



THE BULLETIN

VOLUME 62, ISSUE #1

Inside This Issue

Editor's Message	Page 2
Winter Leg. Mtg.	Page 3
Cyber Security	Page 4
Bulletin Memories	Page 6
Robert Freeman	Page 7 (NYS COOG)
IIMC Pres Message	Page 9
Efficiency	Page 10
CMCI	Page 12
IIMC News	Page 13
Calendar of Events	Page 14
Committee Listing	Page 15



President's Message

Patrick Farrell, President

As we finish up our budget season in the month of April showers which brings May flowers, and hear of the National new stories of upset constituents, It is even more important that we keep a friendly positive attitude towards the people we serve.

Many years ago I read the below poem that had stayed with me forever and helps me through every day and I believe has helped me in my life, work, family and friends. I hope you enjoy it.

A SMILE

It costs nothing, but creates much
It enriches those who receive,
Without impoverishing those who give.
It only takes a moment and the memory of it lasts forever.
None are so rich they can get along without it
And none so poor but are richer for its benefits.
It creates happiness in the home,
Fosters good will in a business,
And is the countersign of friends.
It is rest to the weary, daylight to the discouraged,
Sunshine to the sad, and nature's best antidote for trouble.
Yet it cannot be bought, begged, borrowed, or stolen,
For it is something that is no earthly good to anybody
Till it is given away.
If someone is too tired to give you a smile,
Leave one of yours.
For, nobody needs a smile so much
As those who have none to give

I hope you can all make our upcoming IIMC Conference in Hartford CT. this May 17-21 and I look forward to seeing everyone at our NYCOM Fall Training School scheduled for September 27 - October 2, 2015 in Lake Placid.

I appreciate everyone's continued support and interest in getting involved in the New York State Association of City and Village Clerks.



Editor's Message

James R. Koury, Bulletin Editor

Welcome to the first Bulletin of the new year -- albeit a bit late... but that seems to be par for the course lately! HA. Anyway, it's hard to believe that it is May already and spring has arrived, with a brief burst of summer mixed in. It sure is nice to see green trees and grass and flowers after that abysmally rough winter we all had. I hope you all endured it well and are ready to enjoy some spring and summer fun. I certainly know I am!

This issue of The Bulletin has some great stuff in it. Although it took a while to cull some content from folks, it finally took shape! As always I welcome submissions of articles to be used in each issue. There are hundreds of municipalities in New York State and I KNOW there are things going on in them that would be worthy of an article! Get writing and send your stuff to me.

One point to highlight is on page 12. The 2015 Cornell Municipal Clerks Institute will be held at Cornell University, Cornell, New York from July 12-16, 2015. If you have never been to a Clerk's Institute, you cer

tainly should consider attending this year. The NY-SACVC Executive Committee is offering fully-paid scholarships for five first-time attendees. Next to the fantastic educational opportunity, what better reason is there to go? FREE is always good! Submit an application and get on over, down, or up to Cornell University this summer. You won't regret it.

Additionally, in this issue of The Bulletin are some photos from old Bulletins. What a memory lane experience. I couldn't recognize myself and I'm sure you will laugh at some of the other pics on the page too. If anyone has any nostalgia photos they'd like to share, please send them along to me. I'd like to make that a standard page for each issue. Get to it. Look in those photo archives.

I am also always looking for new advertisers. If anyone knows of any business that would like to support the NY-SACVC through advertising support in The Bulletin, please refer them to me or have them get in touch with me.

Lastly, if you have received your CMC or MMC from the IIMC, please let me know! I would love to highlight your achievement in The Bulletin. It is something to be very proud of.

Have a great spring and summer. See you soon.

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The Executive Committee wants to hear from you! Let us know what your thoughts are about our Association and things it can do for you to make you a better clerk!

Winter Legislative Meeting Held February 2015, Albany, NY

The NYCOM Winter Legislative Meeting was held in Albany, NY in February 2015. The following are some pictures from the meeting.

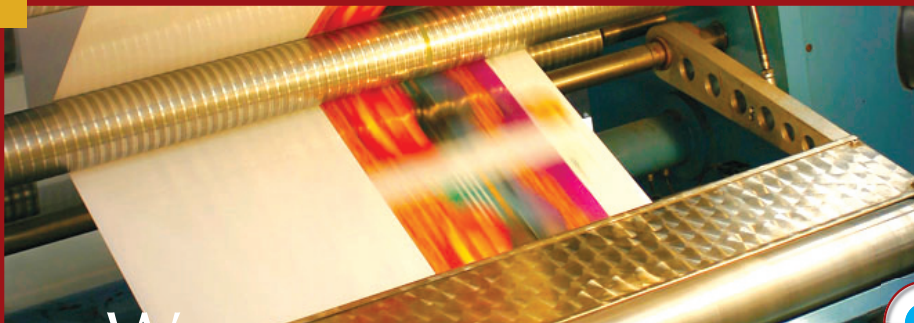


Pictured L to R: Pat Farrell, NYSACVC President and Governor Andrew Cuomo



Pictured L to R: NYCOM Past President, Mayor Ralph Krietzman, NYS Comptroller Tom DiNapoli, and Patrick Farrell, NYSACVC President

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Security End-to-End

Submitted By Office of Information and Technology Services

The Internet plays an integral part in our daily lives and being constantly connected at work and at home brings increased risk of theft, fraud, and abuse. Government, law enforcement, the private sector, and members of the public, must work together to create a safer cyber environment.

Consider this:

- 38% of mobile users have experienced mobile cybercrime, yet only 50% of mobile users take even the most basic security precautions¹
- Ransomware attacks grew by 500 percent in 2013²
- 12% of social media users say someone has hacked into their social network account and pretended to be them³
- 18% of users will visit a link in a phishing email⁴
- 8 Mega Breaches occurred in 2013 - each exposing more than 10 million identities; a total of 552 million identities were exposed for the year – an increase of 493% over the prior year⁵



Learn more about these issues, how they impact you, and what you can do to improve your cyber posture by attending the 18th Annual New York State Cyber Security Conference (NYSCSC '15) and 10th Annual

Symposium on Information Assurance (ASIA '15) at the Empire State Plaza in Albany, New York on June 2 - 3, 2015. This year's Conference focuses on a comprehensive approach to security and will allow attendees to:

- Stay current on cybersecurity threats, vulnerabilities, and exploits
- Find solutions for information security issues
- Participate in cost-effective security training
- Network with peers
- Learn about industry developments by visiting the Exhibit Hall
- Earn Continuing Professional Education (CPE) credits



A variety of sessions, including topics for business managers, law enforcement, educators, information security professionals, technical staff, and others will be offered. Registration is free to government and public sector employees, including kindergarten-higher education. The Conference agenda will be available in the early spring. Plan to attend now and check back for updates at <http://www.its.ny.gov/eiso/conference/2015/>.

NYSCSC '15 and ASIA '15 are co-hosted by the New York State Office Information Technology Services Enterprise Information Security Office (NYS ITS EISO), the NYS Forum, Inc. and the University at Albany's School of Business and College of Computing and Information. If you have any questions, please contact the NYS ITS EISO at cyber.outreach@its.ny.gov.

1 Symantec 2014 Internet Security Threat Report, Volume 19

http://www.symantec.com/security_response/publications/threatreport.jsp

2 Ibid.

3 Ibid.

4 2014 Data Breach Investigations Report

<http://www.verizonenterprise.com/DBIR/2014/>

5 Symantec 2014 Internet Security Threat Report, Volume 19

http://www.symantec.com/security_response/publications/threatreport.jsp

**Attend the Conference!
June 2 - 3, 2015**

**Look for the next article from
the NYS OITS in the next issue
of The Bulletin!**



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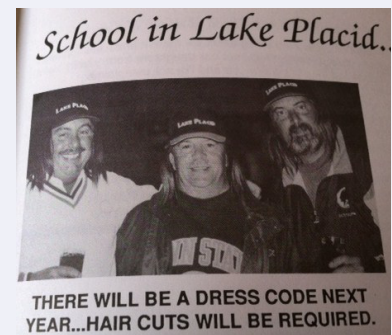


Bulletin Memories

Submitted by Tamara Bonomo



The 1995 Distinguished Service Award
...was presented to John Galligan of the NYCOM Staff. The Distinguished Service Award is presented to someone, other than a member of the New York Association of City & Village Clerks, who has put forth extraordinary effort to assist the Clerk's Association.



The New York State Association of City and Village Clerks Executive Committee met in Buffalo on April 29, 1994.



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FOIL and E-Mail: Emerging Issues

By Robert Freeman, Committee on Open Government



The New York Freedom of Information Law, known by many as “FOIL”, was initially enacted on the heels of Watergate in 1974, the year that the federal Freedom of Information Act was amended. Our law was weak, and it was completely revised in 1978.

Think about 1978 - - high tech was an electric typewriter, we used carbon paper to make copies, there was no internet or email, and how do you have a phone without a cord? We’ve come a long way, and when we were drafting the essence of the current FOIL, we got lucky. We tried to correct the deficiencies in the federal Act and included a definition of the term “record.”

Since ’78, FOIL has defined “record” to mean “any information kept, held, filed, produced or reproduced by with or for an agency or the state legislature, in any physical form whatsoever...” An “agency” is any unit of state or local government, so if a record is maintained by or for a government agency, whether it’s on paper, a tape or video recording, or email, it falls within the coverage of FOIL. From there, FOIL is based on a presumption of access. All agency records are accessible, except those records or portions of records that may be withheld in accordance with a series of exceptions listed in the law. The exceptions are based on common sense and the likelihood that disclosure would result in a serious invasion of personal privacy, impairment of a governmental function, or sometimes damage to the competitive position of a commercial enterprise.

People ask often whether email must be disclosed. The answer is that email is simply a method of transmitting a record. As in the case of old-fashioned paper records, the content of email and the impact of disclosure are the key factors in determining the extent to which email must be disclosed, or conversely, may be withheld.

What if a town board or school board member, for example, has no office and communicates via email concerning that person’s governmental functions from his or her home and uses a private email address? Yes, it’s a “record” subject to rights of access granted by FOIL. The next question is whether it’s available, and again, that is dependent on its content.

What if one board member sends email to another and offers a recommendation concerning a certain issue, and the other board member emails back and expresses a different opinion? Those kinds of internal govern-

ment communications that consist of advice, opinions or recommendations may be withheld, according to the state’s highest court. But if the board member backs up an opinion with statistics or facts, those portions of the record ordinarily have to be disclosed.

What if a school board member receives email from a parent who describes a problem involving the parent’s child in school? Something every parent should know is that federal law gives parents of minors rights of access to school records pertaining to their children. But that law also prohibits disclosure of a record about a student to the public, unless a parent of the student consents to disclosure.

Often a law, such as FOIL, will require disclosure to the subjects of records or perhaps the parents of a minor child, but protect personal privacy if the records are requested by others.

One of the topics we’ve heard about lately involves how long email must be kept. The fact is that FOIL deals with access to government records. Other laws pertain to the retention and disposal of records. In New York, the State Archives, a branch of the State Education Department, develops schedules that prescribe minimum retention requirements for various kinds of records. The more important the record, the longer it usually must be kept. Due to records retention requirements, government cannot simply destroy records because someone doesn’t want them around.

We will probably hear more about email with time. It used to involve the brief, informal note. Today, it’s part of our daily lives, and often, it’s the email message, not the piece of paper, that is critical, inside and outside of government.

Make sure you visit the website of the Committee on Open Government. The Committee is an invaluable resource for municipal clerks.

Thank you Bob Freeman for your dedicated efforts on behalf of all municipal officials. Your guidance is priceless!

Look for more from the COOG in the next issue of The Bulletin!

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President's Message

IIMC President Brenda Young, April 2015



On April 7, I had the honor of participating in a teleconference session with our Executive Director Chris Shalby, IIMC Incoming Board Members and the members of the Executive Committee. This session led by Executive Director Shalby was an orientation for the incoming IIMC Board Members to better acquaint them with their duties and the Organization as a whole.

All of us were following the presentation with a power point as Chris so intently described what "IIMC" is.

I have had the distinct privilege of serving this great Organization for the past 11 months as your President, and I can say that during this teleconference I couldn't be more proud. The swelling pride is because of you the Members, the Staff and Contractors, the Executive Committee, the Board of Directors, the 13 Standing Committees, the Ad-Hoc Committee, the MCEF Board, the Vendors and Supporters and those leaders who have gone before us.

You see, today we can stand tall with pride and confidence in this amazing Organization as it grows and embraces "Seasons Change and So Do We." Yes, we all come and go and life takes us in many different directions, but we have the choice of making a difference while we are here in this place.

Several months ago, I challenged our membership to "Believe in yourself, our Municipal Clerks Profession and Believe that you can make a difference." I challenged you to become re-energized in local government. I am so proud of you the Municipal Clerk. During my travels this past year, I had the honor of meeting many of you from around the world, learning from your professional development and sometimes contributing to your sessions. We truly live in a very small world once you decide to "Broaden Your Horizons" and network with your colleagues from around the globe. You, the Municipal Clerk, are making a difference while serving your community; you are dedicated to promoting the Municipal Clerks Profession and to continue the journey of lifelong learning.

You are a member of a great Organization that has just reached a membership of 10,100 members! You belong to an amazing group of Clerks that span the United States, Canada, Australia, Belgium, Bermuda, Bulgaria, Israel, Nepal, New Zealand, Scotland, South Africa, The

Netherlands and the United Kingdom.

I am so encouraged and smiling just thinking about how far IIMC has come as we go into our 69th Annual Conference in Hartford, Connecticut. We have a solid foundation that is willing and ready to embrace the ever changing world as we look for ways to share best practices to better serve our communities.

My gratitude goes out to the leaders who have paved the way and those who are creating new paths for us to explore professional development and networking opportunities as we discover new ways to grow professionally.

May you always accept the challenge to "Believe in yourself, and Believe that you can make a difference." Get involved in IIMC! You will be amazed at the wonderful opportunities and benefits that come with "Broadening You Horizons."

Humbled to be your President,

Attend CMCI. See page 12 for details!

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The advertisement features a photograph of a laptop and a smartphone. The laptop screen displays a website for the "Town of Washington" with a search bar and a list of documents. The smartphone screen displays the "eCode Search" app interface, showing a search bar and a list of results for "Town of Chill, NY (Monroe)" and "Town of Gates, NY (Monroe)".

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Keys to Efficiency and Cost Effectiveness

By George Vitti, Founder and President, Business Automatin Services (BAS)

With today's fiscal constraints, more than ever local governments are looking toward technology solutions to streamline their internal processes, control overhead, offer a higher level of service to residents and ultimately reduce their long-term operating costs. On the surface this may seem like a daunting task, but these goals can be achieved.

Let's first take a look at e-government which has been defined by the Center of Technology in Government as "the use of information technology to support government operations, engage citizens and provide government services." There are many examples of residents having access via the web to information e.g. Board/Council meeting agendas/minutes, zoning laws, printable forms, etc. In addition, the Internet allows residents to do business

with their municipality; as examples, our company has implemented:

1. Online Dog License Renewals - residents can access current dog license information via the Internet and if the license renewal period falls within the rabies certification period the renewal license fee can be paid by credit/debit card or electronic check; the resident receives a receipt and the renewal transaction is posted to the Municipal Clerk's in-house dog licensing system without the need for manual data entry. Residents do business remotely and the entire process is quicker and more efficient than before.
2. The 24 X 7 Tax Office - an Internet portal of all the tax bills and payments is maintained; taxpayers can pay their bill by credit/debit card or electronic



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check as well as view/print tax information needed (e.g. tax bill or receipt for filing April 15th income taxes). Online payments as well as tax payments made at the local municipal office are seamlessly synchronized to the Internet database allowing residents, attorneys, banks, title & mortgage companies, realtors, etc. to access up-to-date payment status (paid/unpaid), which significantly reduces the volume of calls to the tax collector's office. More convenience, greater efficiency and more cost effective is a win/win for everyone!

3. Web Portal (Constituent Service Request System) - allows citizens to report problems or issues such as potholes, broken streetlights, garbage, etc. or retrieve information on the status of a permit, inspection, complaint, etc. In addition residents or non-residents can use the portal to pay for local licenses or permits e.g. alarm permits, beach permits, trailer permits, commercial contractor licenses, etc. These systems engage residents and provide a platform for government to be more responsive to the needs of its residents in a way that clearly improves the quality of service and generates a "feel good" attitude toward their municipality.

There are many more examples of e-government applications currently available or under development; over time, the impact will be significant as residents become more comfortable doing business with their municipality there will be less disruption of municipal staff to service information requests or to enter various transactions for processing.

Another key to efficiency and cost effectiveness is systems integration i.e. the ability for various software applications to retrieve/share data that is relevant to the task at hand. The problem that many municipalities have is their departmental software was designed for a specific office; their databases are isolated and cannot be accessed from other areas (departments) that need to view or utilize specific information in a work process or procedure. As an example, to issue a building permit, even though most of the parcel information needed (owner

name & address, type of property, etc.) is available in the Assessors' database, the required information for a building permit has to be manually entered into the permit system instead of electronically retrieved for inclusion in the permit process.

For departmental systems to interface with each other, they need to be designed to capture information where it originates and share that data as part of an enterprise-wide system. The ability for systems to work together within a municipality pays big dividends in terms of improved productivity for the departments. In addition, collaboration or communications (in terms of sharing data) between municipalities, counties and/or state agencies is dramatically improved.

Next generation software with built in interfaces and integration capabilities along with standardized relational database structures will enable municipalities to improve internal work processes and streamline their operations to levels that will result in a major transformation in how government works and cost-effectively delivers services to residents.

Adopting an "e-government/systems integration" focus for the future requires municipalities to purchase and implement modular software applications that will satisfy immediate priorities and, over time, budget for the additional software needed as funding becomes available. The return on investment will be measured in terms of operational efficiencies and the higher levels of service that residents require and expect.

REGISTER TODAY

**Cornell Municipal Clerks Institute
(CMCI)**

**Cornell University, Ithaca, NY
July 12 - 16, 2015**

See page 12 for details!

Cornell Municipal Clerks Institute (CMCI)

The 2015 Cornell Municipal Clerks Institute will be held at Cornell University, Cornell, New York from July 12-16, 2015. The registration is now available for Cornell at <https://cardi.cals.cornell.edu/training/cmci>.

The State Association Scholarships are available and the applications are due June 1st. The scholarship information and application is attached. The level of scholarships to be awarded this year, will be \$400 for CMCI and Master Municipal Clerks Program participants and fully-paid scholarships for five first-time attendees.

All of the CMCI information is also located on our website at www.nysclerks.com under Institute at Cornell. We hope you all take advantage of this tremendous educational opportunity!!

If you have any questions, please contact Michael Stegmeier at 716-684-4891 or treasurer@lancaster-village.org

Register TODAY!

Cornell Municipal Clerks Institute
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IIMC News and Happenings

Taken from IIMC Executive Director's Blog

2015 – 2018 Incoming Board: Vice President — Mary Kayser, MMC, Ft. Worth, TX; Region I – Carol Anderson, CMC, Torrington, CT; Region III – Lisa Vierling, MMC, High Point, NC; Region IV - Diane Whitbey, MMC, North Little Rock, AR; Region V – Mary Johnston, MMC, Westerville, OH; Region VI — Pam DeMouth, CMC, Ankeny, IA; Region VII – Brian “Petie” Ruch, MMC, Beardstown, IL; Region IX – Tracy Davis, MMC, Keizer, OR; and Region XI — Jaap Paans, MMC, Rotterdam, The Netherlands. Bruce Poole, MMC, is replacing Sam Shippen, CMC, as Region XI Director.

MCEF Education Funds – Giving Back to Members: Thanks to MCEF's education funding, IIMC received a record 59 applications for the 2015 Conference Region Grants. This program allows two members to apply and receive complimentary Conference registration in Hartford. MCEF's CMC/MMC Scholarships received 40 applications for education funds to use toward Institute programs.

Online Courses: IIMC's third online course, Ethics, with Captus Press was launched last month. IIMC also makes available the University of Phoe-

nix online courses as an online learning opportunity, another option for members to take advantage of online learning opportunities.

Member Services: Member Services launched a recruitment program aimed at Small Municipalities (pop. under 2,100) Member Drive in January 2014. Today, the drive has brought in 168 new members.

2020 Annual Conference RFP: The 2020 Annual Conference Request for Proposal is now available on our website. Anyone interested in hosting an IIMC Annual Conference can contact Executive Director Chris Shalby or download and complete the RFP and return it to HQ.

Cornell Municipal Clerks Institute
(CMCI)

Cornell University, Ithaca, NY
July 12 - 16, 2015

Local Clerks Associations Contact Your Local Organization and Join!

North Country Association

(Meets 2nd Thursday March, May, October, December)

President: Geneva Phelps Miller, Village of Clayton
(315) 686-5552 / ClerkTreasurer@villageofclayton.org

Municipal Administrative Officers - Erie County (Meets 2nd Tuesday Each Month)

Kelly Stressinger, Village of Orchard Park
(716) 662-9327 / Deputy@orchardparkvillage.org

Association of Monroe County Village Clerks

President: Meghan Lodge, Village of Churchville
(585) 293-3720 ext 115 / meghan@churchville.net

Westchester County Association (Meets 4th Tuesday Each Month)

President: Christine Dennett, Village of Briarcliff Manor
(914) 941-4801

Central New York Association

President: Deborah Barron, Village of Groton
(607) 898-3966

Long Island Association

President: Patricia Seal, Village of Patchogue
(631) 475-4300 / pseal@patchoguevillage.org

Your local association needs YOU! Please consider joining!

Calendar of Events

June 2-4, 2015: OSC Basic Accounting School, Watertown, NY.

June 7-9, 2015: NYALGRO School, Lake George, NY.

September 1-3, 2015: OSC Advanced Accounting School, Watertown, NY.

September 9-11, 2015: OSC Advanced Accounting School, Kingston, NY.

October 20-22, 2015: OSC Advanced Accounting School, East Aurora, NY.

October 26-28, 2015: NYCOM Public Works Training School, Otesaga Hotel, Cooperstown, NY.

October 27-29, 2015: OSC Basic Accounting School, Town of Chenango, NY.

September 28 - October 2, 2015: NYCOM/OSC Fall Training School, Lake Placid, NY.

February 7-9, 2016: NYCOM Winter Legislative Meeting, Albany, NY.

May 1-3, 2016: NYCOM Annual Meeting and Training School, Saratoga Springs, NY.

If you have an event you would like to have publicized, contact the Editor at clerkbulletineditor@gmail.com or call 607.435.1587.

Cornell Municipal Clerks Institute
(CMCI)

Cornell University, Ithaca, NY
July 12 - 16, 2015

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NYSACVC Committee Assignments 2014-2015

Audit: L. Kay Wharmby, Chair, Village of Fairport (585) 421-3202 lkw@fairportny.com; Robin L. Mitchell, Village of Camden (315) 245-0560 camdengov@yahoo.com; Karen McLaughlin, Village of Millerton (518) 789-4489

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REMINDERS!

Contact the President about serving on a committee or if you have any other question about the NYSACVC.

Submit any articles of interest or pictures to the Bulletin Editor at clerkbulletineditor@gmail.com.

Plan on going to the upcoming CMCI to be held at Cornell University in July 2015. See page 12 for details. First timers can go FREE!!!!!!!

Plan on attending on your local association meetings as well as educational opportunities offered by NYCOM and others. Always great meetings and networking opportunities!

Have a great spring and summer!



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