#### **-40 Advertising Case Files**

OPR: Communications Chair

*For payment of advertising, see Accounts Receivable Case Files or Accounts Payable Case Files.*  
*For official policies and procedures on advertising, see Chapter Policy Development Case Files.*  
 Records documenting a one-way message being communicated by ARMA New Brunswick Chapter through a media source or ARMA New Brunswick Chapter being approached by a sponsor to promote a records and information management product or service through a media source. Includes planning, designing, publishing, and maintaining the promotional material. Used for advertising in print media, on television, on radio, and on the web. Examples: contact information with vendors, vendor product advertisements for web, vendor service advertisements for newsletter, approved advertising rates, draft advertising policies, advertising agreements/contracts, distribution lists to promote advertising opportunities, promotional campaign documentation, announcements of advertising opportunities, surveys, inquiries, correspondence.

#### **4000 Education Management**

Records documenting the activities related to providing educational resources for the New Brunswick Chapter's membership. Includes cooperative projects with partners such as educational facilities, management of the Chapter's library resources, and the administration of the Chapter's scholarship.

**Note:** The official format of the Chapter's records is mixed media.

<u><b>Sub-Functions</b></u>	<u><b>Retention</b></u>
-01 General	Fy+1y/D
-20 Educational Partnerships Case Files	Fy+6y/AR
-25 Library Management Case Files	Fy+1y/D
-30 Scholarship Administration Case Files	Fy+6y/SR
-35 Program Events Case Files	Fy+4y/SR

#### **-01 General**

OPR: Education Chair

Records documenting the general education functions, activities and projects for the New Brunswick Chapter. Examples: suggestions for monthly events by members, complaints about monthly events, inquiries about scholarship, general inquiries about *FRIM* courses.

#### **-20 Educational Partnerships Case Files**

OPR: Education Chair

Records documenting cooperative projects between ARMA New Brunswick Chapter and educational institutions partnerships to promote the professional association and educate its members. Includes ARMA New Brunswick Chapter's Educational Committee records; negotiations and agreements between the parties; and developing professional educational training and advertising it. Used to work with educational institutions such as New Brunswick Community College *Fundamentals of Records and Information Management Certificate* and job shadowing with Université de Moncton. Examples: Education Committee minutes, Education Committee agendas, signed contracts, curriculum drafts, letters to participate in programs, advertisements.

**Educational Partnership Case Files Disposition Plan** Fy+6y/AR

**Disposition Summary:** Full retention applied by the Office of Primary Responsibility once the Board of Directors' provide approval.

**Appraisal and Evaluation:** Educational partnership records have significant evidential value.

**Implementation:** All records in this case file will be kept as permanent archival records of which the records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic version will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

### **-25 Library Management Case Files**

OPR: Education Chair

*For approval to dispose of library material, see the appropriate Board minutes in the Board Meetings Case Files.*

Records documenting the management and maintenance of access, control, and protection of library holdings held by ARMA New Brunswick Chapter. Includes cataloguing and processing to track and provide descriptions of entire collection; collection development by administering acquisition, maintenance, retention and evaluation of library material; library management such as planning, developing and managing the library; and reference and user services such as document delivery, loans, circulation of library materials. Examples: inventory lists, lists of purged materials, requests for acquisitions, library catalogues, user statistics, user surveys, requests and inquiries on publications, lists of material on loan, committee meeting notes, library policies, plans, submissions to purchase material, correspondence.

### **-30 Scholarship Administration Case Files**

OPR: Education Chair

Records documenting the process and administration of approvals for financial assistance for individuals enrolled in records and information management programs or certifications. Includes developing and planning the review of the scholarship, advertising, recruiting members of the New Brunswick Chapter's Educational Fund Sub-Committee, applications and supporting documentation, and evaluations of each applicant. Examples: advertisements, distribution lists, list of members of the Education Fund Sub-Committee, completed application forms, resumes, letters of references, short essay, committee evaluations, letters to successful candidate, letters to unsuccessful candidates, reports to the Board, lists of previous recipients, lists of successful recipients, emails about graduation dates, arrangements regarding graduation, certificates for graduates, correspondence.

### **Website Design and Maintenance Case Files Disposition Plan** Fy+6y/SR

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** List of previous successful recipients of scholarship has significant evidential value.

**Implementation:** List of previous successful recipients of scholarship will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

### -35 Program Events Case Files

OPR: Program Chair

Records documenting the planning, organizing, promoting, and delivering records and information management related educational events to the ARMA New Brunswick Chapter membership. Includes planning monthly educational sessions and special events such as seminars, workshops, and conferences and special awareness days such as Records Management Awareness Day and Protection of Personal Information Day. Used by the Program Committee and the Board of Directors. Examples: lists including dates, times, locations, and types of events, monthly meeting notices to membership, statistical summaries of attendance, Program Committee minutes, invitations, brochures of special events, posters of events, news releases about special event, non-members and vendors mailing lists, facility arrangements, speaker arrangements, agendas, completed evaluation forms, sponsorship notices, vendor showcase registrations, submissions for grant monies from ARMA International, registration books, proclamations for PIP day, surveys completed by the membership, correspondence.

### Program Events Case Files Disposition Plan Fy+4y/SR

**Disposition Summary:** Selective retention applied by the Office of Primary Responsibility once the Board of Directors' provides approval.

**Appraisal and Evaluation:** Photographs of events, brochures and posters of special events have significant evidential value.

**Implementation:** Photographs of events, brochures and posters of special events will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted. The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President.

### 5000 Financial Management

Records documenting the activities of managing financial records. Includes paying accounts; receiving of funds payable; account reporting and reconciliation; administering bank accounts and signing authorities; budgeting and forecasting; journaling financial transactions; and managing funds.

**Note:** The official format of the Chapter's records is mixed media.



<u>Sub-Functions</u>	<u>Retention</u>
-01 General	Fy+1y/D
-20 Accounts Payable Case Files	Fy+6y/D
-25 Accounts Receivable Case Files	Fy+6y/D
-30 Account Reporting and Reconciliation Case Files	Fy+6y/D
-35 Banking Case Files	Fy+6y/D
-40 Budget Administration Case Files	Fy+6y/D
-45 Financial Transactions Case Files	Fy+6y/D
-50 Fund Management Case Files	SO+1y/D
	SO=until fund matured

#### **-01 General**

OPR: Treasurer

Records documenting general financial business activities of the New Brunswick Chapter. Examples: Registration list, financial letters templates, label list, signing authority paper.

#### **-20 Accounts Payable Case Files**

OPR: Treasurer

Records documenting the tracking and reporting on payment of accounts and expenditure of funds. Includes accounts payable activities such as daily expenditures and payment of accounts and monitoring and reporting the use of petty cash for expenditures. Examples: account statements, bills of lading, expense claims, cancelled cheques, lists of cardholder names and expiry dates, invoices, approvals, receipts, reports, summaries, journal entries, agreements, payments of service contracts, fund advancements, cash floats, cash position statements, correspondence.

#### **-25 Accounts Receivable Case Files**

OPR: Treasurer

Records documenting the receipt of funds payable. Includes returned cheques from tracking and recovering lost income from non-sufficient funds; tracking funds received from the sale of goods and services for the purposes of revenue and recovery; reporting uncollectible debts. Examples: seminar invoices, notices of overdue invoice, returned cheques, bank charges, NSF (non-sufficient funds) notifications, receipts, approvals, reports, working papers, correspondence.

#### **-30 Account Reporting and Reconciliation Case Files**

OPR: Treasurer

Records documenting the verification and reporting the expenditure and receipt of funds and the management of accounts. Includes reporting the reconciliation of transactions in the accounts; collecting and producing documentation required for audit preparation; and tracking and reporting income and expenses for the statement of account. Examples: returned cheque reports, summary reports, bank account statements, account balances, trial balances, monthly account summaries, reports, statements of cash flow, income statements, balance sheets, working papers, correspondence.

#### **-35 Banking Case Files**

OPR: Treasurer

Records documenting the administration of bank accounts and signing authority. Includes tracking and verifying deposits in bank accounts; tracking, monitoring and verifying bank activity, commitments and transactions; and tracking and verifying the establishment and renewal of signing authorities required for most financial transactions. Examples: bank service charges, interest accumulation, transfers, bank statements, cheque stubs, cancelled cheques, deposit slips, approvals, completed signing authority forms and cards, verification procedures for maintaining current authority records, correspondence.

#### **-40 Budget Administration Case Files**

OPR: Treasurer

Records documenting budget preparation, approval, and forecasting. Includes analyzing, preparing, submitting and documenting budget approvals; and preparing and updating forecasts of budget control by analyzing and monitoring expenditures and revenues. Examples: working papers, financial analysis, business plans, submissions for approval, approved budgets, summaries, reports, and correspondence.

#### **-45 Financial Transactions Case Files**

OPR: Treasurer

Records documenting journal financial transactions. Includes monitoring and tracking the journal entry of financial transactions and electronic transfers of funds such as less-chargeables, recoveries, and fee transactions. Examples: direct debits, electronic transfers, manual direct debits, journal entries, journal voucher reports, correspondence.

#### **-50 Fund Management Case Files**

OPR: Treasurer

Records documenting the management of funds. Includes monitoring and reporting on investment portfolios, trust accounts management, and any other special funds such as the Claire Duclos' Scholarship Fund. Examples: approvals, investment records, reports, statements, correspondence.

### Appendix 3 Essential Records Protection Plan

**Note:** This plan is provided to assist ARMA Board members to understand their responsibilities in the care and handling of essential records.

Schedule Number	Records Title	OPR	Format	Location	Retention and Protection Instructions
2000-20	<b>Board Meeting Case Files</b>	Secretary	Paper	Secretary	<p>All records in this case file will be kept as permanent archival records of which the paper records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic version will be deleted.</p> <p>The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President of ARMA New Brunswick Chapter.</p> <p>The electronic documents are printed and signed, becoming the official record. The electronic documents are kept on the document repository until they are microfilmed and the electronic documents are deleted.</p>
			Electronic	Document Repository (website)	
			Digital	Document Repository (website)	
			Microfilm	New Brunswick Provincial Archives	
2000-25	<b>Chapter Membership Meetings Case Files</b>	Secretary	CD (Gold)	President	<p>All records in this case file will be kept as permanent archival records of which the records will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic version will be deleted.</p>
			Paper	Secretary	
			Electronic	Document Repository (website)	
			Digital	Document Repository (website)	

Number:

Section:

Subject:

Date:

**Appendices****2014 - 05**

			Microfilm  CD (Gold)	New Brunswick Provincial Archives  President	<p>The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President of ARMA New Brunswick Chapter.</p> <p>The electronic documents are printed and signed, becoming the official record. The electronic documents are kept on the document repository until they are microfilmed and the electronic documents are deleted.</p>
--	--	--	----------------------------	--	---

Number:

Section:

Subject:

Date:

**Appendices****2014 - 05**

<b>Schedule Number</b>	<b>Records Title</b>	<b>OPR</b>	<b>Format</b>	<b>Location</b>	<b>Retention and Protection Instructions</b>
2000-50	<b>Incorporation Management Case Files</b>	Secretary	Paper Digital Microfilm CD (Gold)	Secretary Document Repository (website) Provincial Archives of New Brunswick President	<p>Approved articles of incorporation, bylaws, supplementary letters, and notice of proposal in this case file will be kept as permanent archival records of which it will be converted to microfilm and the microfilm will be stored in the vault at the Provincial Archives of New Brunswick. The paper will be destroyed and the electronic versions will be deleted.</p> <p>The microfilm images will be converted to digital images and stored on a compact disc. The digital images on compact disc will be stored on the Chapter's document repository for reference purposes. The care and control of the compact disc remains with the President of ARMA New Brunswick Chapter.</p>

## **Appendix 4 Business Rules**

### **Business Rule #1: Official Records**

All records, regardless of format, created or received by ARMA New Brunswick Chapter in the course of business activities must be filed in the appropriate folder on a personal drive by the Board position identified as the Office of Primary Responsibility or designate; and managed in accordance with approved records retention and disposition schedules.

### **Business Rule # 2: Responsibility for Records**

The Office of Primary Responsibility as the creator or receiver from an external source is responsible for filing all records in the appropriate file folder on personal drives. When a record is received from an external source to a number of Board members, the Office of Primary Responsibility (who is responsible for the record) files it in the appropriate file folder and applies the approved records retention and disposition.

### **Business Rule # 3: Document Repository**

ARMA New Brunswick Chapter's document repository or Intranet is used as a location to store and share relevant information such as policies, procedures, meeting minutes, templates (forms), Bylaws, logo images, mailing lists. It also acts as a repository to store all archival records as per the records retention schedules and disposition plans.

- The directory structure on the document repository is maintained by the President.
- The Office of Primary Responsibility is responsible to ensure his/her shareable records are posted to the document repository with the latest version and removed when no longer valid.
- The webmaster uploads the records and information sent by the Office of Primary Responsibility, ensures it is named in accordance to the naming conventions, but is not responsible for the content.

### **Business Rule # 4: Website**

The Office of Primary Responsibility is responsible to ensure all the content on the website or Intranet relevant to his/her portfolio is accurate. The webmaster uploads the information as per the direction provided by the Office of Primary Responsibility. The webmaster is responsible only for the site's presentation (e.g. fonts, formats, headers, footers, frames, buttons, working links); not the content.

### **Business Rule # 5: Essential Records**

All essential records and plans to protect the records are identified in the appendix of the records retention schedules and disposition plans.

### **Business Rule # 6: Access and Restrictions**

All New Brunswick Chapter official records are open to its membership except mailing lists. Access restrictions are established on mailing lists for membership, non-members, vendors, and associations to only elected/appointed individuals holding current Board positions. Upon an election or appointment of a Board position, the access rights are changed for the above mailing lists to reflect this transfer of duties.

**Business Rule # 7: Duplicates (or Copies of Convenience)**

Duplicates (or copies of convenience) are an exact copy of an official record, regardless of format, but are not considered an official record and must not be retained any longer than required by the ARMA Board position identified as the Office of Primary Responsibility.

**Business Rule # 8: Temporary Information (or transitory information)**

Temporary information collected from external sources is considered to be used for reference or convenience purposes. Therefore, it must not be retained any longer than required (or for a limited time) by the ARMA Board position identified as the Office of Primary Responsibility.

**Business Rule # 9: Reference Information**

Reference information collected from internal or external sources is considered temporary information and can be destroyed once it is no longer required. However when reference material serves as supporting documentation to produce records, it must be filed in accordance with the records retention and disposition schedule and follow the retention and disposition of the associated records.

**Business Rule # 10: Published Information**

Published information created by ARMA New Brunswick Chapter for the purposes of distribution such as brochures, newsletters, and notices for distribution purposes are considered records along with the supporting documentation used to produce the publication. The life span of this information is in accordance with the approved records retention and disposition schedules.

**Business Rule # 11: Personal Content**

Personal content such as family photographs, résumés, and jokes which are unrelated to the business activities of the ARMA New Brunswick Chapter and are not considered a record and must not be saved in the document repository.

**Business Rule # 12: Drafts and Version Control**

When drafts/versions serve as evidence of the development of important activities such as legal documents, contracts, agreements, reports, policies, standards, guidelines, and procedures, all versions of the work should be considered an official record. A draft is considered a preliminary version of a document or a work in progress and is not the final product.

**Business Rule # 13: Folder Creation**

Folders in the document repository or the Intranet site are created by the webmaster and labeled based on the primary and secondary titles of the approved records retention and disposition schedule. Folders are created by the ARMA New Brunswick Chapter's Board position as the Office of Primary Responsibility for the records and are labeled based on the primary and secondary titles of the approved records retention and disposition schedule.

**Business Rule # 14: Naming Conventions**

All records created, received, collected, and captured by ARMA New Brunswick Chapter Board positions in performing business activities will use the following naming convention:

- Folder Titles: Title of the primary or secondary as labeled in the records retention and disposition schedule
- Document Titles: naming with meaningful keyword without the use of abbreviations and acronyms unless it is spelled out.
- Document Headers and Footers: each document must have a header with a meaningful document title to describe the content, ARMA New Brunswick Chapter's name and/or logo. All footers must have a date following the date standard and page number (when more than one page)
- Standard Terms: Do not title a document based on the extension (.ppt is equal to presentation) or use the creator's name to title a document of a letter with the title block in the letter when opened.
- Date Standard: yyyy-mm-dd (e.g. Board minutes and agendas are labeled using the date standard plus an identifier: 2008-04-23 agenda, 2008-04-23 minutes)
- Individual's Name: Last name, First name
- Acronyms: use only highly recognizable ones

**Business Rule # 15: Standard Templates**

Templates are basic standard forms used for business activities by all members of the Board of Directors such letters, minutes, agendas, and policies and are stored in the document repository.

**Business Rule # 16: E-mail Attachments**

When saving an e-mail attachment from Outlook onto the document repository or personal drive ensure to save the message as an ".msg" attachment and then provide it with a title that uses meaningful keywords.

**Business Rule # 17: Hyperlinks**

All hyperlinks embedded in official records must have the contents of the hyperlink saved as a supporting record to reflect the information present at the time the records was created.

**Business Rule # 18: Encrypted and Password Protected Records**

Electronic records that are password protected are only captured once the password protection or encryption has been removed.

**Business Rule # 19: Active and Semi-Active Records**

All active and semi-active records, regardless of format, are managed by the identified Office of Primary Responsibility as per the records retention and disposition schedule.

**Business Rule # 20: Transfer of Active and Semi-Active Records**

All official records, regardless of format, are transferred to the incumbent upon the completion of term.

**Business Rule # 21: Applying Retention and Disposition**

Each Office of Primary Responsibility brings forward a list of all records that are ready for final disposition in accordance to the approved records retention schedules and disposition plans to the Board of Directors' Meeting every October for approval. Once approval is given, the Office of Primary



Responsibility is responsible to carry out the final disposition (destruction or transfer to archives) and send the paper work to the President.

**Business Rule # 22: Scanning/Microfilming Records**

All official records which are deemed to be scanned or filmed are documented in the disposition plan of the records retention and disposition schedule.

**Business Rule # 23: Destruction of Records**

All official records deemed for destruction as per the records retention schedules and disposition plans require the Office of Primary Responsibility to list the records on the records destruction certificate, bring it forward to the Board of Directors' for authorization, destroy the records in accordance with the disposition plan and then return the records destruction certificate to the President of ARMA New Brunswick Chapter to be kept as a permanent record.

**Business Rule # 24: Transfer of Archival Records**

All official records with archival value as per the disposition plan requires the Office of Primary Responsibility to list these records on a transfer form, bring it forward to the Board of Directors' for authorization, facilitate the transfer, and return the paper work to the President of ARMA Atlantic Chapter to be kept as a permanent record.

**Business Rule # 25: Migration of Records**

All official records will remain in the format of the software version it was created; and in the event the records needs to be viewed and the originating software is no longer available, the records will be converted to an updated software version.

**Business Rule # 26: Mandatory Metadata**

The core metadata set is based on Dublin Core and includes:

- **Abstract** (A summary of the resource)
- **Access Rights** (Information about who can access the resource or an indication of its security status)
- **Contributor** (An entity or individual name responsible for making contributions to the resource)
- **Creator** (An entity primarily responsible for making the resource)
- **Date Created** (point or period of time associated with an event in the lifecycle of the resource)
- **Document Type** ( the nature of the resource to describe the file format, physical medium using a controlled vocabulary)
- **Format** (The file format, physical medium, or dimensions of the resource)
- **Medium** (The material or physical carrier of the resource)
- **Subject** (the topic of the resource describe through keywords, key phrases, classification codes using a controlled vocabulary).
- **Source** (related resource from which the described resource is derived)
- **Title** (A name given to the resource)
- **Version** (Related resource of which the described resource is a version, edition, or adaptation)

Approved on: October 14, 2008, February 3, 2009

## Appendix 5 Webmaster Procedures

### General:

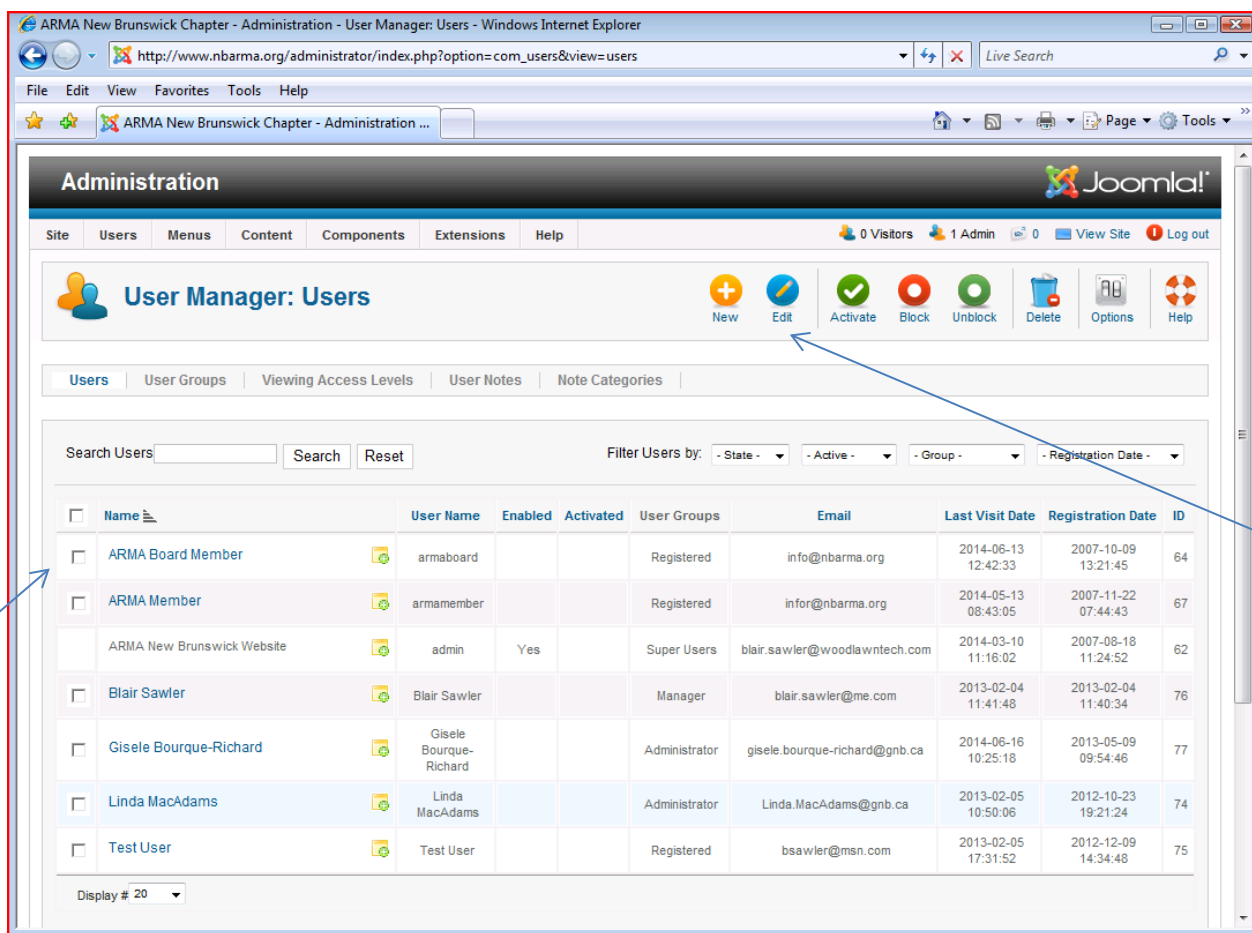
1. At the beginning of the new fiscal year, prior to September's first Board Meeting, a new USER ID's number and password are set up for the Board and for the members. Communication to the membership is done via the Secretary while the Board will receive their new user ID and password via the Webmaster/Communication Chair.
  - 1.1. The Webmaster will have a different user ID and password (administration panel rights) to be able to add documents into the document repository.
2. All official documents of the Chapter are to be saved in the document repository and must be published in order to be viewed. As well permissions need to be attached to identify who can see the document. Following is a description of each permission available within the system:
  - 2.1. Unpublished – no one sees the document.
  - 2.2. Everybody – for posting on the main website page. When posting documents on the main website page or in one of the tabs available you must save them in the document repository folder named "Public Folder". Examples of documents would be job postings, copies of presentations from Seminars or Lunch and Learns, Claire Duclos Scholarship application, etc.
  - 2.3. All registered users – for anyone logged into the website with any username. Most documents will be published at this level.
  - 2.4. Armamember - for members only; rarely used.
  - 2.5. Armaboard – for Board members only. This permission is used for documents being posted in the Board Meeting Material or any documents with private/personal information such as the roster or mailing lists.
3. Most monthly updates to the document repository are for the Board meetings. All the documents must be saved to a local drive before being uploaded to the website. For each Board meeting, you will receive documents to upload in the Board Material Folder and publish them with the rights of "armaboard" only. Documents can include
  - 3.1. Monthly reports sent from each chairperson and the Treasurer, if they have anything to report.
  - 3.2. Secretary submits the previous meeting minutes for review which include all previous monthly reports, financials, agenda, etc. At this time, you can delete all the individual documents received for this Board Meeting as the secretary would have compiled all under one complete document package. Repeat this process for the AGM.
  - 3.3. President submits the agenda and monthly report.
  - 3.4. Other miscellaneous reports for review at Board Meeting.
4. After the Board meeting, the Secretary will assemble the reports and draft of the minutes of the current meeting into one document. The Secretary will forward the 201x-xx-xx Board of Directors Meeting DRAFT document to the Webmaster for posting in the Board Material. At that time, the Webmaster can delete all of the individual documents.

- When moving documents from the Board Material folder to another folder, the permission to view the document can change; i.e. from armaboard to all registered users.

**Key Processes:**

**6. User ID's and password**

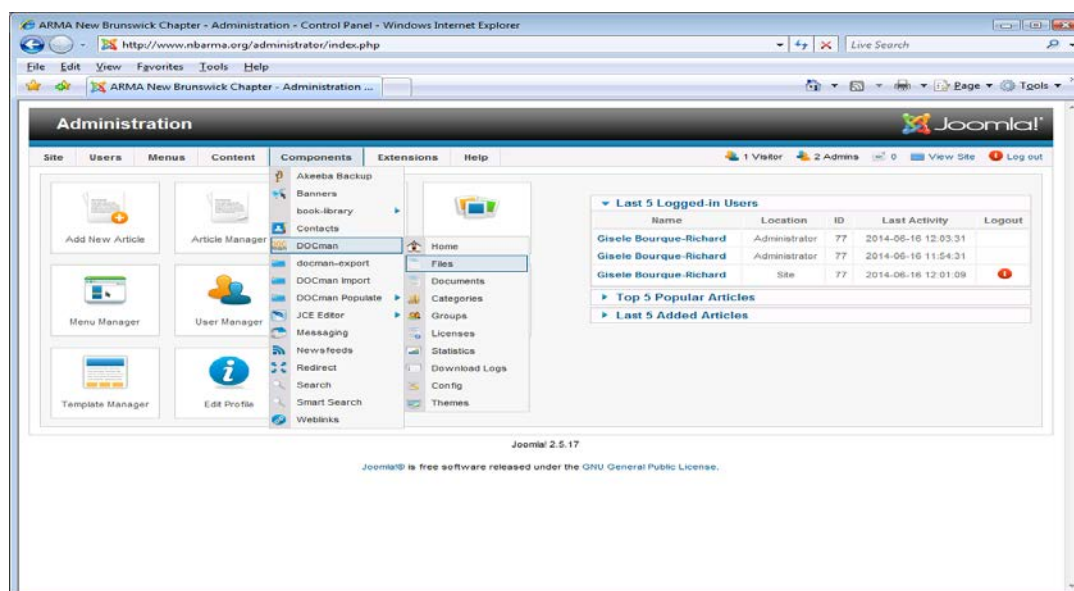
- Under the Members menu tab, login with your webmaster user name and password. Once logged in, also under the Members tab, login to the Admin Panel using the webmaster user name and password. You are now in the administration part of our website.
- Select User Manager to add, view or change the user name and password. Following is the screen to start the Edit a profile. Tick the box by the name and press the Edit button for the next screen.





## 7. To upload a document:

- 7.1. The document must first be saved to your local drive.
- 7.2. Log in to the website [www.armannb.org](http://www.armannb.org) using the Webmaster user name and password (under the Members tab)
- 7.3. Log in to the Admin Panel using the Webmaster user name and password (under the Members tab)
- 7.4. In the Administration Panel, go to Components, then DOCman, and then click on Files. Following is the screen of these steps once logged in.

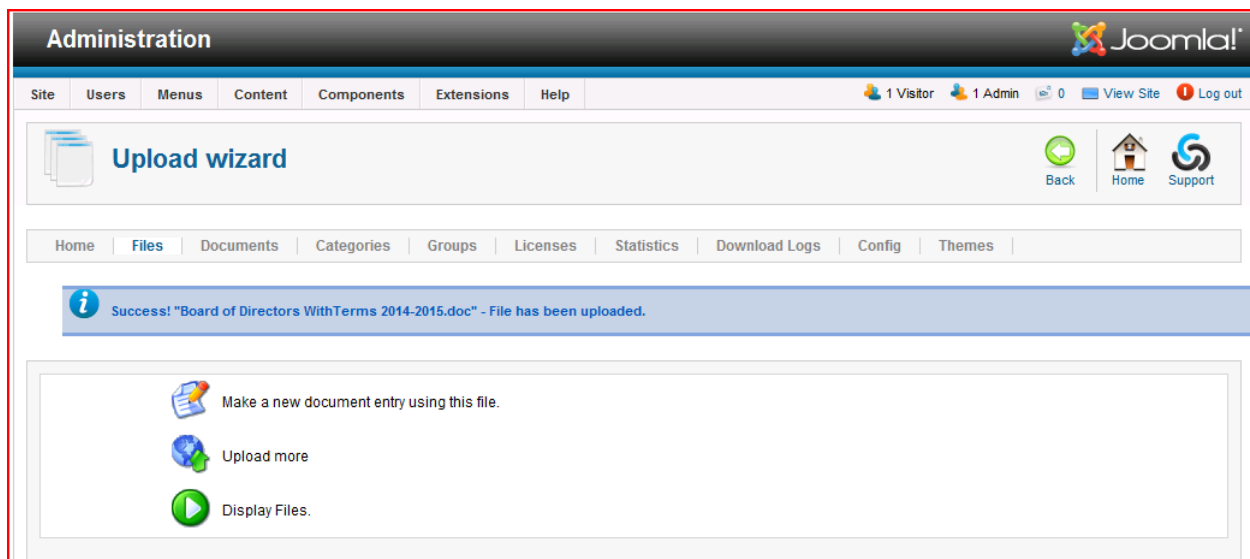


7.5 Following is the screen to start the process to upload the document. At this screen, click on Upload for the next screen.

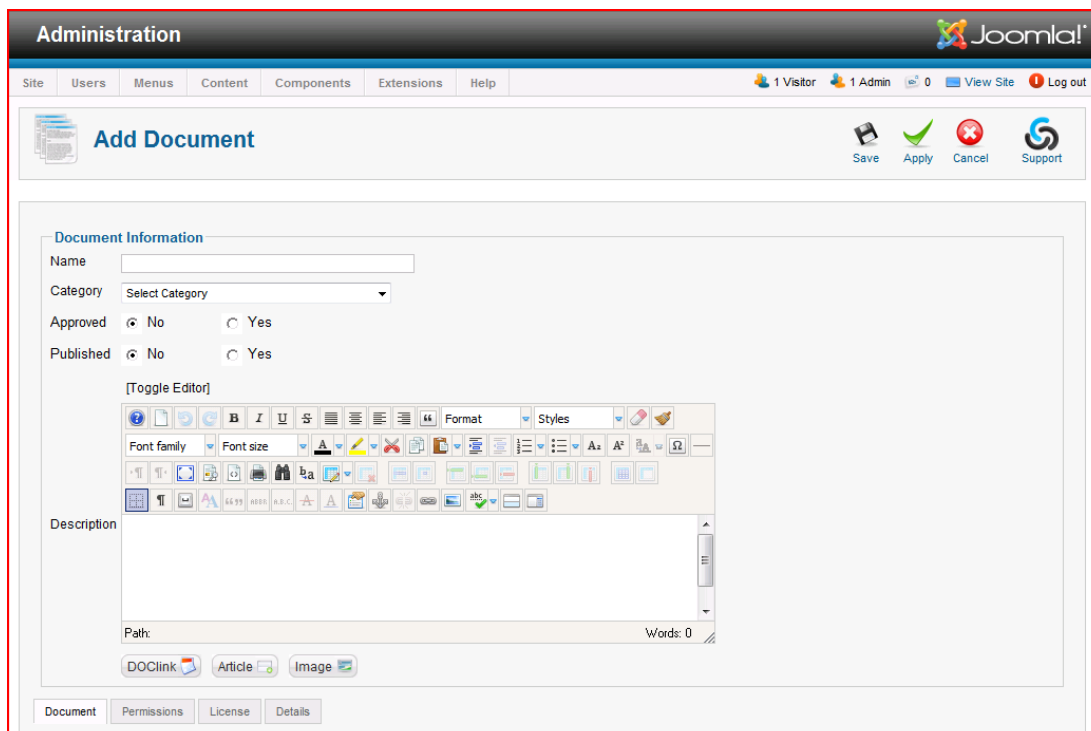
The screenshot shows the Joomla! Administration interface for the ARMA New Brunswick Chapter. The page is titled "Administration" and "Files". It displays a list of files with columns for Name, Date, Extension, Mime Type, Size, # Links, and Update. The files listed include various documents such as "00000001.JPG", "00000001.TIF", "072 - Records Mgmt and Privacy Coordinator University Secretariat Repost.pdf", and several "100\_" files. The "Upload" button is visible in the top right corner of the file management area.

Name	Date	Extension	Mime Type	Size	# Links	Update
00000001.JPG	Wednesday June 17, 2009 07:53:37	JPG	image/jpeg	257.18 kB	0	3
00000001.TIF	Monday June 22, 2009 08:47:01	TIF	image/tiff	3.86 kB	0	3
072 - Records Mgmt and Privacy Coordinator University Secretariat Repost.pdf	Thursday November 21, 2013 08:24:04	pdf	application/pdf	241.37 kB	0	3
100_0463.jpg	Wednesday November 19, 2008 18:39:23	jpg	image/jpeg	1.39 MB	1	3
100_0474.jpg	Wednesday November 19, 2008 18:39:23	jpg	image/jpeg	1.44 MB	1	3
100_0475.jpg	Wednesday November 19, 2008 18:39:24	jpg	image/jpeg	1.34 MB	1	3
1980 Chapter History and Board Minutes.pdf	Tuesday November 24, 2009 12:38:00	pdf	application/pdf	7.32 MB	1	3
1980-1981.pdf	Thursday October 11, 2012 13:38:22	pdf	application/pdf	1.76 MB	1	3
1980-1987 Chapter History.pdf	Friday October 12, 2012 10:20:18	pdf	application/pdf	1.26 MB	1	3
1980-2001 Chapter History.pdf	Wednesday November 25, 2009 07:39:44	pdf	application/pdf	424.54 kB	1	3





7.8 In the following screen enter the Name of the document (please refer to the Naming convention as per Appendix 4 Business Rules), select the Category where it should be filed, and click on Yes for the Approved and Published fields. At the bottom of the screen, click on Permissions for the next step in registering the document.







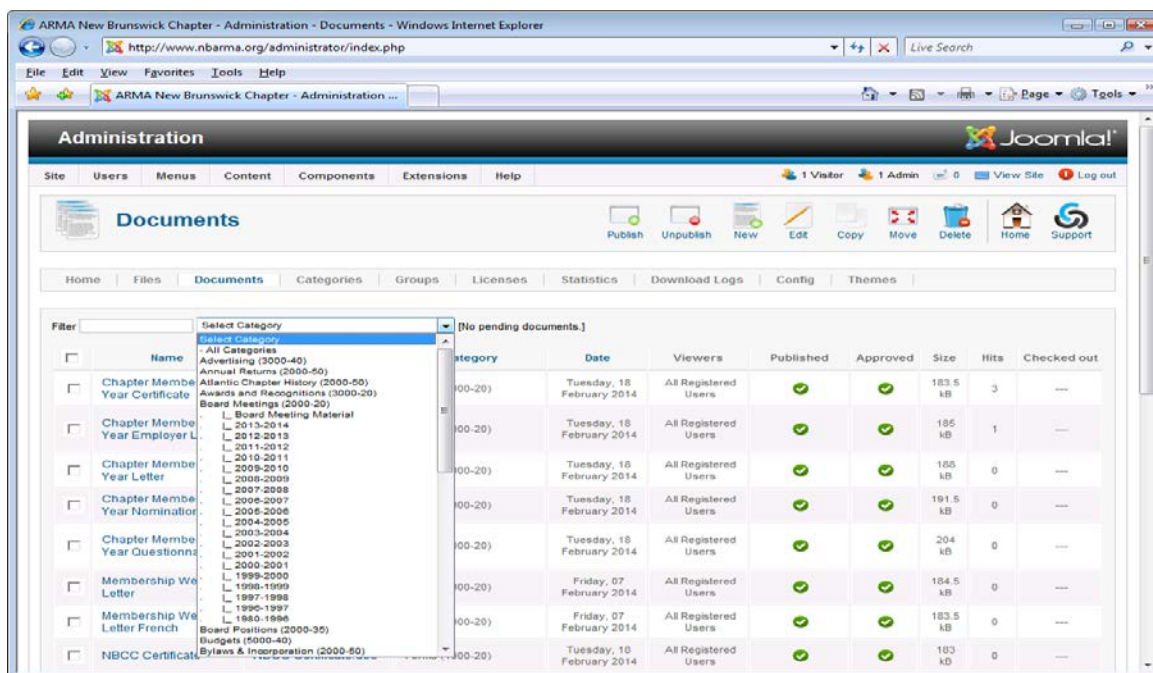
## 8. Update or revise a document already uploaded

- 8.1. This can be done two ways: via the Document Repository available on the main page without logging in to Admin Panel or by logging in Admin Panel.
- 8.2. Option 1: using the Document Repository on the main page, logged in under the Members tab using your website administrator user name and password. Still under the Members tab, click on Document Repository and locate the document within the folder structures. If you receive the complete list of actions possible (i.e. edit, move, delete, update, etc.), click on appropriate action (i.e. delete, move or edit). Use Update and follow the prompts to upload the document from your local drive.

### 2011-2012 APPROVED BUDGET

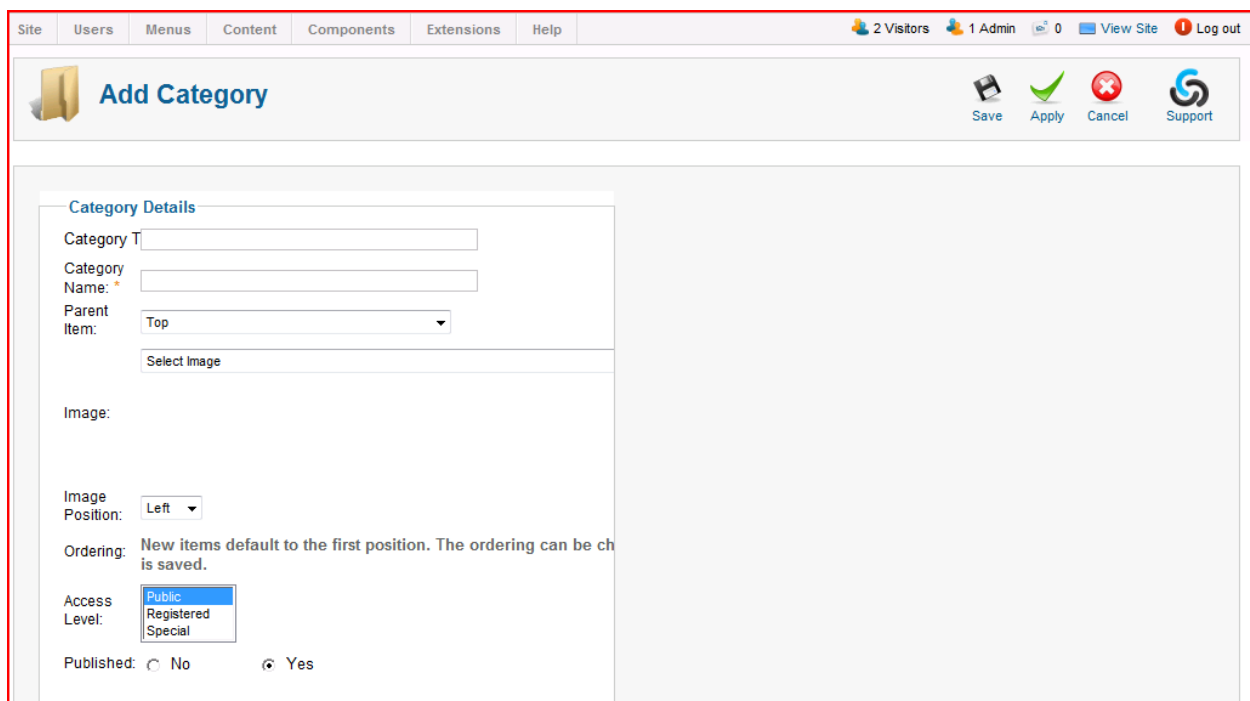
Download    Details    Edit    Move    Delete    Update    Reset    Checkout    Unpublish

- 8.3. Option 2: using the Document Repository by logging in the Admin Panel that is available under the Members tab once you have logged in the system (always use your log in user name and password provided to you as the Webmaster), click on Components, followed by DOCman followed by Documents. The following screen will appear. At this screen, in the field Select Category choose the folder from the drop down list (file plan is in alpha order). Tick the box of the document you want and then choose the appropriate action; i.e. edit, move, delete, etc. Follow the prompts that the system will provide.



**9. To create New Folders:**

- 9.1. Log in to Admin Panel with your administrator user name and password.
- 9.2. Go to Components, followed by DOCman and then click on Categories.
- 9.3. Click Add and the following data entry will appear.
- 9.4. Enter Category name and title in both fields. This will be your new folder name.
- 9.5. Select parent from drop down menu
- 9.6. Skip Select Image and Image Position.
- 9.7. At Access Level, click on Registered.
- 9.8. For Published, click Yes.
- 9.9. Click Save.



The screenshot shows the Joomla! Admin Panel interface. At the top, there is a navigation bar with tabs: Site, Users, Menus, Content, Components, Extensions, and Help. On the right side of the navigation bar, there are statistics: 2 Visitors, 1 Admin, 0 logged in, and links for View Site and Log out. Below the navigation bar, the main content area is titled 'Add Category'. It features a form with the following fields: 'Category Title' (text input), 'Category Name' (text input), 'Parent Item' (dropdown menu with 'Top' selected), 'Select Image' (button), 'Image Position' (dropdown menu with 'Left' selected), 'Ordering' (text input with a note: 'New items default to the first position. The ordering can be changed when items are saved.'), 'Access Level' (dropdown menu with 'Public' selected), and 'Published' (radio buttons for 'No' and 'Yes', with 'Yes' selected). On the right side of the form, there are four buttons: Save, Apply, Cancel, and Support.

**10. To update items on the main page or various tab pages of the website:**

- 10.1. Log in using the Webmaster user ID and password.
- 10.2. Go to the page you want to update (i.e. the main page or to change the Events Calendar under the News & Events tab).
- 10.3. Click on the pencil to edit.
- 10.4. Do the changes required; you can cut and paste from an email/document or you can manually transcribe the information.
- 10.5. Use the menu options to select font, font size, font color, insert/edit links, etc. Once the changes are complete press Save.
- 10.6. To upload a document on the main website or any of its tabs or pages for everyone to view without logging into the website, the document must first be uploaded in the document repository under the folder/category "Public Folder" and the permissions set to "Everyone".
  - 10.6.1. Once the document is uploaded in the Public Folder, you can now proceed. Type in the words for the link where it is to be placed (main page or under one of the tabs); i.e. Project Management Presentation, then highlight the words and click on the icon in the menu for Insert/Edit Link. Use the menu of the pop up box to navigate to the location of the document located in the Public Folder of the repository. Once located, choose it by clicking and then click on Save.
  - 10.6.2. To ensure that the document is set up correctly, log out of the site and try to access the document. It should open if the links and permissions are correct.
- 10.7. At year end and beginning of the new fiscal year (June 30 and July 1), the sub-folders under the tabs About Us, Awards and News and Events will require changes such as the Board of Directors, Awards and Events Calendar.
- 10.8. To add any new sub-folder under a Tab (i.e. a new Award title), you must contact our website host/support company and provide them with the information and the website host will do it for us.

**Webmaster Administrative Information:**

Website Host Support: Woodlawn Technologies 1-877-475-6773  
[Blair.Sawler@woodlawntech.com](mailto:Blair.Sawler@woodlawntech.com) Cell: 506-471-6113  
Email Address: [info@nbarma.org](mailto:info@nbarma.org) is linked to [armanewbrunswick@hotmail.com](mailto:armanewbrunswick@hotmail.com)  
Request a complete back-up of the website burned on CD two (2) times each year (June and January).  
See also the Chapter Operations Manual Number 06-06 for a complete list of website maintenance responsibilities.