



NEW YORK ASSOCIATION OF LOCAL
GOVERNMENT RECORDS OFFICERS

NETWORK

www.nyalgro.org

Spring 2015

President's Message

Summer 2015



WOW – what a great conference we had this year! I would like to thank all the members that attended, all the knowledgeable speakers, the wonderful vendors and the members of your Executive Board. Each of you made this conference the success that it was. I hope you enjoy looking over the pictures that appear in this newsletter and hopefully it will help you to recall some great memories.

Welcome New Executive Board Member I would like to welcome Mary Ellen Beams, Town Clerk of the Town of Monroe and Secretary of the Monroe Joint Fire District, as a member of the Executive Board. Mary Ellen brings with her years of experience in records management from two professional fields that will be a benefit to our Association.

Planning for 2016 Conference In October your Executive Board members will be meeting to plan the agenda for the June 2016 conference, which will be held at the Villa Roma Resort in Callicoon (Sullivan County). If you have any suggestions for class topics please email them to me at dpotvin@woodburyny.us. As always, we try very hard to keep the cost for you to attend the conference below \$500 and we were successful again for 2016. If your employer does not allow you to budget for the conference, please apply for a scholarship. We award two scholarships each year.

Do you know someone deserving of an award/recognition? We are on the hunt for three deserving individuals/groups to be awarded at our 2016 conference. NYALGRO gives out three awards each year and we need your help with recommendations. Please review the award descriptions on our website and reach out to us with your suggestions! This year we awarded the Wheeler B. Melius Award for Excellence in Records Management to Charles Callari, Records Management Coordinator for Victor Central School District and the Robert Arnold Award for Distinguished Service to Pamela Brown, Records Management Coordinator for Jamestown Public Schools. Congratulations again!

Are you interested in serving on the Executive Board? We hold elections every autumn. If you are interested in serving on the Executive Board please send an email to Donna Mumbulo, Nominations Chair, at MumbuloD@dcmoboces.com

Please feel free to call me at any time if you have any questions about NYALGRO or just to say hi! 845-928-6829, ext. 7.

—Desiree Potvin, President
dpotvin@woodburyny.us

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Teach/Learn Through Internship Programs

Internships/practicums are a highly valued form of career-based learning for budding record managers. These invaluable career preparation experiences provide students with the opportunity to develop key competencies, gain confidence in their career decisions, and begin to create a professional network. An internship program or practicum offers valuable hands-on experience that parallel and complement student's academic studies.

Not all internship opportunities are paid ones. Internships may be part of an educational program and carefully monitored for academic credit. In order to receive school credit, student, record manager and professor must work closely together in order to develop a project to reflect the level of education whether it is part of a graduate or undergraduate course. Internships can also be part of a learning plan that someone develops individually. The *learning agenda* is the key component for all internships and practicums. Learning activities common to most internship programs include learning objectives, observation,

reflection, evaluation and assessment. They can be compensated by receiving letters of recommendations that would highlight how they demonstrated professionalism and proficiency throughout their assigned tasks.

To start a program in your department you must first talk with management and human resources to make sure a consensus of program goals is created. You should check with the legal department in order to discuss liability issues and have documents drawn up to be signed by intern/volunteer.

An internship program in your department can be beneficial because it can provide a source of highly motivated pre-professionals, and they can bring new perspectives to old problems; your image in the community is enhanced because you are contributing your expertise toward the education of others. So teach and learn through this valuable resource.

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Phishing Attacks - Are You at Risk?

One of the most common online scams is called phishing. Phishing is an attempt by an individual or group to solicit personal information from unsuspecting users by masquerading as a trustworthy entity. Online scammers will pose as legitimate businesses, organizations or individuals. If they are able to gain the trust of their victims, they can leverage this trust to convince victims to willingly give up information or click on malicious links or attachments. Online scammers can make their communications appear to be those of legitimate businesses or organizations by spoofing the email address, creating a fake website with legitimate logos, and even providing phone numbers to an illegitimate customer service center operated by the scammers.

TWO COMMON TYPES OF PHISHING ATTACKS

Phishing Email—One of the best known forms of phishing is an email scam. An email, purporting to be from a popular company, may ask you to click on a link in order to fix a problem with your account. In other instances, the email message may threaten to close your account if you do not respond. Scammers often use threats that your security has been compromised in order to increase the likelihood that the recipient will respond.

Spear Phishing—Spear phishing is a personalized email attack in which a specific organization or individual is targeted. These attacks are prepared using information about an individual to make the email appear to be legitimate and induce the recipient to divulge sensitive information or download a malicious file. Such preparation is often based on extensive information gathering on the targets and has become one of the favored methods used in cyber espionage.

Phishing scams can be difficult to identify, however being aware of the threat and being vigilant in examining emails can reduce the risk that you will fall prey to such an attack.

RECOMMENDATIONS

- Be cautious about all communications you receive, including those that purport to be from *trusted entities*. Be careful when clicking any links contained within those messages. If in doubt, do not click.
- Do not send your personal information via email. Legitimate businesses will not ask users to send sensitive personal information through email.
- Keep an eye out for telltale signs—poor spelling or grammar, the use of threats, the URL does not match that of the legitimate site.
- Be wary of how much information you post online. The less information you post, the less data you make available to a cybercriminal for use in developing a potential attack or scam.

Additional Resources

Enterprise Information Security Office Newsletters: <http://www.its.ny.gov/eiso/awareness-training-events/news>

Annual New York State Cyber Security Conference: <http://www.its.ny.gov/eiso/conference/2015/>

Microsoft: <http://www.microsoft.com/security/online-privacy/phishing-symptoms.aspx>

Anti-Phishing Working Group: <http://www.antiphishing.org/resources/overview/avoid-phishing-scams>

Using Cyber Common Sense to Combat Threats to Privacy and Security: <http://www.mitre.org/publications/project-stories/using-cyber-common-sense-to-combat-threats-to-privacy-and-security>

For more information about the Enterprise Information Security Office and how to keep safe online, please visit www.its.ny.gov/eiso.

Cyber Security Is Our Shared Responsibility.



Establishing Policies and Procedures

FROM THE 2015 NYALGRO SCHOOL

This session covered the development of various policies and procedures which records management officers (RMOs) should establish in their local government to help ensure the government operates an effective records management program. The policies and procedures covered in the session were divided into two categories:

- (a) those that address traditional records management activities such as:
 - managing the transfer of inactive records to storage,
 - responding to requests for inactive records,
 - disposing of records which have met their legal retention period, and
- (b) those that address the management of electronic records such as:
 - establishing a file classification scheme for electronic records,
 - staff training programs regarding the management of electronic records,
 - security issues relating to the management of electronic records, and
 - records creation issues for electronic records.

—James M. Tammaro

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Our members work at all levels of government:

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Membership and Qualifications

Regular Membership—\$30 Annual Dues

Any individual holding or occupying a position involving local government records management.

Associate Membership—\$15 Annual Dues

Any individual interested in NYALGRO's goals who does not qualify for other categories.

Corporate Membership—\$250 Annual Dues

Any business or business representative providing products or services for use in records management. Entitles holder to one free ads in our newsletter, a discount on a vendor's table at our annual school, and a listing on our links page.

Role of the Records Management Officer

FROM THE 2015 NYALGRO SCHOOL

This session explored the roles and responsibilities of the New York Local Government Records Management Officer (RMO). The session began with an overview of some basic records management principles and a brief review of the core components of a comprehensive records management program. The speaker then discussed in detail the RMO's responsibilities as they pertain core components of a records management program which are: (a) records retention, (b) compliance with laws and regulations, (c) management of inactive records, (d) management of active records and (e) protection of vital records. The session concluded with a brief review of some, as the speaker defined them, second-tier RMO responsibilities such as (a) working with the IT staff, (b) working with the local government historian and (c) educating others in the local government about records management.

—James M. Tammaro

Comments from the 2015 Conference Surveys

- This year hit all areas more than years past. Perfect. Let's keep us up with technology!
- Was very informative. I learned a lot. Thank you very much.
- First conference. I was impressed with the presenters and amount of information available. I will certainly attend again!
- A visit to an area attraction or historical site instead of reception night before. Arrangements could be made even if extra cost. An introduction opportunity – so you know who represents similar government entities.
- Thank you! I was honored to be here. Learned a ton!
- Great group of people! Great entertainment.
- Great conference!

Success Stories Needed

I write soliciting success stories about your records management program. I have been performing most of the responsibilities of a RMO for almost nine years at my college campus. I work alone, so I am sure there are duties that I should be doing, but am not. I find at times my sense of humor is waning as I explain things to employees multiple times. I am sure you can relate, you have worked hours to write and develop a short and concise training workshop for your co-workers to learn about some aspect of records management, and still the same old questions keep being asked such as:

- Is an email a record?
- What about the copies I have sent to others by paper and electronic means when the retention is due to destroy?
- Shouldn't I keep these file boxes forever in case I need it later?
- What does E-Discovery mean?
- Why do I need to put an inventory label on the outside of the box you are storing?

These are only a few of the many questions I hear in a week from repeat customers using my storage services of their paper records. I have a website with my two retention schedules on it, I created and handout brochures to explain the overview about records retention, and I have a few workshops in a year about some records management topic. I feel I am not performing everything I should be, because this "culture change" about records management is taking longer than I had hoped for employees to understand. I have a strong feeling I am wishing for the impossible that everyone understands the importance of records retention like me – so I solicit your stories of success to boost my spirits of thinking outside the box. I like a challenge and look forward to your stories to help me in improving my program.

Drop me an email at dotygl@plattsburgh.edu or call me 518-564-5011.

—Gina Doty, NYALGRO (RMO/SUNY Plattsburgh)

Nominations Sought

Dear NYALGRO Member:

At this time, we are seeking volunteers to serve on the Board of Directors. We have the following seats available for all that are interested in serving:

PRESIDENT

Shall preside at all meetings of the organization and of the Board of Directors. He/She shall also represent the organization to other agencies and institutions, with the advice and consent of the Board of Directors, and shall undertake other tasks as necessary, subject to the approval by the Board of Directors.

SECRETARY

Shall record the proceedings of all meetings; be the official custodian of all records of NYALGRO during their term of office and shall perform other duties as directed by the President or the Board of Directors.

DIRECTOR SEATS

Shall plan and oversee the association's activities. The Board shall report yearly to the membership and include an account of funds received and disbursed.

All members of the Board are required to attend at least three of the four meetings held annually.

If you are interested in serving in any of the above capacities, please send an email containing a short resume Donna Mumbulo: mumbulod@dcmoboces.com by October 15, 2015. Election materials will be mailed to every member in November to vote for the above offices.

If you have any questions, please feel free to call Desiree Potvin, 845-928-6829, ext. 7.

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Biel's is familiar with major information control software applications and platforms, along with emerging technologies. Expert analysis and assessment of each client's software, hardware, and conversion needs will ensure selection of the best possible package of applications, equipment, and services. The resulting systems will be sensitive to customer needs with regard to functionality, compatibility, integration, and cost-effectiveness.

We will identify areas of concern then prioritize the most critical areas. This identifies the records creation requirements and identifies any opportunities to integrate records capture into processes. Understanding the organization's culture and the context of work processes is essential in developing and implementing a successful solution. We will establish and identify goals and strategies of the organization, then recommend tasks in order to implement the solution.

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Rick Jones, NYS Area Manager

Rick joined Biel's in 2013 and brings over 30 years of experience within the technology industry, 15 of which in Document Management. Rick holds an AAS Degree from Erie Community College and has been a CDIA (Certified Document Imaging Architech) since 2001. He is a Member of the Association for Information and Image Management (AIIM) and life-long WNY native who lives in North Tonawanda with his wife and 3 children.