



TWIN CITIES CHAPTER OF ARMA INTERNATIONAL

Operating Procedures

APPROVED BY THE BOARD ON November 14, 2023
Supersedes the 10/8/2019 Operating Procedures



Table of Contents

Introduction	3
1.0 Operating Procedures Management.....	3
2.0 Nominations/Elections.....	3
3.0 Removal/Resignation Process	3
Removal Procedure.....	3
Resignation Procedure.....	4
4.0 Committees.....	4
5.0 Board of Directors	4
BOD Transition	4
At the Board Transition Meeting.....	5
6.0 Annual Planning	5
Strategic Plan, Goals and Objectives Setting	5
Succession Planning	5
Communications Planning.....	5
Chapter Calendar	6
7.0 BOD, Member and Special Meetings	6
Meeting Operations	6
President.....	6
Secretary	6
8.0 Chapter Membership and Dues	6
Chapter Membership.....	7
Setting Chapter Dues	7
9.0 Advertising and Sponsorship.....	7
Setting Fees.....	7
10.0 Solicitation of Contributions to the Chapter	7
11.0 Financial Assistance and Support Provided by Chapter to Board Members	8
12.0 Gifts and Donations Made by Chapter	8
13.0 Member Communications	8
Using Chapter Contact Lists	8
Maintaining Current Contacts.....	8
Website	9
Website Problems Detection	9

14.0	Developing Annual Program.....	9
	Event Communication Plan	9
	Event Planning.....	9
	Cancellation.....	10
	Event Management & Reporting.....	10
15.0	Privacy and Consent.....	10
	Release Consent.....	10
16.0	Maintaining Chapter Records and the Chapter Records Repository	11
	RECORDS RETENTION SCHEDULE.....	11
17.0	Chapter Property Management	11
	At Transition Meeting	11
	Throughout the Year	11
	Disposition.....	11
18.0	Post Office Box	11
19.0	Registration with the Minnesota Secretary State.....	11



CHAPTER OPERATING PROCEDURES

Introduction

The Board of Directors (BOD) abides by all ARMA International policies applicable to Chapters. In addition, the BOD follows the ARMA International Code of Professional Responsibility.

1.0 Operating Procedures Management

As the need arises or at least once every second Chapter year:

1. Review Chapter Operating Procedures and identify any required revisions, additions, or deletions. During this review, compare the Policies and Procedures 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 BOD for approval. Chapter Operating Procedure changes must be approved by a majority vote of the members of the Board. Voting by proxy is not permitted. Majority is defined as more than half of all members of the Board.
3. Record the subject matter and intent of the procedural revision in the meeting minutes.
4. Update the Chapter Operating Procedures to include the revised documentation and post on the Twin Cities ARMA website.
5. Where information is not covered by these Procedures, refer to the Chapter bylaws and ARMA International for guidance.

2.0 Nominations/Elections

The elected officers of the Chapter shall be the President, Secretary and Treasurer. All officers elected and appointed shall be members in good standing of ARMA International and the Chapter. The Immediate Past President shall serve as Board Chair for Nominations. The President will query all members of the BOD to see who is interested in an elected or appointed position for the upcoming Chapter year. Once it is known which positions need to be filled, the President will put out a notice to the Chapter for volunteers or nominations to serve. The President, in consultation with the Board Chair, will submit names for elected officers to the Board for approval. The Board Chair shall prepare ballots to be sent electronically to eligible voting members. The person receiving the highest number of votes on the ballots shall be declared elected.

3.0 Removal/Resignation Process

Removal Procedure

Refer to the bylaws of the Twin Cities Chapter of ARMA International, Article IV, Section 5 - Removal/Resignation. Any of the following additional reasons may be grounds for removal, including but not limited to:

- a. Non-attendance at Board meetings, non-submission of monthly reports, or non-performance of required job duties. See Section 7.0 for more information.
- b. Inappropriate use of Chapter funds.
- c. Any Board member who is absent from a total of four (4) BOD meetings without adequate explanation.
- d. Any Officer or Director who is absent from three (3) consecutive Chapter BOD meetings, for reasons unacceptable to the Board.

Resignation Procedure

Any Board member may resign from the Board at any time with notification in writing to the President. The President will then proceed to inform the Board of the notification. The following procedures should then commence:

1. The resignation should be submitted in writing.
2. The resignation will be noted in the Chapter's systems (i.e., meeting minutes, Chapter announcements, etc.).
3. All applicable passwords will be changed, if necessary (i.e., email accounts, web administration, bank accounts, etc.).
4. The President will collect any property from the resigning board member.
5. The President can then either:
 - a. appoint someone for the remainder of the term, or
 - b. if multiple people ran for the position, contact them to ask if they are interested in serving the remainder of the term, or
 - c. choose not to fill the position.

4.0 Committees

Each Director will determine if a committee is needed to assist them in their positions. In addition, the BOD will determine if any additional committees should be appointed based on the needs of the Chapter and interests of the membership. Any recommendations made by a committee that involve changes to operating procedures shall be approved by the BOD and any Chairperson vacancy shall be filled by appointment.

5.0 Board of Directors

The Twin Cities ARMA BOD is a recognized group of people who jointly oversee the activities of the Chapter. Board meetings are conducted according to the rules and procedures outlined within these operating procedures. Robert's Rules of Order supplement these rules. It is expected that BOD members will:

- Attend and participate in Board meetings, conference calls and special events as needed.
- Be effective in all Board discussions and deliberations by being prepared and familiar with advanced required reading materials.
- Exhibit leadership and professional engagement.
- Know and be able to articulate the Chapter's purpose, goals, strategic focus, policies and needs.
- Serve the Chapter and the profession.
- Participate in standing and/or ad-hoc Board committees and task forces as requested by the president.
- Recognize and nominate potential leaders for the Chapter.
- Support the Chapter's bylaws, policies, and position statements.
- Hold information and data confidential until the Board provides consent.
- Contribute multiple hours per month in working for and in carrying out the activities of the position.
- Fulfill their commitments to the Chapter within agreed upon deadlines.

BOD Transition

No later than June 30, the Chapter President arranges for a transition meeting to orient the new Board members to their roles and assign any outstanding committees. Prior to this meeting, each outgoing Member should brief the incoming Member regarding process and expectations (e.g., making sure position descriptions and supporting resources are current).

At the Board Transition Meeting

1. The Incoming Board President will provide an overview of how the Board operated in the previous year and the expectations/timelines for the upcoming year.
2. Ask that each new Board member provide a brief introduction.
3. Inform the BOD of their responsibility to comply with the articles of incorporation, the bylaws, and any unanimous member agreement.
4. Review available resources and their sources, including the following:
 - a. Twin Cities ARMA Chapter Operating Procedures
 - b. Twin Cities ARMA Board Members Reference Center
 - c. ARMA International Chapter Resources Connections site
 - d. Twin Cities ARMA Financial Procedure
5. Answer any questions that new Board members may have.
6. Encourage all Board members to engage Chapter members and non-members on an ongoing basis.

6.0 Annual Planning

The President shall set an annual planning meeting prior to the beginning of each new Chapter year. The annual planning session is used to refresh the Chapter's Strategic Plan including Goals and Objectives for the next fiscal year.

Strategic Plan, Goals and Objectives Setting

1. Call the meeting and invite the newly elected Board. The outgoing Board may also be invited.
2. Review the strategic plan, goals, and objectives for the previous year.
3. Brainstorm considerations.
 - a. Should the Chapter apply/strive for an ARMA International award?
 - b. Is this a significant anniversary year? ARMA International considers the 25th, 40th and 50th to be significant. Chapters normally also celebrate their 10th, 20th, and 30th anniversaries.
 - c. Are there potential alliances with organizations and associations in related disciplines?
 - d. Are there shared opportunities with other Chapters in our region?
 - e. Do Chapters within our region have common goals and are there opportunities to work together to achieve them?
 - f. What feedback has been provided by the members of the chapter?
 - g. What are ways to increase chapter membership and member volunteerism?
4. Develop and update goals and objectives for the upcoming fiscal year.
5. Identify and assign tasks required to meet/ achieve the goals and objectives.
6. Identify indicators to use that show the goals and objectives have been met.
7. Set up processes to monitor goals and objectives progress throughout the year.
8. Develop annual plans to reflect the goals set out in the Strategic Plan.

Succession Planning

- Succession Planning begins as soon as the new board is formed. Begin by identifying current Board member interests.
- Discuss ways to engage chapter members in Board operations to provide a pool of potential, knowledgeable candidates for future Board participation.

Communications Planning

Discuss how the chapter will be communicating with its members and how the Chapter BOD will communicate with each other.

Chapter Calendar

Review Chapter Calendar from the previous year to determine if any timeframes or tasks need to be updated. The calendar is posted on the Chapter Website on the “For Board Members” page.

7.0 BOD, Member and Special Meetings

BOD meetings are held on a regular basis, and are held once a month, or at the President’s discretion. Additional Chapter Membership meetings may be called by the President or by a majority vote by the Board. An elected Officer, Director, or appointed Committee Director may call a special meeting when issues require immediate action by the Board.

Meeting Operations

The President is the Chief Executive Officer of the Chapter and ensures that meetings start and end on time, follows an agenda and utilizes Roberts Rules of Order to conduct meetings.

- In the case of an emergency or extremely bad weather, the President may cancel the Chapter’s BOD meeting.
- If 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. The 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.
- A member of the BOD must disclose any conflict of interest and refrain from participating in related discussions and decision making.
- A quorum constitutes the majority of seated positions of the Board. There will be no voting by proxy unless approved by the board.
- Any Rule of Order may be suspended temporarily by a majority vote of members present at any meeting.

President

- Request submission of agenda items prior to publishing the official agenda.
- Prepare agenda. Expedite business using unanimous consent ("If there is no objection") on routine business.

Secretary

Minutes are recorded at each meeting of the board of the directors and provide a permanent record of discussion and decisions that occur at a meeting.

Minutes should be clear, concise, and objective and 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.

- Following each BOD meeting, submit a copy of Board minutes to the Board for review, adjustments, and corrections.
- Minutes including any updates or corrections provided by the board will be approved at the next BOD meeting.
- Upon approval, submit one copy of the official minutes to the recordkeeping system for retention.
- Submit a pdf copy of the minutes to the Technology Director for posting on the chapter website for 2 years.

President/Meeting chair will clearly restate all motions prior to vote; and ensuring all motions are accompanied by a second, except for committee motion.

8.0 Chapter Membership and Dues

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 the member from the Chapter. 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.

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 they sign up/renew their memberships. Individuals 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.).
- ARMA International maintains the Chapter roster.

Setting Chapter Dues

As part of the annual planning session or no later than April of each year, the BOD must:

- 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, and
- complete the Chapter Dues Changes Form by the determined due date (usually in April or May of each year) and submit it to ARMA International Member Services Department.

9.0 Advertising and Sponsorship

Advertising and sponsorship may be sold at chapter events. The types of advertising or sponsorship and the rates to be charged are reviewed and updated as required at the beginning of each fiscal year. All advertising initiatives must be coordinated by the Board.

Twin Cities ARMA Chapter will accept for consideration advertising from vendors in the records and information management (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 BOD'S endorsement or recommendation of a vendor.

Setting Fees

As part of the annual planning session, the BOD must:

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

10.0 Solicitation of Contributions to the Chapter

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. The chapter is not a charitable organization and cannot issue tax receipts.

The BOD must be 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.

11.0 Financial Assistance and Support Provided by Chapter to Board Members

The President and/or an elected board member expenses are paid to attend designated events if Chapter funds are available and upon approval of the Board. Refer to the chapter's Financial Procedures PF 3.0 Travel and Conference Expenses for additional details. Upon approval from the Board, the President (or designate) may request an advance for travel. Designated events may include:

- ARMA Leadership meeting
- ARMA International Conference

12.0 Gifts and Donations Made by Chapter

From time to time, the Board may identify the need to acknowledge life events relevant to the Board and Chapter members. It is prudent for the Chapter to establish the acceptable value of such gifts or donations.

13.0 Member Communications

ARMA International provides reports on a regular basis. The Chapter Roster lists all members of the chapter and identifies the membership expiry date. It can also be used to follow up with pending or recently expired membership holders to encourage their continued chapter membership and participation. The 099 Roster provides a listing of all ARMA International members with an address who have not designated membership in a local chapter.

Using Chapter Contact Lists

Contact lists may be used only in connection with matters relating to the affairs of the chapter, including efforts to influence the voting of members, schedule a meeting of members, promote ARMA 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.

A Chapter may share/provide lists of attendees to a local meeting/seminar provided that the registrants are given the ability to remove their name from a contact list. ARMA International's policy is to only release name, organization, title, and address. **ARMA International does not release email or phone numbers.**

If a chapter board member is found to be using contact lists for purposes other than chapter use, an investigation will be conducted, and disciplinary action will be taken.

Contact lists are not used for list sales. All list sale inquiries are sent to the Director of Member Services of ARMA International.

When sending emails to more than one person on a mailing list, the email addresses must **not** be shown in the "To" or "CC" fields to ensure the privacy of the mail recipients. Either a group name is to be shown or the "BCC" field should be used to send mass emails. 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.

Maintaining Current Contacts

- Contact lists must always be maintained and reviewed regularly. The lists should be housed in the Chapter document repository. i.e., Constant Contact.
- If someone on the general list becomes a member, or stops being a member, their contact information must be moved from their current list and added to the appropriate list, to avoid duplicate mailings.
- For "undeliverable" mail, the Membership Director should attempt to contact the individual to obtain the correct address. If the Communications Director is unable to make contact, the name must be removed from the list.

Website

The chapter website must be regularly refreshed and updated to ensure that the information it contains is current and relevant. The Chapter website address is [Twin Cities ARMA](https://twincitiesarma.org/) (https://twincitiesarma.org/).

Website Problems Detection

All Board Members

If the website is not functioning properly, notify the Technology Director immediately.

Technology Director

- Contact the Website Service Provider to investigate any problems identified.
- If the problem is considered extensive and the Chapter website will be down for more than a few hours, advise all Board members of the website problems and provide an estimated day/time when the website will be available.
- Notify the Board once the website has been returned to service.
- Document the nature of the problem and how it was fixed in the event the problem occurs again.

Communications

- If the website will be unavailable for more than two days, inform the membership that the website is down and that the problem is being addressed.
- Notify the membership once the website has been returned to service.

14.0 Developing Annual Program

The Programming Director is responsible for developing and coordinating the chapter's education sessions. Volunteers from the chapter membership may be recruited to participate on the Programming Committee. The Programming Committee or the Chapter Board assists with the planning of any major events sponsored by the Chapter as set out in the program for that year. The facilitator checklist, which can be found on the chapter website, can be utilized by the Programming Director to ensure all aspects of the event are addressed.

Event Communication Plan

The Director of Communications will establish a communication plan for each event. This could include targeted email campaigns and newsletter notifications and other means of communicating.

Communication Guidelines

- First communication: 4 – 5 weeks before the event.
- Second communication: 2 weeks before the event.
- Third communication: Final reminder is sent 3-5 days before the event.

Event Planning

1. Ensure that all financial implications of educational offerings (e.g., establishing a budget, collection of registration fees, etc.) are determined in consultation with the Chapter Treasurer and, if necessary, the Board.
2. Refer to the Event Planning checklist to plan specific events.
3. Prepare event registration. All event registration forms should include a privacy statement. The Chapter must abide by the wishes of the attendees regarding the release of personal information provided at event registration.

Cancellation

- Events may be canceled at the sole discretion of the Twin Cities ARMA Chapter President. If it is necessary to cancel an event the chapter will make every reasonable effort to notify registrants. Registration fees will be refunded in full and/or no invoices will be issued.
- If a registrant cancels their registration, it must be received no later than noon on the TUESDAY before the meeting. If the registrant cancels prior to that time, they will be issued a full refund. No shows and cancellations received after the noon deadline will be required to pay the full registration amount. Twin Cities Chapter members may transfer their meeting registration to another individual at any time.
- 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.

Event Management & Reporting

1. Record attendance at each education session.
2. Provide an evaluation form to attendees and request completion. These forms need to be collected and reviewed to identify potential for future event improvements.
3. Report event successes, ideas, and attendance to the BOD.
4. In consultation with the Board, ensure that any appropriate recommendations from attendees are implemented.

15.0 Privacy and Consent

All personal information including contact information and photographs must be retained as confidential and used only for the purpose for which it was collected. Consent to release or use personal information must be given prior to its use.

The following are classified as private information:

- Name
- Contact information such as home address, work address, email address, phone number
- Member number
- Education history
- Photographs
- Any other information of a personal nature

When collecting or handling private information for the Chapter, each person collecting or handling the private information shall:

1. Prevent the unintentional release of the information to unauthorized people or entities.
2. Keep Chapter data private, except where release is required by law.
3. Inform Chapter members that any data that is gathered will be protected in accordance with this Operating Procedure.
4. Provide adequate physical controls of Chapter data and the media it is stored on.

Release Consent

The Chapter believes that using photos of members in print and web publications fosters a greater sense of community and vibrancy of the Chapter. The Chapter will use photos to enhance the efforts in education and supporting the connection between members. However, every Chapter member has a reasonable right to privacy. Any pictures that are taken at the direction of the Board at Chapter events will not be published without consent of the individuals captured in the photograph. Consent can be given verbally or in writing. The Chapter will never post images with identifying information until permission to do so is obtained.

Photos that may be taken and used by others attending ARMA events are not the responsibility of the Chapter.

16.0 Maintaining Chapter Records and the Chapter Records Repository

All official Chapter records documenting governance and the activities/decisions of the Board are managed in a Chapter records repository on Google Drive associated with the chapter's Gmail account, according to the Chapter's Records Retention Schedule. Current year records may be held by the person responsible for their office but must be incorporated in the chapter repository at the end of each Chapter year. Access to the document library must be restricted to authorized members with the appropriate user login id and password. Official records can be submitted to the records repository by emailing to twincitiesarma@gmail.com.

RECORDS RETENTION SCHEDULE

All Directors are required to adhere to the approved Chapter Retention Schedule and the accompanying guidelines (see TC 1.0 and TC 1.1).

17.0 Chapter Property Management

Each Officer, Director, and/or appointed Committee Director is responsible for the property, including records, under his/her committee. The Chapter should maintain an inventory list and update it at the end of each chapter year to keep a current listing of all Chapter assets excluding Chapter records.

At Transition Meeting

The Secretary or each Committee Director's responsibility and only follow up with the Secretary if there was no previous incumbent or if they didn't receive the materials needed.

Throughout the Year

1. Secretary updates inventory to add any newly acquired items.
2. Committee Directors provide updates to the Secretary when an item is acquired, lost or disposed of.

Disposition

1. Chapter property such as fixed assets (e.g., laptops, projectors, linens, etc.) that are no longer useful should be presented to the board for approval for disposal.
2. Every effort should be made to dispose of the assets appropriately.
3. Whenever possible, a disposal receipt from the organization accepting the items should be obtained and given to the Secretary for recordkeeping.

18.0 Post Office Box

The Chapter has a post office box located in Bloomington, MN (PO Box 202035). The street address is: 9641 GARFIELD AVE S MINNEAPOLIS, MN 55420-9998. The box renews each September, and the cost comes out of the Secretary's budget. There are two keys to the box. Two Board members are delegated each program year and are responsible for checking the box.

19.0 Registration with the Minnesota Secretary State

It is the responsibility of the Treasurer to renew the Chapters' registration with the Minnesota Secretary of State. The registration is renewed each July, and if there is an associated cost, that cost comes out of the President's budget.