



November 2001
Vol. 2001 No. 3

Inside	
President's Message	3
UCR Ext. Public Policy	6
GLA Lending Library	8
ICRM	8
Oct. Meeting Recap	11
Seeking Presenters	11

**GLA/ARMA
Chapter Meeting
November 14, 2001**

**"Robotic File Pulling
In A Commercial Records Center:
The Secrets of Accessing
1200 Active Files per day**

Hear Noeleta Lacey of Advanced Records Management, Inc. tell us about mobile racking systems, complete vault environment with door and elevator access, and robotic active file picking of a staggering 1100-1200 files per day.

**Visit us online for more details:
www.arma-gla.org**

**Stop waiting in line to Register for GLA Chapter Meetings.
Save Time & Money!**

GLA'S ANNUAL PASS

GLA's Annual Pass allows participants to prepay for all 10 Chapter Meetings in advance. Pay \$250 for all 10 meetings at a cost savings of up to \$100. And you will be pre-registered for every meeting. No refunds are given for missed meetings but a colleague from the same company may attend in Annual Pass holder's place.

Regular Chapter Meeting prices are as follows:

\$30 pre-registered to GLA members
\$35 without pre-registration to GLA members

Pay \$250 for all 10 meetings and save time and money.

**OUR CLIENTS PREFER TO DO BUSINESS
WITH SOMEONE THEY KNOW.**



(323) 234-FILE



Jim's Corner
By James Higdon
GLA ARMA President

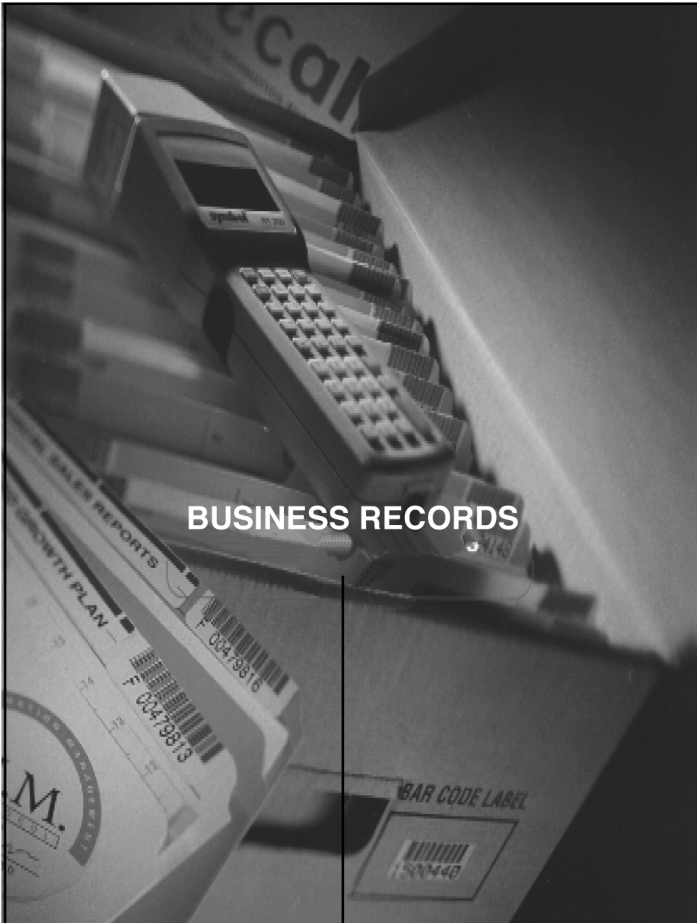
President's Message

It is very exciting that the Director of Archives and Records Management for the J. Paul Getty Trust has become an active member in our chapter and moreover, is hosting the December meeting at the Museum. This has been a work in progress for the last three months: allowing us to use their wonderful site, providing the speakers, the parking, the security, and the wine. No doubt this will be an unforgettable event for GLA. However, due to increased security concerns, we will all have to be registered in advance through the website. The target date to have December's Chapter Meeting detailed posted is mid-November. Please check ARMA-GLA.ORG for the details and spread the word.

I would like to take this month's column space to talk about the GLA Board. This year's group of seventeen people, have been a delight to work with and I look forward to each meeting because of them. A few members officially joined the group late this year, in August and others as late as this month. It is never too late to volunteer!

There are two positions that we would like to fill this year and am asking your help: Public Relations & Education. Both are equally important. As Education Director, your responsibilities would be to plan our Fast Track session early next year and be responsible for pulling together some of our strong, local professionals to speak to the membership. Our Public Relations Director would focus on contacting vendors to support GLA by either advertising on the website, News & Views or possibly sponsoring an upcoming event. If we are unable to fill either of these two positions this year, the chance that next year will be a year of "catch-up" instead of a year of progress increases. Please contact me if you are interested or know somebody interested at: jhigdon@uniscibe.com. I can guarantee that you will enjoy getting to know some this year's group while you give a little back to the chapter. It is a great opportunity to make new friends and make a dent at the same time.

I hope to see all of you soon.



BUSINESS RECORDS

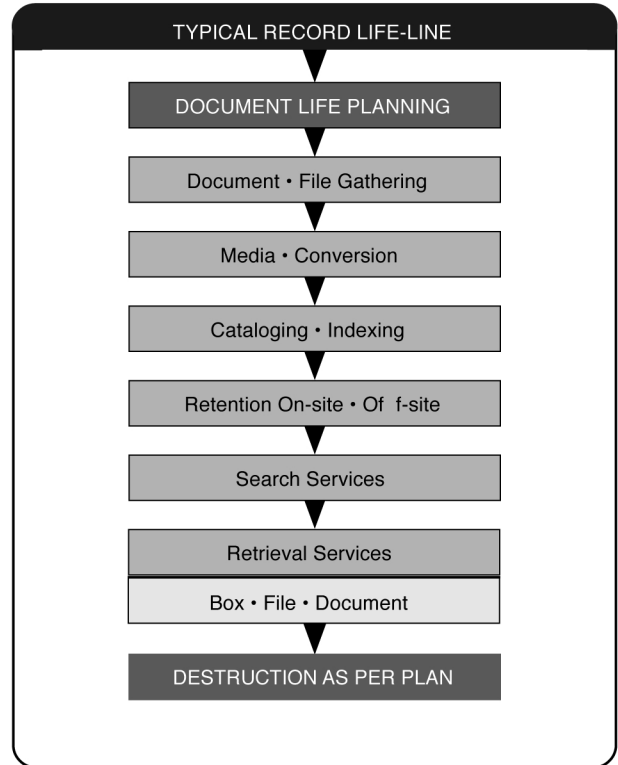
- Business Records Storage
- On-line Software
- Web-enabled Customer Service
- File Management
- Records Retention
- Destruction Services
- Records Retrieval
- Security
- 100% Bar Coding
- Service & Delivery
- Box Sales

A guarantee that your records are secured out of sight, but not out of reach.



recall
TOTAL INFORMATION MANAGEMENT

RESPECTING
KNOWLEDGE
PROPERTY



Servicing LA County, Orange County and San Fernando Valley

For additional detail and information about Recall's Business Records Services, contact your Regional Sales Representative or call toll free: 1-800-300-DATA

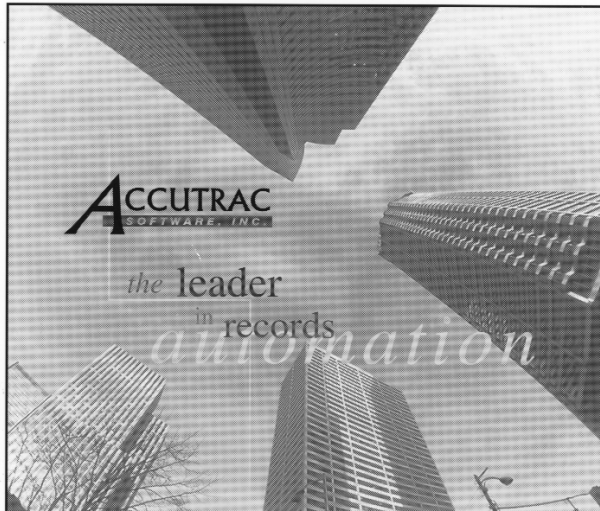
JAMAL S. BAADANI
Senior Sales / Marketing Director Southern California

Recall Total Information Management
Los Angeles Office
P.O. Box 128 Phone: (818) 504-3983
Sun Valley, CA 91352 Fax: (818) 504-6918
Email: Jamal.Baadani@recall.com

recall
TOTAL INFORMATION MANAGEMENT

NORTH AMERICA • EUROPE • AUSTRALIA • ASIA

www.recall.com




ACCUTRAC
SOFTWARE, INC.

*the leader
in records
automation*

- User Definable Fields
- Bar Code Tracking
- 32-Bit Application
- Graphic File Display
- Cross-Referencing
- Global Searching
- Offsite Storage Control
- Conflict Avoidance
- Label Generation
- Notes Field
- Context Sensitive Help
- Flexible Reports
- Open Client / Server Database
- Toll Free Support
- Document Indexing
- Check In/Out
- Picklists
- Add/Paste Feature
- Spell Checking
- Data Conversion
- Portable Upload
- Audit Trails
- Scalable Enterprise Solutions

Let **ACCUTRAC** save you time and money through automation. For a complete evaluation package or additional information, please call us at 800-578-9361 or visit our web site at www.accutrac.com.

NO MORE LOST FILES!
WE GUARANTEE IT.



**OFFSITE RECORDS & INFORMATION
MANAGEMENT, STORAGE & RETRIEVAL**

*Rush Delivery by our Uniformed & Bonded Drivers
Contents Auditing/Indexing • Certified Destruction
Imaging/Scanning • Disaster Recovery*

*Security • Reliability • Confidentiality • Available 24/7
Searchable Computerized Reports on Disk*

PHENOMENAL SERVICE • COMPETITIVE PRICES
ADVANCED RECORDS MANAGEMENT, INC.
(213) 386-8145
Email: cartons@advancedrecords.com

FileSource

Your Complete Source for:

Filing Systems,
Custom Index Tabs, Shelving
and Labeling Products

Excellent Service
Competitive Pricing
No Voice Mail


Call us for a free Catalog!

2366-K No. Glassel St.
Orange, CA 92865
Toll Free Tel: 877-345-3100
Fax: 714-921-1472

Hyder & Associates...

*Hyder & Associates has
18 years experience as
consulting specialists
in the organization,
management and
retrieval of information.*

**...Turning Chaos
Into Business Order**



Hyder & Associates
Sharon Hyder, CMC, CRM
Information & Records
Management Consultants
501 West Glenoaks Boulevard, Suite 422
Glendale, California 91202
818.507.0008 • FAX 818.547.9908
E-Mail: hyder@hyderandassociates.com

UCR Extension Public Policy Programs

November 2, 2001

Effective Principles for Code Enforcement

Analysis of municipal code enforcement, using both civil and criminal law remedies. Topics include the police power doctrine; management of code enforcement; investigation of cases; warrants, search and seizure; selection of administrative, criminal and civil remedies; typical code enforcement actions and defenses to them.

Riverside, California,
UCR Extension Center,
1200 University Avenue,
University of California,
Riverside Extension

\$144

(909) 787-4111

X1616/law@ucx.ucr.edu/www.UCRExtension.net

tural inspectors, etc. — who must adhere to the legal standards and procedures established for administrative search warrants which are similar to those established for criminal warrants.

Riverside, California,
UCR Extension Center,
1200 University Avenue
University of California,
Riverside Extension

\$85

(909) 787-4111

X1616/law@ucx.ucr.edu/www.UCRExtension.net

February 28, 2002

Effectively Using the California Public Records Act

Analysis of the California Public Records Act found in California Government Code Sections 6250-6270, including the history and purpose of the Act and review of the most recent changes in both statutory and case law.

Riverside, California,
UCR Extension Center,
1200 University Avenue
University of California,
Riverside Extension

\$144

(909) 787-4111

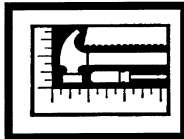
X1616/law@ucx.ucr.edu/www.UCRExtension.net

January 25, 2002

Administrative Search Warrants: An Update for Professionals

This seminar focuses in detail on the administrative search warrant process and is intended for code enforcement professionals — including code enforcement officers, fire code investigators, building inspectors, environmental health and safety inspectors, fish and game inspectors, and food and agricul-





Installation Pros, Inc.

1 - 8 0 0 - 4 0 0 - 8 8 5 5

Service you can depend on!

Installation Pros is your complete installation network for all New, Used or Refurbished storage & filing equipment.

**Shelving * Racking * Mezzanines
Moveable Aisles * Carousels * Design & Consulting**

We specialize in the repair, relocation or refurbishing of your existing equipment at a savings to you.
www.installpros.com

EFFECTIVE

INFORMATION
RESOURCE
CORPORATION

Scanning and Microfilming,
they both have advantages.

We do both. We can store your images as TIFF files, PDF files with or without searchable text, or microfilm and microfiche. See details and prices at:

WWW.SCANORFILM.COM

or call us at (800)859-2800

Stop waiting in line to Register for GLA Chapter Meetings.
Save time & Money .

GLAs Annual Pass

GLAs Annual Pass allows participants to prepay for all 10 Chapter Meetings in advance. Pay \$250 for all 10 meetings at a cost savings of up to \$100. And you will be pre-registered for every meeting. No refunds are given for missed meetings but a colleague from the same company may attend in Annual Pass holder s place.

Regular Chapter Meeting prices are as follows:

\$30 pre-registered to GLA members
\$35 without pre-registration to GLA members

Pay \$250 for all 10 meetings and save time and money.

GLA ARMA Lending Library

The GLA ARMA Lending Library is housed at Sony Pictures Entertainment (SPE). Library materials are available for check out by any GLA ARMA member. Materials may be borrowed for three weeks at a time. After that, the items are to be returned to SPE. Borrowers are responsible for paying for the return mailing costs.

To request materials or a list of library items

Contact Barbara Cross by e-mail barbara_cross@spe.sony.com. or by phone (310) 244-8803.

Provide the following information: Name, Company, Address, Phone No., E-mail Address, Title of Library Item and Barcode No.

To return materials (borrowers are responsible for return mailing costs)

Send to:
Barbara Cross
Director Records & Information Management
Cohn-215
Sony Pictures Entertainment
10202 W. Washington Blvd.
Culver City, CA 90232

To donate materials

Contact Barbara Cross by e-mail or phone to make arrangements for transfer of item(s).

Please donate only current, relevant materials.

Donated materials become the property of GLA ARMA and will not be returned.

(see next two pages)

.....

Institute of Certified Records Managers (ICRM) Seminar in the Works!

Following in the tradition of the Southwest Region of ARMA, Orange County ARMA is planning a seminar to be held during Strategic Information Management Month (SIMM) in April 2002. There will be two tracks, Basic and Advanced. Classes are being considered for the following areas:

1. Application Process
2. Parts I — V of CRM Test
3. Part VI of CRM Test—With a sample test that gets graded
4. Test taking strategies
5. ICRM Recertification Process

More information will follow in the January, 2002 Newsletter. In the meantime, if you would like to receive more information on the Institute of Certified Records Managers (ICRM), please go to their website at www.icrm.org. To participate in the seminar or to receive more information about this event, please contact Barbara Volkov at 714.528.9977, or by e-mail at b.volkov@filepros.com.

Current Library Listing

Item #	Book Title	Author	Year	Barcode
1	AIIM '99 Atlanta Conference Handbook, Monday, April 12, 1999	AIIM International	1999	871003
2	AIIM '99 Atlanta Conference Handbook, Wednesday, April 12, 1999	AIIM International	1999	871004
3	ARMA International - Overview of Records and Information Management	Dr. Mark Langemo, Dr. Roger Bloomquist	1985	871020
4	ARMA International - Overview of Records and Information Management	AIIM International	1985	
5	Bridging Records, Information & Knowledge: Proceedings Book, ARMA International 44th Annual Conference	AIIM International	1999	871002
6	Cases on Information Technology Management in Modern Organizations	Editors: Jay Liebowitz, Mehdi Khosrowpour	1997	871008
7	City of Pasadena Council Meeting, April 25, 1994: GLA/IIMC Seminar Proclamation	GLA/ARMA	1994	871019
8	Computer Technology and Social Issues	G. David Garson	1997	871007
9	Converting From A Manual System to an Automated System	AIIM International	1992	63297
10	CRM Handbook	Institute of Certified Records Managers (ICRM)	1998	871011
11	Electronic Document Imaging Systems: Design, Evaluation and Implementation	William Saffady	1994	63295
12	Filing Systems: Alpha Filing Systems: ARMA Standards; Retention Requirements	AIIM International	1981	871017
13	GLA-ARMA Members Professional Presentation Tool - Accompanying Overhead Presentation	GLA/ARMA	1994	63301
14	GLA-ARMA Members Professional Presentation Tool - Accompanying Slide Presentation	GLA/ARMA	1994	63302
15	GLA-ARMA Members Professional Presentation Tool - Accompanying Overhead Presentation	GLA/ARMA	1994	63298
16	Greater Los Angeles Chapter of ARMA International - Site Seller Presentation Scripts	GLA/ARMA	1994	63299

17	Greater Los Angeles Chapter of ARMA International - Site Seller Presentations Overview	GLA/ARMA	1994	63300
18	Harvesting Experience: Reaping the Benefits of Knowledge	Jan Duffy	1999	871001
19	How To Develop & Promote Successful Seminars & Workshops	Howard L. Shenson	1990	871022
20	Information Systems Innovation and Diffusion: Issues and Directions	Tor J. Larsen, Eugene McGuire	1998	871006
21	Information Systems Outsourcing Decision Making: A Managerial Approach	Leon de Looff	1997	871010
22	Information Systems Success Measurement	Edward J. Garrity, G. Lawrence Sanders	1998	871009
23	Log Book - Inventory Your Archive Boxes: Save Time and Money: Information Kit and Videocassette			871013
24	Managing Electronic Records, 2nd Edition	William Saffady	1998	871012
25	Measuring Information Technology Investment Payoff: Contemporary Approaches	Mo Adam Mahmood, Edward J. Szewczak	1999	871005
26	Micrographic Systems, 3rd Edition	William Saffady	1990	63293
27	Organizing and Archiving Files and Records on Microcomputers	John T. Phillips	1992	62900
28	Overview of Records and Information Management	ARMA International		871014
29	Overview of Records and Information Management (3 cassette tapes)	ARMA International	1986	871018
30	Recordkeeping Requirements	Donald S. Skupsky	1989	63290
31	Records Management Correspondence Course - Sessions I - IV	ARMA International	1985	871015
32	Records Management Correspondence Course - Sessions V - XV	ARMA International	1985	871016
33	Records Management Handbook	Ira A. Penn, et al	1989	63292

October Meeting Recap

Todd Farr (tfarr316@aol.com), the principal of **Daisy Gibson Elementary School**, presented "Maximizing Your Leadership Qualities" at the October Chapter meeting — if you weren't there, you missed a thought-provoking evening. He discussed six qualities of adaptive leadership, which include creating a climate of trust and a healthy empowering environment. He also showed a United Way video "Tool Kit for a New Millennium." He mentioned the "FISH" philosophy, an upbeat look at the novel work of Seattle's famous Pike Place fish market. The fish market is a "must" stop for locals and tourists alike because the employees "toss" your selection, with a lot of loud and lively banter, and they "work" at having fun to liven up the day for everyone within earshot. In brief, the "Fish" philosophy is "choose your attitude, play, make their day, and be present". As one who's visited the market, first as a tourist and then later as a local, I can promise that you will likely buy fish, and you will definitely remember the experience. For more information visit www.fishphilosophy.com.

Farr also showed portions of a captivating

"60 Minutes" (November 2000) interview with Jack Welch, General Electric's CEO and author of the current bestseller, *Jack*. Welch is regarded as our country's #1 CEO, with all others running only a distant second. His story and philosophy are fascinating, and incidentally, he's donating his \$7M proceeds from the book to charity. He believes companies must annually "discard" (layoff) the lowest performing 10% of their employees to be competitive. Keeping these employees does a disservice not only to the company's bottom line, but also to the people themselves and to the other companies that could better utilize their skills — certainly an interesting view. For more information on General Electric visit ge.com.

If you want to know more about Jack Welch, or any of the other interesting information **Farr** shared, I suggest you "beg, borrow or steal" one of the CDs which he generously provided everyone that evening. It includes many of the tools used in his presentation, including the Welch interview. My inside information is that **Jim Higdon**, our fearless Chapter president, has some extras to share with the first few of you who request one.



Seeking Presenters for 2002 Conference

ARMA International is seeking experts who can speak to the current challenges and opportunities facing the profession of records and information management as well as to those issues that are on the horizon—offering strategies, ideas, and lessons-learned to help promote the success of our profession.

With an eye on the future and a continued commitment to our mission, the 2002 conference will focus on concrete solutions and strategies enabling information professionals to leverage the value of records, information, and knowledge as corporate assets and as contributors to organizational success.

To submit a proposal, go to: <http://www.arma.org/osps/index.cfm>.

To recommend a presenter or topic to be covered, please contact me:

Linda Joshua - linda_joshua@ironmountain.com

ARMA International 2002 Conference Program Committee

GLA ARMA Board of Directors 2001-2002

James Higdon President

Operations Director West Coast for Uniscribe; a company offering innovative document solutions for all types of industry; background includes developing and supporting a wide range of records and information management operations and significant systems/integration experience.
JHigdon@Uniscribe.com

Judy Shields Vice President President Elect

Records Supervisor for Lyon & Lyon LLP, Director of Placement and Recruiting for the past two years and GLA ARMA 2001 Chapter Member of the Year.
JShields@lyonlyon.com

Cynthia J. Nunes, MLS Treasurer

Principal and Lead Information Systems Consultant for Ictus Consulting, LLC. (<http://www.ictus.com>), has over 12 years of experience in the development, design, implementation, and deployment of information management systems; formerly Web Manager for the ARMA International Pacific Region, establishing their web site; also served as Web Manager for the Greater Los Angeles Chapter (1998-2000). GLA Chapter Member of the Year 1998-1999.
CNunes@ictus.com

George Dalinger Recording Secretary

Owner of Lightstream Technologies Inc., a company offering information management solutions using the technologies of Document Management, Workflow, Forms Processing and ERM/COLD to reduce costs and increase customer service.
Dalinger@prismaimaging.com

Barbara Cross, CRM, MLS Technology Director

Director, Record and Information Management at Sony Pictures Entertainment with over 14 years experience in records management; former CRM Liaison and Education Director for the Greater Los Angeles Chapter of ARMA. GLA ARMA 2001 Chapter Member of the Year.
Barbara_Cross@spe.sony.com

Pilar McAdam Corresponding Secretary

Records Manager at Boeing Satellite Systems (formerly Hughes Space and Communications), a manufacturer of communications satellites, experience in technical, administrative and business support functions over the last 25 years.
Pilar.McAdam@hsc.com

Jan Hodges, CRM Chapter Conference

Corporate Records Manager for Mattel, Inc with over 20 years experience in records management.. ARMA member since 1981 and past President of GLA ARMA chapter.
Janet.Hodges@Mattel.com

Patricia Warren Chapter Conference

Supervisor, Records & Document Imaging Corporate Records Management for Mattel, Inc. with over 18 years experience in records & information management; CRM candidate, former past president of GLA ARMA, 2 time GLA Chapter Member of the Year, and past ARMA International Conference Program Committee Member.
Patricia.Warren@Mattel.com

Lynette Allen Chapter Meetings

Records Supervisor at Proskauer Rose LLP, past president of GLA ARMA, and active member of GLA ARMA and LRMA since 1990.
LAllen@proskauer.com

Paul Garcia Recruitment

Records Manager for Silver & Freedman, APLC. and over 12 years legal Records Management.
PGarcia@SilFre.com

Trudi Tropp Historian

Manager of Records & Facilities of Foley and Lardner, over 20 years of Legal Records Management, President of LRMA and GLA Chapter member of 10 years.
GTropp@foleylaw.com

Barbara Nye Committee Member

Barbara E. Nye, CRM, have served on the GLA Board since 1995, including serving as Chapter President in 1998-1999. Her career has spanned 25 years and she is now a principal in Ictus Consulting, which provides services in all areas of records and information management.
Bnye@ictus.com

Juanita Skillman CRM, FAI Committee Member

Records Manager for Orange County Sanitation District. Treasurer, ARMA International, Past President of GLA and Orange County Chapters, over 20 years experience in various area of Records and Information Management.
JSkillman@OCSD.COM

Kay Schardein, CRM Committee Member

Records Manager with The Boeing Company. She joined ARMA in 1988 and is past President of the Rio Grande Chapter in Albuquerque. She has over 15 years of experience in environmental records and retention scheduling in various settings — state and federal agencies and private companies.
Kay.Schardein@Boeing.com

Jim Bennett- CRM Liason James.Bennett@csun.edu

ARMA International

4200 Sommerset Drive, Suite 215
Prairie Village, KS 66208
Ph: 800-422-ARMA
Fx: 913-341-3742
www.arma.org

GLA ARMA

1525 Aviation Boulevard, Suite 355
Redondo Beach, CA 90278
www.arma-gla.org

First Class
US Postage
PAID

Rancho Cucamonga
CA
Permit # 93538

Return Service Requested