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The Dog Days of Summer Are Here

Heat getting you down? It could be worse. The hottest US temperature ever recorded was 134 degrees in Death Valley, California. Aren't you glad it's not that hot right now? If it were, the farmers would be feeding their chickens cracked ice just to keep them from laying hard boiled eggs. But they aren't so, life is good.

Be sure to take time to enjoy the wonderful benefits of summertime. Maybe you are heading on a vacation. Maybe some time off to stay home and do those projects that have been lingering for a while. Swimming... the beach. Whatever it is, have a great rest of the summer. Take a few minutes today to sit back and read our Access August Newsletter. After all, its what all the cool people do!

Inside Look: Q&A with Tim Hughes Manager-Records Management Department, Madison Gas & Electric



Q. How is your job as a Senior Records Manager different today than five years ago?

The major transition has been from managing paper records to managing more and more electronic records. The biggest challenge is to educate users that what they create on their company computers are company records and need to be managed. People who used to send us all of their paper records in the past are now reluctant to transfer electronic files to us, or are unwilling to allow us access to their shared directories or databases. It's a constant challenge. We are currently working on an ECM project that hopefully will begin to tackle this problem. The other major difference from five years ago is that my staff and I are doing more work with fewer people. And because my staff are all long-time employees, scheduling vacations, time off, etc. becomes more problematic. In many cases, areas are left unstaffed on some days. We're also looking at succession planning and trying to decide who is going to work after all the Baby Boomers retire.

Q. What are the fundamental steps you recommend for someone who is a new Records Manager or starting up a RIM program within their company?

My basic steps for a new Records Manager are as follows: I can think of three main ones. 1) Get upper management buy-in and complete support, otherwise your program will go nowhere. 2) Do a complete record inventory (electronic and paper) because if you don't know what you have, you can't manage it. 3) If you already have paper-based systems in place, make sure they are run as efficiently as possible before buying technological solutions. Computer technology can't fix bad paper systems.

Q. What are your diversions from RIM? How do you relax or have fun away from the job?

I sing in three different choirs: a church choir, the Madison Männerchor, the 2nd oldest German men's choir in the US, and the Cambrian Singers, a Welsh language choir. I just sang in a mass German choir at Milwaukee's GermanFest, a 3-day festival on the Summerfest grounds on Milwaukee's Lakefront. Good food - good beer - good music. I also enjoy bike riding (I commute 6.5 miles to work every day, even during the winter), and consider myself an avid reader.

Q. Who is your favorite musical artist? What are the top 3 songs on your playlist?

This is a tough one. I think it's a toss-up between The Beatles (from my early years) and Afro Celt Sound System (progressive Celtic/World music). Although I'd have to mention Natalie McMaster too. Top three songs - Mojave (Afro Celt Sound System), Norwegian Wood (Beatles), Blue Bonnets (Natalie McMaster). By the way, I'm right in the middle of a major media conversion - moving all of my old vinyl albums to CD/iTunes.

Featured Solution



Digital Access Solutions

We are excited to announce the launch of our new Digital Access Solutions to complement our existing suite of records and information management (RIM) services. Digital Access Solutions include:

- Back-file Scanning & Imaging
- Scan-on-demand
- Day-forward Imaging
- Access Web-hosted Repository

If you want to test drive our scanning service, Access will scan one standard box of your files and up-load them to the Access Web-hosted Repository for free. Call your local Access office and ask for a scanning Test Drive.

August Is...

National Win with Civility Month
Happiness Happens Month
National Panini Month

August Dates to Remember

6th National Fresh Breath Day
15th National Relaxation Day
25th Kiss and Make Up Day
28th Race Your Mouse Around Icons Day
Astrological Sign: Leo (Jul. 23 - Aug. 21)
Virgo (Aug. 22 - Sept. 23)
Flower of the Month: Gladiolus
Birthstone: Peridot

More Inside Look: Tim Hughes

Q. What other interesting jobs have you held outside of records management?

Food Service Clerk (aka soda jerk), mailroom worker at a printing company, pool hall attendant, painter/spackle-master, archival accessioner. Are those interesting?

Access Core Values

“We believe heroic customer service is the only service”

“Awesome, awesome job Access Team. Everyone that was there who witnessed the job being done by your team were very impressed. We were all impressed with the vehicle shredding and by the incredible job your drivers did. We will definitely call you when we need a secure shredding done again and recommend your services.”

Pua Fisher, Fiscal Officer, University of Hawaii; C.T.A. Human Resources

“Teamwork is essential to our success”

The Access Branch teams are still talking about our 2009 “Accessing Success” Team Summit held in Pleasanton, California July 20 – 23rd.

The team came together for three action-packed days that included sessions on training and developing new Team Members, Access standard operating procedures (SOPs), and launching our new Digital Access Solutions. The team also shared best practices on client care and daily operations which should have an immediate impact for clients.



Access team members prepare for training session during Accessing Success Team Summit 2009

New Access Team Members

As Access continues to grow we are excited to announce new Team Members who have recently joined us or have been promoted into a new role.

Ginger Hendrix, Account Manager
(Southern California)

Jocelyn Chruszczak, Director of Client Care
(Southern California)

Scott Brunson, Account Manager
(Atlanta)

Halona Dela Cerna, Account Manager
(Honolulu)

Access ARMA

Access is a member of ARMA International at the local and national level. Many of our clients turn to ARMA as the preeminent resource for information, education and networking for RIM professionals. Here is some Access related ARMA information.

Madison ARMA Chapter recognizes Thom Dahlen as Chapter Member of the Year!

Thom Dahlen, Access Madison Branch Manager and Vice President, Programs for the ARMA, Madison Chapter, was recognized as the Madison Chapter Member of the Year. Congratulations Thom for continuing Access' tradition of serving as a leader within ARMA.

Win A Free Registration to ARMA International's Annual Conference and Expo in Orlando



This is the premier event for the records and information management profession, drawing more than 4,000 professionals from around the world. This is a great educational and networking opportunity for experienced records management professionals, or those getting started.

We're making our plans to attend and want to extend a very special offer to help a client or two join us in Orlando!

The contest is simple: Submit a recorded testimonial telling us about how Access has helped you create a stronger records management program. Call our testimonial response line at **866-571-2899**. After the greeting, provide a recorded testimonial. We'll choose the top two testimonials we hear with the winners receiving a free registration for the conference.

For more conference details, please visit the ARMA Conference website at <http://www.arma.org/conference/2009/>

Announcing Retention Management Webinar

Access is pleased to partner with MatchPoint Solutions, a leading provider of Records & Information Management (RIM) consulting solutions. Access and MatchPoint will host an online webinar entitled, Retention Management For Consistency & Compliance, led by Scott Muchison, CRM.

The webinar will be held on September 17th at 1PM Pacific Time and will include insightful information on retention and compliance management.

To sign up for this event, please go to www.accesscorp.com/webinar

For more information on MatchPoint Solutions visit www.matchps.com/records.html



Robert Cummings and Mike Schwab in front of one of the Access Minis in San Diego during ARMA Pacific Conference

ARMA Pacific Region Leadership Conference Recap

Access Team Members Mike Schwab, Robert Cummings and Ginger Hendrix participated in a very successful Pacific Region Leadership Conference held last month in San Diego.

Access sponsored the Friday night dinner for all of the participants with the highlight being a record box assembly contest. The room was loud with cheers and applause as ARMA members squared off in competition.



Friday night ARMA dinner party in San Diego sponsored by Access during ARMA Pacific Conference

Some people change their ways when they see the light, others when they feel the heat.

Caroline Schroeder

Trivia Quiz: Dog Days

Just in time for those Dog Days of Summer, we have put together a trivia quiz to test your knowledge of all things canine!

1. Dogs can only sweat from one part of their bodies. Where is that?
2. Which favorite human food is poisonous to dogs?
3. What is the real name of the canine who played Eddie on the TV sitcom Frasier?
4. What color are Dalmatians when they are born?
5. How do you know when a dog has a fever?

If you think you know the answers, then send them to us. Two correct and you'll be entered in the drawing for a \$50 Starbucks card.

Email your answers to Tayler Robertson at trobertson@accesscorp.com.