



**International Institute of Municipal Clerks
Board of Directors
Annual Meeting Agenda
May 8, 2021**

Amway Hotel – Grand Rapids, Michigan

International Institute of Municipal Clerks

IIMC Board of Directors Roster

Mary J. Johnston, MMC

President Term ends: May 12, 2021
Clerk of Council/Records Manager
City of Westerville
P.O. Box 6107
Westerville, OH 43081-6107
Phone: (614) 901-6410
Fax: (614) 901-6401
Email: mary.johnston@westerville.org

Pamela Smith, MMC

Vice President Term ends: May 12, 2021
Legislative Administrator
Lee County Board of County Commissioners
Fort Myers, FL 33902-0398
Phone: (239) 533-2224
Email: PSmith2@leegov.com

Sandra Pinsonault, MMC

Region I Director Term ends: May 12, 2021
Town Clerk
Town of Dorset
P.O. Box 24
East Dorset, VT 05253-0024
Phone: (802) 362-1178 X 2
Fax: (802) 362-5156
Email: dorsetclerk@gmail.com

Teresa K. Hudson, MMC

Region II Director Term ends: May 25, 2022
City Clerk
City of Milford
201 South Walnut Street
Milford, DE 19963
Phone: (302) 424-8393
Fax: (302) 424-3558
Email: thudson@milford-de.gov

Camilla G. Pitman, MMC

Region III Director Term ends: May 25, 2022
City Clerk
City of Greenville
P.O. Box 2207
Greenville, SC 29602-9601
Phone: (864) 467-4431
Fax: (864) 467-5725
Email: cpitman@greenvillesc.gov

Sheri L. Pierce, MMC

President Elect Term ends: May 12, 2021
City Clerk
City of Valdez
P.O. Box 307
Valdez, AK 99686-0307
Phone: (907) 834-3408
Fax: (907) 835-2992
Email: spierce@valdezak.gov

Lana R. McPherson, MMC

Past President Term ends: May 12, 2021
City Clerk/HR Director
City of De Soto
P.O. Box C
De Soto, KS 66018-0001
Phone: (913) 586-5250
Fax: (913) 583-3123
Email: lmcpherson@desotoks.us

Ann M. Quirk, MMC

Region I Director Term ends: May 25, 2022
Town Clerk
Town of Barnstable
367 Main Street
Barnstable, MA 02601
Phone: (508) 862-4050
Fax: (508) 790-6326
Email: ann.quirk@town.barnstable.ma.us

Diane Pflugfelder, MMC

Region II Director Term ends: May 17, 2023
Municipal Clerk/Administrator
Township of Liberty
349 Mountain Lake Rd.
Great Meadows, NJ 07838
Phone: (908) 637-4579
Fax: (908) 637-6916
Email: clerk@libertytownship.org

Sonja Tolbert, CMC

Region III Director Term ends: May 12, 2021
City Clerk
City of Albany
P.O. Box 447
Albany, GA 31702-0447
Phone: (229) 431-2161
Fax: (229) 878-3198
Email: stolbert@albanyga.gov

IIMC Board of Directors Roster

Phyllis A. McGraw, MMC

Region IV Director Term ends: May 17, 2023
City Clerk
City of Bossier City
P.O. Box 5337
Bossier City, LA 71171-5337
Phone: (318) 741-8520
Fax: (318) 741-8971
Email: mcgrawp@bossiercity.org

Leticia M. Vacek, MMC

Region IV Director Term ends: May 12, 2021
Town Secretary
Town of Trophy Club
1 Trophy Wood Drive
Trophy Club, TX 76262
Phone: (682) 237-2903
Fax: (682) 237-2996
Email: lvacek@trophyclub.org

Janice M. Bates, MMC

Region V Director Term ends: May 25, 2022
Clerk of Council
City of Tipp City
260 S. Garber Drive Tipp City, OH 45371
Phone: (937) 667-8425 X 3112
Fax: (937) 667-5816
Email: batesj@tippcity.net

Leon Wright, MMC

Region V Director Term ends: May 12, 2021
Township Clerk
Charter Township of Van Buren
46425 Tyler Road
Van Buren Township, MI 48111
Phone: (734) 699-8909
Fax: (734) 699-5213
Email: lwright@vanburen-mi.org

P. Kay Cmelik, MMC

Region VI Director Term ends: May 17, 2023
City Clerk
City of Des Moines
400 Robert D. Ray Drive
Des Moines, IA 50309
Phone: (515) 237-1338
Fax: (515) 237-1645
Email: pkcmelik@dmgov.org

Marie A. Moe, MMC

Region VI Director Term ends: May 12, 2021
City Clerk
City of Portage
115 W. Pleasant Street
Portage, WI 53901
Phone: (608) 742-2176 X 333
Fax: (608) 742-8623
Email: marie.moe@portagewi.gov

Janet E. Gray, MMC

Region VII Director Term ends: May 17, 2023
Deputy Clerk
Village of Rantoul
333 South Tanner, Municipal Bldg.
Rantoul, IL 61866
Phone: (217) 892-6802
Fax: (217) 892-5501
Email: jgray@myrantoul.com

Helen Ingold, MMC

Region VII Director Term ends: May 12, 2021
City Clerk
City of Crestwood
1 Detjen Drive
Crestwood, MO 63126
Phone: (314) 729-4711
Fax: (314) 729-4794
Email: hingold@cityofcrestwood.org

Lisa Garcia, MMC

Region VIII Director Term ends: May 25, 2022
Deputy Town Manager/Town Clerk
Town of Florence
P.O. Box 2670
Florence, AZ 85132-2670
Phone: (520) 868-7552
Fax: (520) 868-7564
Email: lisa.garcia@florenceaz.gov

IIMC Board of Directors Roster

Dawn G. Abrahamson, MMC

Region IX Director Term ends: May 12, 2021
City Clerk
City of Vallejo
P.O. Box 3068
Vallejo, CA 94590-3068
Phone: (707) 648-4528
Fax: (707) 648-4535
Email: dawn.abrahamson@cityofvallejo.net

Scott Passey, MMC

Region IX Director Term ends: May 25, 2022
City Clerk
City of Edmonds
City Hall 121 5th Ave. N. Edmonds, WA 98020-3792
Phone: (425) 672-5754
Fax: (425) 771-0266
Email: scott.passey@edmondswa.gov

Angila Bains, CMC

Region X Director Term ends: May 25, 2022
Manager, Legis. Services/Municipal Clerk
District of Saanich
770 Vernon Avenue Victoria, BC V8X 2W7 CANADA
Phone: (250) 475-5494 X 3500
Fax: (250) 475-5440
Email: angila.bains@saanich.ca

Stephen Huycke

Region X Director Term ends: May 17, 2023
Director of Legislative Services/City Clerk
City of Richmond Hill
225 East Beaver Creek Road Richmond Hill, ON L4B 3P4
CANADA
Phone: (905) 771-2529
Fax: (905) 771-2502
Email: stephen.huycke@richmondhill.ca

Sarah Jeffries

Region XI Director Term ends: May 17, 2023
Clerk
Maiden Bradley With Yarnfield Parish
9 Beech Grove
Warminster, Wiltshire BA12 0AB ENGLAND
Phone: 07540-611906
Email: Sarah.Jeffries@slcc.co.uk

Johannes 'Hans' Rijs, MMC

Region XI Director Term ends: May 12, 2021
Griffier
City of Bodegraven-Reeuwijk
Phone: 0172-522522
Email: hrijs@bodegraven-reeuwijk.nl

**International Institute of Municipal Clerks
Board of Directors ~ Annual Meeting Agenda
May 8, 2021**

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**International Institute of Municipal Clerks
Board of Directors
November 13, 2020
Amway Hotel – Grand Rapids, Michigan**

President Johnston called the board meeting to order at 4:15 p.m. ET.

The following were in attendance:

President Mary Johnston, MMC
President Elect Sheri Pierce, MMC
Immediate Past President Lana McPherson, MMC
Region I Directors: Sandra Pinsonault, MMC; Ann Quirk, MMC
Region II Directors: Teresa Hudson, MMC; Diane Pflugfelder, MMC
Region III Directors: Camilla Pitman, MMC;
Region IV Directors; Phyllis McGraw, MMC
Region V Directors: Janice Bates, MMC;
Region VI Director: Marie Moe, MMC
Region VII Directors: Janet Gray, MMC; Helen Ingold, MMC
Region VIII Directors: Lisa Garcia, MMC; Sabrina Mercadante, MMC
Region IX Director: Dawn Abrahamson, MMC; Scott Passey, MMC
Region X Directors: Angila Bains, CMC
Region XI Director: Sarah Jeffries; Johannes “Hans” Rijs, MMC

Region III Director Sonja Tolbert, CMC, joined the executive session in progress.

Board Members Absent:

Vice President Pamela Smith
Region IV Director Leticia Vacek, MMC
Region V Director Leon Wright, MMC
Region VI Director P. Kay Cmelik, MMC
Region X Director Stephen Huycke

Others present:

IIMC Vice President Candidate Mary Ann Hess
IIMC Vice President Candidate Petie Ruch
Executive Director Chris Shalby
Parliamentarian, Connie Deford

Director Ingold moved to go into executive session. Without objection, the meeting went into executive session at 4:18 p.m.

The meeting returned to open session at 5:40 p.m.

Information was provided on dinner arrangements for those in attendance at the Amway Hotel.

The Saturday meeting will begin at 9:00 a.m. November 14, 2020.

The meeting adjourned at 5:42 p.m.

Connie M. Deford
Parliamentarian and Recorder

DRAFT

**International Institute of Municipal Clerks
Board of Directors
November 14, 2020
Amway Hotel – Grand Rapids, Michigan**

President Johnston called the board meeting to order at 9:04 a.m. ET.
The following were in attendance:

President Mary Johnston, MMC
President Elect Sheri Pierce, MMC
Vice President Pamela Smith, MMC
Immediate Past President Lana McPherson, MMC
Region I Directors: Sandra Pinsonault, MMC; Ann Quirk, MMC
Region II Directors: Teresa Hudson, MMC; Diane Pflugfelder, MMC
Region III Directors: Camilla Pitman, MMC; Sonja Tolbert, MMC
Region IV Directors; Phyllis McGraw, MMC
Region V Directors: Janice Bates, MMC;
Region VI Director: Marie Moe, MMC
Region VII Directors: Janet Gray, MMC; Helen Ingold, MMC
Region VIII Directors: Lisa Garcia, MMC; Sabrina Mercadante, MMC
Region IX Director: Dawn Abrahamson, MMC; Scott Passey, MMC
Region X Directors: Angila Bains, CMC
Region XI Director: Sarah Jeffries; Johannes “Hans” Rijs, MMC

Board Members Absent:

Region IV Director Leticia Vacek, MMC
Region V Director Leon Wright, MMC
Region VI Director P. Kay Cmelik, MMC
Region X Director Stephen Huycke

Others present:

IIMC Past President Sharon K. Cassler, MMC
IIMC Foundation Chair Mary Lynne Stratta
IIMC Foundation Member Kathryn Dornan
IIMC Vice President Candidate Mary Ann Hess
IIMC Vice President Candidate Petie Ruch
Grand Rapids City Clerk and 2021 Host Clerk Joel Hondrop
Sterling-Heights City Clerk Melanie Ryska

Staff members present:

Chris Shalby, Executive Director
Janis Daudt, Director of Member Services
Ashley DiBlasi, Assistant Director Professional Development
Karen Lee, Communications Coordinator
Janet Pantaleon, Financial Specialist
Kellie Siggson, Education Associate

Tammy Storrie, Membership Representative
Consultants Present:
Event Management Consultant Sharon Ozimek
Finance Manager CPA Connie Parker
Region XI Development Consultant Tom van der Hoven
Parliamentarian, Connie Deford

Online Standing Rules

Director Pflugfelder moved to approve the Online Standing Rules as read by the Parliamentarian. Motion adopted.

Oath of Office

Region XI Director Johannes “Hans” Rijs, MMC, was sworn in by President Johnston

Agenda

With the understanding that the executive session was held on Friday afternoon, the meeting agenda was approved by unanimous consent.

Consent Agenda

Director Ingold moved to approve the consent agenda with the correction of the spelling of Director Angila Bains name and changing Helen Ingold’s status from CMC to MMC. Motion adopted.

Minutes of the following meetings were approved on the consent agenda:

- May 15, 2020 Board Meeting
- May 20, 2020 Board meeting
- September 28, 2020 Board meeting

Foundation Report

IIMC Foundation President Mary Lynne Stratta provided the following report. With the cancellation of the St. Louis conference, revenue was lost from the silent auction and various raffles. She noted that members donated \$19,330 with a match of \$15,000 from Municode. Also, members purchased \$11,450 in Hawaii raffle tickets with a match of \$10,000 plus the Hawaii trip itself from American Legal Publishing.

The Foundation received a clean, unqualified audit from outside auditors for the year ending December 31, 2019.

As of November 9, 2020, the unrestricted funds market value was \$2,304,227. On that same date, the restricted funds market value was \$766,101. The Foundation approved an allocation of 3.5% or \$32,415 for the annual distribution to IIMC.

There have been a great number of online scholarship applications. The Foundation Board will meet tomorrow and will have a lengthy discussion about delivery of clerk education.

A new donor level will be introduced, with the following levels: Friend \$25-\$99; Change Maker \$100-\$499; Leader \$500-\$2,499; Visionary \$2,500 -\$4,999; and Trail Blazer for \$5,000+. They would like to include a free IIMC Conference registration with the highest level of giving.

Several fundraising efforts are underway in anticipation of the Grand Rapids 2021 Conference. President Stratta noted that the Foundation is still in need of Development Committee representatives from Regions I and X.

Director Ingold moved to approve providing one free IIMC Conference registration for any IIMC Foundation donation of \$5,000 or more. Motion adopted.

Position Restructure/Hiring of Director of Professional Development

ED Shalby reviewed how the distribution of responsibilities was being handled due to Denice Cox leaving employment as IIMC Office Manager. There will be a change of title for Ashley DiBlasi from Assistant Director Professional Development to Director of Certification and Conference Program to clarify what her position entails. Human Resources work will be hired out at a cost of approximately \$1,000 per month. ED Shalby will pick up some of the other duties, and Sharon Ozimek will work on details for board meetings and reservations. Karen Lee handles marketing and communication, and she will eventually take over the publication of the *News Digest*. It is anticipated that the Professional Development Director will begin in July of 2021 in accordance with the job summary, duties, and responsibilities as provided in the board packet.

Director Ingold moved to approve the position restructure and hiring of a Director of Professional Development in July 2021, as outlined by the Executive Director. Motion adopted.

Employee Service Recognition Program

ED Shalby explained that he wishes to create an Employee Service Recognition program for IIMC employees to thank long-tenured employees for their contributions to IIMC throughout the years.

He recommended that the board approve the following program, which has been agreed to by the Budget and Planning Committee:

1. That the board create an employee service recognition package for long-time IIMC employees (15 or more years) who are in good standing upon retirement or resignation.
2. That the board post-date the policy to reflect this payment for Denice and future employees.
3. That the base funding for this package is \$5,000 for employees between 15 and 20 years, and \$10,000 for employees with 20 or more years of service.

Director Bains moved to approve recommendations 1, 2, and 3.

Following discussion, Director Pinsonault suggested dividing the question by considering 1 separately and then referring 2 and 3 to the Policy Committee. Director Bates moved to refer all three recommendations to the Policy Committee. Motion lost.

Vice President Pierce moved to divide the question to consider 1, 2, and 3 separately. Motion adopted.

Question 1, that the board create an employee service recognition package for long-time IIMC employees (15 or more years) who are in good standing upon retirement or resignation, was adopted on a vote of 16 in favor and 6 opposed.

Question 2, that the board post-date the policy to reflect this payment for Denice and future employees, was adopted.

Question 3, that the base funding for this package is \$5,000 for employees between 15 and 20 years, and \$10,000 for employees with 20 or more years of service, was adopted by a roll call vote, with 15 in favor and 7 opposed.

Two additional recommendations from ED Shalby were considered separately.

Director Bains moved that the board accept management's and the Budget Committee's recommendation to pay former IIMC employee Denice Cox a lump sum of \$10,000 for 20 years of serving IIMC and departing on good terms. Motion adopted.

Director Tolbert moved that the board direct management and the Policy Committee to create an employee service recognition policy to provide IIMC employees who have worked a minimum of 15 or more years and who are now departing IIMC on good terms with a monetary compensation, and that the IIMC attorney vet the policy to ensure legal compliance.

After debate and without objection, the motion was amended to insert "either" after "create" and to insert "or a longevity policy" after "recognition policy."

The amended policy, that the board direct management and the Policy Committee to create either an employee service recognition policy or a longevity policy to provide IIMC employees who have worked a minimum of 15 or more years and who are now departing IIMC on good terms with a monetary compensation, and that the IIMC attorney vet the policy to ensure legal compliance, was adopted.

Recess

The meeting recessed at 11:53 a.m. and reconvened at 1:04 p.m.

Announcement

Past President McPherson asked that absent Region Directors be reminded that in accordance with Chapter 2.30, Region Director Responsibilities, board development and board meetings are mandatory.

Education Department Report

Assistant Director Professional Development DiBlasi reviewed department operations. Since May 2020, 72 CMC designations and 37 MMC designations have been awarded. She reviewed online education/distance learning, Virtual Institute Series Round 1 and Round 2, IIMC Institutes, educational plans for the 2021 5-day conference, and Athenian Dialogues that the board approved could be held virtually through January 2021. California clerks have indicated that because of meeting guidelines in their state, they would like the dialogues to be continued virtually through June.

Education Task Force Final Report

Twenty-three of the twenty-four task force members attended an in-person meeting November 1-2. Dr. Kathy Duncan of the University of La Verne facilitated the discussions. Their report focused on the relevancy of IIMC certification, review of current learning delivery methods and timing/length of programs, and exploring the proposed “Beyond the MMC” program (or similar program) for its viability, need, purpose, structure, and learning delivery methods and how to keep CMC and MMC certified clerks engaged in continuing professional development.

Beyond the MMC Program

Without objection, new business item “Beyond the MMC Program” proposed by President Elect Pierce and Director Abrahamson was considered at this time.

President Elect Pierce explained the proposed program for those who have their MMC. She noted that establishing an optional advanced education program will provide justification for members to receive funding to attend state and regional conferences, Academy sessions, the IIMC Annual Conference, and participate in online leadership courses.

Director Jeffries noted that this is similar to what is available in the United Kingdom. She will forward that information to headquarters so that it can be provided to the Education & Professional Development Committee. In response to a question, President Elect Pierce stated that she would like to see implementation of the “Beyond MMC” program by the end of 2021.

Following debate, Director Pflugfelder moved to refer the recommendations to the Education and Professional Development Committee. Without objection, the motion was amended to add “to report back to the board at the May 2021 board meeting.” Motion as amended was adopted.

Recess

The meeting recessed at 2:40 p.m. and reconvened at 2:55 p.m.

2021 Virtual Conference Report/Budget

The report was provided to the board for information only. President Johnston will make this report to the IIMC Foundation at their meeting on Sunday.

Committee Reports

Reports from the following committees were received with no action required: Conference, Election, Membership/Mentoring, Records Management, and Research and Resource.

Education and Professional Development Committee

The committee recommended that the Virtual Athenian Dialogue format be extended through May 31, 2021. Director Bates moved to approve extending the Virtual Athenian Dialogue format through June 30, 2021 (in accordance with the request from California clerks). Motion adopted.

International Relations Committee

Consultant Tom van der Hoven stated that the Zoom meeting/panel discussions have been very successful.

Director McGraw moved to approve the committee recommendation that the board give their “blessing” to pursue future roundtable discussions via Zoom. Motion adopted.

Policy Committee

At the May board meeting, this committee was tasked with creating a new policy and/or recommending an amendment to the IIMC Constitution for IIMC board members to provide notice upon retiring or moving from one municipality to another.

Director Abrahamson moved to approve the proposed policy language as a new chapter in the IIMC Policy Manual in Title 2 – Board of Directors – Transition and Retirement. Motion adopted.

Director McGraw moved to authorize preparation of an IIMC Constitutional Amendment for a vote by membership in May 2021 to add clarifying language to the Retired Member definition in Article II – Section 2 (E). Motion adopted.

A constitutional amendment was proposed to be voted on at last year’s annual meeting; however, because the conference was cancelled, that amendment was not considered by the membership at large. Following discussion, Director Pitman moved to have the Policy Committee prepare additional Constitutional Amendment language to allow for a vote by the membership at large if an annual meeting is not possible. Motion adopted.

Public Relations/Marketing Committee

The committee recommends spotlighting with photos and taglines humorous items used by City Clerks over the past 75 years in the *News Digest* leading up to the 75th Anniversary celebration in May. Director Pinsonault moved to approve the committee’s recommendation. Motion adopted.

Budget and Planning

Financial Consultant Parker and Financial Specialist Pantaleon reviewed the 2020-2021 budget, the 2020 projected year-end budget notes, the 2020 3rd quarter financials, and the five-year capital expenses.

The following recommendations from the Budget and Planning Committee were considered:

1. Recommendation that the board accept the projected 2020 budget as presented, understanding that there may be slight modifications between now and year-end. Director Pinsonault moved to approve the committee recommendation. Motion adopted.
2. Recommendation that the board approve a \$5 increase for membership dues to include full, additional full, and associate members. It was noted that a vote was taken via email on this recommendation, and the board is required to ratify that email vote for approval. Director Abrahamson moved to ratify the board email action to approve the \$5 increase for membership dues to include full, additional full, and associate members. Motion adopted.
3. Recommendation that the board adopt the 2021 budget with budgeted income of \$2,098,319, expenses of \$2,158,378, and deficit of \$60,059. Director Gray moved to approve the committee recommendation. Motion adopted.

Staff Reports

Communications Coordinator Lee presented the Communications Department report providing information on the website, *News Digest*, online learning, and social media.

Director of Member Services Daudt presented the Member Services Department report. She noted that the “Inactive to Active” member drive has brought in 304 new members since 2017. The MD19 drive has brought in 98 new members since 2019. As of 9/29/20, IIMC membership is 14,805.

In response to a question, she explained that a membership stays with a member if they move to a different municipality. A municipality can request the transfer to a new employee, but the membership department first contacts the original member.

Region XI Development

International Consultant Tom van der Hoven stated that the management board had begun making arrangements for the next Region XI Symposium and Study Tour in 2021 in the Netherlands. Due to the pandemic, arrangements have been put on hold as travel has been cancelled by many countries. Planning for a 2022 Region XI Symposium and Study Program instead will resume once there is a better understanding of how to proceed.

Annual Conference Updates

ED Shalby reviewed arrangements for the following conferences:

2021 – Grand Rapids, MI

2022 – Little Rock, AR

2023 – Minneapolis, MN

2024 – Calgary, Alberta, Canada

2025 – St. Louis, MO

Region Directors and Officer Reports

All directors provided verbal reports regarding their region. Additionally, the Immediate Past President, Vice President, President Elect and President reported on activities since May.

Adjournment

With no further business, the meeting adjourned at 5:12 p.m.

Sharon K. Cassler, MMC, Recorder

By Connie M. Deford, Parliamentarian

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS
Board of Directors Special Meeting
March 17, 2021
Minutes

CALL TO ORDER

President Mary Johnston called the special meeting to order via Zoom at 12:06 p.m. EDT.

Board Members Present:

President Mary Johnston, MMC
President Elect Sheri Pierce, MMC
Vice President Pamela Smith, MMC
Immediate Past President Lana McPherson, MMC
Region I Directors: Sandra Pinsonault, MMC; Ann Quirk, MMC
Region II Directors: Teresa Hudson, MMC; Diane Pflugfelder, MMC
Region III Director: Camilla Pitman, MMC
Region IV Directors: Phyllis McGraw, MMC; Leticia Vacek, MMC
Region V Directors: Janice Bates, MMC; Leon Wright, MMC
Region VI Director: P. Kay Cmelik, MMC; Marie Moe, MMC
Region VII Directors: Janet Gray, MMC; Helen Ingold, MMC
Region VIII Director: Lisa Garcia, MMC
Region IX Director: Dawn Abrahamson, MMC; Scott Passey, MMC
Region X Directors: Angila Bains, MMC; Stephen Huycke
Region XI Director: Sarah Jeffries; Johannes "Hans" Rijs, MMC

Board Member Absent:

Region III Director Sonja Tolbert, MMC

Incoming Board Members:

Region I, Susan Haag, MMC
Region III, Lee Frazier, MMC
Region IV, Angela E. Richberg, MMC
Region V, Angie Marshall, MMC
Region VI, Marita Rhude, MMC
Region VII, Celyn Hurtado, MMC
Region VIII, Ashley Turney
Region IX, Ruth Post, MMC
Region XI, Eelco Groenenboom, MMC

Vice President Candidates:

Mary Ann Hess, MMC
Petie Ruch, MMC

Other Attendees:

Chris Shalby, Executive Director
Karen Lee, Communications Coordinator
Maria Miranda, Administrative Coordinator
Connie Deford, CMC/Parliamentarian

President Johnston explained that Director Turney will be sworn in at the board meeting in May.

Executive Committee Update

President Johnston noted that the executive committee had met at the Amway Hotel in Grand Rapids in February and reviewed the accommodations and plans for the upcoming conference. Because of restrictions, an off-site educational session will not be offered this year. Committee applications were also reviewed at this time, and board members will be notified of their committee liaison assignments. She noted that we are in discussion with Albright College regarding a new institute for Pennsylvania.

Region XI Study Abroad/Symposium

A report from IIMC's International Consultant Tom van der Hoven was distributed with the meeting packet providing an update on plans for the Region XI Study Abroad and Symposium program and the risk in going forward with plans for the 2022 event. It is recommended that the program be moved to 2023 in Amsterdam, the Netherlands.

Director Ingold moved that the proposed 2022 Symposium and Study Tour be rescheduled to take place in September 2023 in Amsterdam, the Netherlands. Motion adopted.

Honorary Membership

In accordance with IIMC Policy, ED Shalby provided information on the retirement of IIMC Past Presidents Colleen Nicol and Lana McPherson.

Director Abramson moved to bestow Honorary Membership to Colleen Nicol and to Lana McPherson and that the presentations be made at the Opening Ceremony at the 2021 Conference in Grand Rapids, Michigan. Motion adopted.

Amendments to the IIMC Constitution

ED Shalby provided copies of the two proposals to be considered at the 2021 annual business meeting. The first regarding candidate qualifications was originally proposed to be considered in 2020 but was postponed because of the cancellation of the conference. The second amendment provides a definition of retired member. Both have been advertised in the *News Digest*.

Conference Update

ED Shalby advised he has just been notified that Kent County has declared a public health order effective immediately that will take over the DeVos Place through June 30, 2021. That is where many of the group functions were to be held, including the exhibit hall.

There is a sports arena, about a 15-minute walk from the hotel, that may be available for our use. That venue can hold up to 700 people, and it could be used for opening ceremony, all-conference event, general sessions, the annual business meeting, and the annual banquet. Shuttle service to the sports arena is being investigated. IIMC is limited to 99 people in a ballroom at the Amway Hotel, which will affect the concurrent sessions. The all-conference event might need to be changed from Wednesday to

Tuesday evening due to a conflict at the sports arena. In lieu of the opening session in the exhibit area, another breakfast might be offered.

At this time there are 481 delegates and 13 guests registered, with a total of 530 attending. There will be a hybrid board development and board meetings held so that anyone not able to attend in person will be able to attend the board meetings via Zoom. At this time, it is not planned that the conference itself will be a hybrid event.

Ashley DiBlasi is arranging for pre-registration for concurrent sessions and quiz assessments through our conference app. Staff will reach out to anyone having difficulty accessing the quiz following sessions.

In response to questions from board members, ED Shalby stated that the hotel is being very careful to ensure the safety of guests. There are multiple Purell hand sanitizer stations, there is no room service, and the five elevators are each restricted to two people at a time. IIMC is considering hiring outside assistance with social distancing and mask compliance with local restrictions.

At this time, the Amway provides that there would be no restitution required if IIMC cancels. The same would be true if the CDC or State of Michigan requirements force a cancellation. The Amway Hotel is hoping that we have the conference—with 500 or even 100 people.

ED Shalby noted that if a cancellation is necessary, IIMC will provide the same carry-over as was done for the 2020 conference. Members can carry over their registration to the next year or receive a refund. Any determination to cancel would have to provide reasonable notice to attendees, especially those who have purchased airfare. At the very minimum, this would be 30 days in advance.

The possibility of investigating moving the conference to sometime after June 30th was discussed, but there was no consensus about having the Executive Director pursue this possibility.

More information is promised within 48 hours, and ED Shalby will keep the board apprised.

Adjournment

With no further business, the meeting adjourned at 1:06 p.m. EDT.

Connie M. Deford
Recorder

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS



To: IIMC Board of Directors

From: Chris Shalby, Executive Director

Date: April 14, 2021

Subject: Executive Director's Year-End Report

Overview

The following overview provides a synopsis of each Department at Headquarters. At the end of this report, we have two recommendations that require Board approval.

Staff Update Since COVID19/Telecommuting

It has been more than a year (March 18, 2020) since we began a staggered staff schedule. We continued with this schedule through 2020. Beginning February 2021, we now operate with 50% of staff in-house with alternating days. We will continue with this schedule through June and, possibly, later. As things progress in California, we'll adjust accordingly. We continue to remain productive in meeting members' needs while working remotely. There is no definite decision regarding IIMC and telecommuting being the norm for the future. We may employ some aspects of it into our routine, depending on the benefits for both the Organization and staff.

Personnel

We have 9 full time staff, and 5 independent contractors: 1) CPA/Financial Consultant; 2) Event Management; 3) International Consultant; 4) Parliamentarian; and 5) Information Technology.

Director of Professional Development – July 2021

We will advertise this position in May/June upon our return from conference. The intent is to interview during June. Our prospective hire date is July 2021. Part of the advertising process will include various media outlets such as LinkedIn, Nonprofit HR, Chronicle of Philanthropy, etc., Institute Directors, and local universities within a 30-mile radius of Headquarters. Part of the interview process will include staff and the Education Advisory Group.

Staff Infrastructure

With the pandemic creating a new look in IIMC's environment and the effect it had on staff and working from home, IIMC will be conducting a review in the next six months regarding its infrastructure with the intent of making changes in a few areas. We will conduct an in-house assessment of strengths and weaknesses and generate a staffing plan to move us forward for 2022 and beyond.

The Organization will also need to conduct its own internal assessment of strengths and weaknesses to determine a new vision for the next 3 to 5 years plus (Revisiting the current Strategic Plan with aim to update to match the present culture). Some of the components that the Board will need to assess include education learning platforms, methods of bringing in revenue from education, conference engagement and general ways of conducting business.

This is a perfect opportunity to reassess who we are, where we are heading, how to attract and maintain the new demographic and how to keep the Organization relevant.

ED Update – Page 2

Administration

IIMC's staff continues to operate efficiently and productively and persists in finding new and creative methods to improve every aspect of the Organization. Although each staff member has his or her own responsibilities, IIMC continues to cross-train in many areas as possible.

Maria Miranda (Administrative Coordinator) and Janet Pantaleon (Financial Specialist), are talented and skilled in meeting their daily responsibilities, assisting in other areas and in providing exceptional customer service. We will need to replace the vacant Office Manager position that has been vacant since October 2020. My goal on handling this position has not been realized to its full extent. This position will be reassessed.

Marketing/Communications

It's been more than one year since our Communications Coordinator, Karen Lee, was hired. She has done an excellent job regarding member outreach, publications and social media. The Department is responsible for producing the following: the monthly online *News Digest*; marketing and collateral support to all Committees and IIMC in general; and the weekly E-briefings. **The Communications Department's report is part of this agenda and features current metrics on the IIMC website, E-Briefings and *News Digest*.**

Education

Our Education Department, which consists of Ashley DiBlasi, Kellie Siggson and Iris Hill, are excellent working with members and Institute Directors as they navigate through the certification programs and education guidelines. The Department oversees everything regarding education, certification, conference sessions and speakers and Institute coordination. Their efforts of putting together the conference education program for 2021, not once but twice, has been outstanding. **Their full report is part of this Agenda.**

Membership

The Department has put on hold its membership campaigns as it had to shift focus on maintaining current members due to COVID-19. Coincidentally, the Department has increased membership numbers by 4%, an unusual feat considering the pandemic, members not in their offices and other things that can hamper an association's membership. **Please see the Department's report in this agenda.**

Janis Daudt, Tammy Storrie and Iris Hill oversee this department's work. This group is exemplary when dealing with IIMC members and is constantly looking for new and creative ways to recruit new members and maintain current membership. Their efforts helped make the 2020 year-end membership figures exceed the \$1 million mark, again, for the thirteenth consecutive year.

Finance

Our existing policies and processes over the past 11 years continue to steer us in a positive direction. We're diligent about administering the Organization's finances. 2020 was the 13th consecutive year **(2020 year-end budget will be a handout)** that IIMC's bottom line was positive. Our Board Designated Reserves are \$829,700 as of (4/15/2021).

ED Update – Page 3

The strict adherence to financial policies and spending have enabled us to weather the Covid-19 pandemic, so far. We've also been exploring different scenarios regarding IIMC's financial future. We refinanced our building this past year, reducing our monthly mortgage from \$4,875 per month to \$2,700 which will aid considerably with the uncertainty of tenants and commercial rental property. With COVID-19, more of our tenants are having their staff work remotely. If this becomes standard for the future, tenants will require either no or less office space.

The Budget committee has raised the topic of developing a plan for the reserve fund: Do we continue to strive toward \$1 million; do we invest in other areas, per Policy, or keep the funds in money markets; do we look into paying off the mortgage ahead of schedule. These are some of the areas that have been discussed in the past. At this time, we will continue to increase the fund with the goal of reaching \$1 million and continue to research options for the Board.

IIMC's financial accomplishments are a strong indication of an Organization's collective efforts and willingness to adhere to a set budget, while continuing to broaden its horizons and provide members with valuable services.

Janet Pantaleon oversees the majority of our daily accounting tasks with help from Maria Miranda. Connie Parker, CPA, our financial consultant, has been with IIMC for approximately five years and her experience and oversight have been invaluable to the department and IIMC. Beginning in 2016, we moved from a monthly to a quarterly budget report and that seems to be working well. **As of this report, our compilation is in progress and will be a handout at the meeting.**

Conference – Grand Rapids, Michigan

This is IIMC's first 5-day conference since 2014. We projected 500 paying Delegates and 25 guests – and a loss of \$150,000 for the 2021 Conference. Due to strict social distancing restrictions, we stopped accepting registration at 488.

*****NOTE***Due to strong negotiations and a cooperative hotel, IIMC will not incur any penalties whatsoever with the Amway Hotel –attrition or other.**

We have the following sponsors: MCCi, American Legal, General Code, Municode, GovQA, Granicus and PrimeGov with us in Grand Rapids. We have agreed to revise their contracts and provide IIMC with sponsorship dollars totaling approximately \$40,000. One of IIMC's long-time sponsors, Laserfiche, will not be with us in Michigan due to their own self-imposed travel restrictions. We're confident they will return in 2022 as will some other sponsors.

IIMC Conferences consist of many moving parts and, year in and year out, staff does an incredible job of putting on these events for members. This year is no exception. Staff created a program once only to be told to rebuild it again due to losing its convention center venue for a vaccination site. The amount of work to produce a regular conference in a normal year is time-consuming, chaotic and challenging. It involves patience, flexibility, long-hours both in the office and at the conference site and dealing with member registrations, questions, cancellations and other issues. The 2021 conference provided all of the above in an exponential manner and tested staff's mettle like no other conference in my time at IIMC.

ED Update – Page 4

Headquarter Building -- Update

All three offices are currently leased: -- Burga Law (2023) and Studio Pink (2023). We reached out to all three tenants, lowering their monthly rent contingent that they renew for three more years with no increase in rent. Burga and Studio Pink have agreed and signed new leases, \$1,200 and \$900, respectively. Exact Staff, whose lease expires in July 2021, has yet to respond after numerous attempts to contact them. If we lose a tenant, IIMC's monthly liability to meet its mortgage will be \$500.

*****NEW***Board Action Required – 2021**

Management's Comments:

1. Former Region X Director, Bonnie Hilford, MMC, Lethbridge, Alberta, Canada. has asked the Board to have the Elections Committee comprise three question to administer to any member running for the Vice President's Office. The purpose: IIMC members can't tell much from a candidate's biography or campaign materials; therefore, if each candidate would answer the same three questions, make a video of themselves and upload the answers to IIMC's website for members to view, it might encourage more people to participate in the voting process.
2. **Election Process** – Management is also asking the Board to direct the Elections Committee into reviewing the Region Director and Vice President candidates' elections, specifically, the length of the election with campaigning.
 - a. **Length of Election** – Currently, an IIMC election runs for nearly five weeks – March 22 to April 21. Can this be shortened by a week or two? Do we need this much time for members to vote? There is nothing statistics-wise that proves a five-week election attracts more members. The election time runs into valuable conference time, with staff devoting all its energies toward a conference.
 - b. **Campaigning** – Other than Region XI, most years witness numerous election materials needing to be approved and distributed on behalf of candidates (Region Director and VP candidates). This year, especially, since only IIMC staff can distribute elections materials in Region XI, saw a burden placed on staff to produce the latest membership list and, again, interrupt conference planning with the distribution of election materials. If the length of the election is reduced, this will help with the distribution of campaign materials, too.

IIMC Policy states:

2.20.070

Campaigning guidelines

- A. *A member may begin to campaign no earlier than July 1, only after IIMC has vetted and approved the candidate's nomination form and materials.*
- B. Candidates are allowed to discuss their candidacy by emails to the members. Access to members' email addresses will be overseen/provided by the Executive Director to comply with the anti-spamming laws.
- C. All election materials from candidates or anyone acting on behalf of the candidates must be submitted to IIMC staff before distribution to IIMC members. Materials include, but are not limited to, candidate brochures, biographies, letters and emails of support, news releases, photographs, websites, etc. If the information provided does not meet IIMC standards of propriety, the Executive Director will submit the information to the Election Committee for their final recommendation.

Management's Recommendations:

Management agrees with both of these recommendations and; respectfully, asks the Board to direct the incoming president to assign the Elections Committee with creating three standard questions for prospective VP candidates and to review the election and campaigning process for candidates.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Ashley DiBlasi, Dir. of Certification and Conference Program
Kellie Siggson, Education Associate
Iris Hill, Education and Membership Assistant

Date: March 28, 2021

Subject: Education Department Year-End Report



Below please find an overview of the Education Department's operations since the Mid-Year Meeting in November 2020.

Certification

Staff continues to review a high influx of certification applications maintaining an approximate 3-4 week review period. The review process itself has changed drastically and will remain in this extended review period until the 2021 Annual Conference concludes. Time is divided between conference planning and application review. Education Associate Kellie Siggson continues to bring applications home in bulk from the office each week and makes every effort to being available to the IIMC membership by scheduling appointments at least a week in advance.

- ❖ **Calendly** – The Department appointment scheduling system continues to be instrumental in the success of the certification process and allows for a high level of customer service to continue to be delivered.
- ❖ **CMCs and MMCs** – Since the Mid-Year Board Meeting in November 2020, we have awarded **117 CMC** designations and **41 MMC** designations. Overall totals are as follows: CMC Grand total = 4,759; MMC Grand total = 1,413.

Annual Conference Education Program – Grand Rapids, Michigan

As of the date of this report, IIMC is working toward an in-person event in Grand Rapids in compliance with city, state and CDC guidelines. This reimaged education program will consist of a few major changes of which the board should be aware:

- ❖ **Speaker Carry Over** - With the cancellation of the 2020 Conference, the department has carried over majority of the education program coordinated for 2020 into 2021 as previously agreed upon.
- ❖ **7 Academy Sessions** – Please refer to the Conference Program or app for session specifics.
- ❖ **3 General Sessions** – The addition of a fifth conference day allows for an additional General Session.
- ❖ **Athenian Dialogues** – Four Athenian Dialogues will be offered. Please refer to the Conference Program or app for details.
- ❖ **28 Concurrent Sessions** – In 2021, IIMC will be offering four concurrent sessions in each time block rather than the traditional six. This decision was made based on the lower registration numbers and speaker expenses incurred at both the four and six sessions options. All sessions offered Tuesday-Thursday will be repeat sessions with the same sessions being offered in the morning and afternoon.

- ❖ **Offsite Concurrent Education Session** – There are no offsite programs in 2021.
- ❖ **Smartphone Application** – Like many companies and organizations, the host for the IIMC smartphone app “Attendify” has restructured their services to accommodate a virtual engagement platform. In July of 2020, IIMC purchased a new smartphone app and accompanying virtual event platform. The App is currently available in the Google Play Store or Apple App Store. This new app provides us IIMC with additional features and capabilities which will be utilized onsite in Grand Rapids as well as throughout the year.
- ❖ **Session Pre-Selection** – IIMC will be implementing a session pre-registration process for the 2021 conference. Due to room capacity restrictions and social distancing required, IIMC staff will be collecting session selection data from the registered attendees with the intention of ensuring that the delegation on site in Grand Rapids has an informed and smooth experience while Staff navigates the logistics of this unusual conference. Having session interest ahead of time will allow staff to set the rooms accordingly as well and reassure speakers regarding the number of attendees they will be exposed to. This process will be clearly communicated to the membership via written and video platforms.
- ❖ **Room Splits** – Due to room capacities set by the city, state and convention center, many events may be split between multiple rooms.
- ❖ **Virtual Speakers** – As an international organization, the department always attempts to bring in speakers from beyond the U.S. borders. Three Canadian Speakers will be joining IIMC in 2021, all of which carried over from the 2020 cancelled education program. As of the date of this writing, the Canadian borders are closed to non-essential travel making it impossible for these speakers to join us physically in Grand Rapids. These speakers will be streamed in live to the session rooms. This will be a different experience for all parties involved; however, the delegation will be made aware of this format in advance in addition to all the other “reimagined” details coming in to play this year.
- ❖ **Contactless Conference Transcripts** – In the attempt to eliminate contact exposure for the Education Department, we have eliminated the self-tracking method that we utilized in 2019. The Department with full support of the Conference Committee will be utilizing online assessments for the 2021 conference. This online assessment will apply to all sessions including, Academy, Athenian Dialogues, Keynotes and Concurrent Sessions. Each speaker will provide a learning assessment that can be translated into an online exam. Flexiquiz, the platform used to deliver assessments for the IIMC Virtual Institute and was immensely successful and will be utilized for the conference.

Once a session has been completed, attendees will look for the QR code found on the signboard outside of the session itself. They will scan this code with their smartphone camera and be directed to the final assessment for that session. Assessments will need to be passed with a 70% or higher in order to receive a certificate of completion for that session. They will be given 3 opportunities to pass. A modified method will be used for Athenian Dialogues since this program warrants a different type of learning assessment.

Certificates of completion will be issued immediately upon a passing grade eliminating the 4-6 week waiting period that accompanies traditional conference transcripts. Certificates will be sent over to the email that the attendee uses when taking the exam. IIMC staff will be able to access the certificates and test scores immediately and have access to these records should a certificate need to be located. For those without a smart phone or those that prefer to complete the exams on a desktop, we will also provide a list of browser links that can be utilized rather than the QR codes.

IIMC Institutes

- ❖ **2021 Colloquium** – The Department will be hosting a Virtual Colloquium on Tuesday, May 25, 2021. After reaching out to all IDs in early March it was determined that most universities would not allow travel and the turn out for an event in Grand Rapids would not be what we were hoping for. A decision was made with the Education Advisory Group to offer this session virtually via Zoom affording all IDs the opportunity to attend regardless of travel restrictions.
- ❖ **New York** – The final approval of this new Institute in the state of New York was completed in January or 2021.
- ❖ **Pennsylvania** – IIMC and the Region II Directors have met with representatives of Albright College with the hopes of creating an institute in Pennsylvania. The Board will be kept apprised as information is received.
- ❖ **ID Turnover** – At the current time, Institute Directors continue to turn over rapidly. Many universities are eliminating/combining positions. Other IDs are simply choosing to leave the field or seek employment elsewhere.

Athenian Leadership Society

At the Mid-Year Meeting, the IIMC Board of Directors voted to temporarily allow Athenian Dialogues to be conducted virtually using video conferencing software through June 30, 2021. Between January 1- June 30, 2021, there have been 34 Virtual Dialogues scheduled. The Education and Professional Development Committee was tasked with reviewing virtual offerings and determining if these should be made a permanent option. This Committee has made a recommendation to the Board accompanied by a new set of Athenian Guidelines. **Please see their report in this agenda for full details.**

Committee Work

- ❖ **Conference Committee**
The Department thanks the committee for their work on the new assessment/certificate distribution method that will be taking place in 2021.
- ❖ **Education and Professional Development Committee**
This committee has met biweekly since the start of the new year. Their two major tasks have been:
 - Beyond the MMC Proposal directed by the Board of Directors at the Mid-Year Meeting – Full update on their progress can be found in this committee's report
 - Virtual Athenian Dialogues – Board Action Required
 - The 2019-2020 Education and Professional Development Committee was working with IIMC staff to review and update both sets of IIMC

- Guidelines with the intention of combining these into one set of Guidelines. The committee made significant progress on this project until March 2020, when workloads and work environments shifted across the globe. With due respect to the heavy consequences of this project, the department has paused this review. This work will resume when the two tasks listed above have been completed and clerk education settles into a sense of new normalcy and consistency. These guidelines will need to be updated to reflect a post pandemic educational world.

IIMC Foundation

The Education Department acts as a liaison for the Foundation and holds the records for all scholarships and grants. Due to the pandemic, all scholarships and grants that were unable to be used in the 2020 year were carried forward into 2021.

- ❖ **Jim Tinnin Online Learning Scholarship** – The 2021 application period ran from October 1-31, 2020. Recipients were selected in November and received a \$100 reimbursement for an IIMC approved online course completed through our website during the 2021 calendar year. There were 162 applicants and 139 eligible applicants received funding. No applications were received from Regions X or XI
- ❖ **2021 Conference Grants** – The 2021 application period ran from October 1, 2020 – February 12, 2021 and covered the general registration costs for the 2021 Annual Conference for two members per region. Recipients were selected in March of 2021 with 38 applications received and 16 eligible applicants selected. No applications were received from Regions X or XI and only one application received from Regions I and VI.
- ❖ **CMC/MMC Scholarships** – The 2021-2022 CMC/MMC restricted scholarship applications, which provide reimbursement for institute and academy attendance were available from October 1, 2020 – March 1, 2021. For this round, recipients will be reimbursed up to \$400 for the registration fees of attending the program and will be required to submit receipts for reimbursement. As of the date of this report recipient have not been finalized. We received 28 applications total. No applications came from Region I, IV, X or XI.
- ❖ **Region Grants** – The 2021 Region Stipend application was made available on October 1st and will be accepted for the entire 2021 calendar year. This program offers a \$1,000 stipend that can be applied to the costs of running an IIMC approved Region Meeting Education program. As of the date of this report, only Region III has officially taken advantage of this funding.

Management's Comments:

Besides their daily responsibilities, Education's involvement with this year's conference has been more pronounced than past years. With the constant changes in the venues in Grand Rapids, having to revise and restructure an education program twice, it's remarkable the work that has stemmed to produce what is, by far, IIMC's most difficult conference in the past 25 years. The Department's recommendation is in the EPD Committee's report on Virtual Athenian Dialogues.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board

From: Tom van der Hoven
Region XI Development Consultant

Date: April 6, 2021

Subject: IIMC Region XI Year-End Report



The purpose of my report is to inform the Board of the focus of my work as Region XI Development Consultant in 2021/22 and to seek the Board's input and support.

Background:

This is my tenth report to the Board and follows on from the background and role explained in previous reports.

The Role

To work closely with Region XI Directors, IIMC staff and the International Relations Committee.

My key objectives are to:

- Significantly grow membership of IIMC Region XI;
- Generate regular communications between IIMC, Region XI Directors and Region XI members which supplements and complements the material provided by IIMC;
- Commission and create value added material, products and services which members will regard as a member benefit; and
- Organize meetings and events in Region XI both to support the growth and development of region XI and as an additional benefit to IIMC members in region XI and other regions.

Discussion:

Structure.

The Region XI Management Board last met face-to-face in Hinckley, UK in October 2019 with the main focus of discussions being the arrangements for the next IIMC Region XI Symposium and Study Tour in 2021. Since then, a number of meetings were held but, due to the impact of Covid, they had to be held virtually.

Communication

Communication has always been, and will always be, a priority in Region XI. It is a challenge to engender a feeling of unity in a single region amongst associations in different countries and without a common language. The regular newsletter is our vehicle to share experiences and good practice. However, virtual meetings have been easier to organize and for members to attend. The latest newsletter was produced in March 2021 and the next one is scheduled to be published in October 2021.

Membership

A key objective of my role is to generate membership growth in Region XI. The revised bulk membership scheme agreed by the Board grew IIMC's total Region XI membership and it currently stands at over 5400 members.

We need to focus on how to retain those members and to provide them with services and products that will serve their needs. The challenge will be in finding out what they expect from their membership as it will differ from association to association – one size does not fit all.

This is an area of focus of the International Relations Committee (IRC) and I will be working with them on it.

Facilitated Zoom Discussions and Interviews

At a meeting of the IIMC International Relations Committee (IRC), in 2020 various committee members who had attended previous Region XI Symposiums expressed how interesting and valuable they found the opportunity to discuss a topic with fellow members from different countries at the roundtable facilitated discussions.

Due to the pandemic situation, most of our members had started using Zoom/Teams for virtual discussions.

The IRC recommended, and the Region XI Management Board agreed, that we trial a number of sessions using Zoom and then evaluate its success.

The first session was held on Thursday 29 October 2020 at 5.00 p.m. London time and the topic was to explore the challenges of working remotely. The session was run as a plenary session with 20 participants coming from each of the 9 US regions, Canada, England, Scotland, the Netherlands, Belgium and South Africa.

The feedback on the session was overwhelmingly positive and delegates expressed the wish to meet again in smaller groups to focus on a few of the challenges in more detail. And so, a further session was held on 12th November with this group. Again, feedback was very positive.

The same format was repeated with another 20 from the waiting list on 3rd and 17th December 2020. As before the feedback was very positive.

From the discussions it became clear that councils/authorities were thinking of moving away from exclusively virtual meetings which came about as a result of the pandemic to hybrid meetings – a mix between virtual and face-to-face meetings.

And so, I offered to run more sessions in 2021 with the topic: “The Challenges faced, or that could be faced, in Hosting Hybrid Meetings”.

Sessions were run on 20th and 28th January and 3rd and 11th February 2021 and 99 members in total participated. That meant that every member who had indicated interest in these Zoom

sessions had been accommodated! Again, feedback was positive. People enjoyed being able to share experiences with colleagues from around the world.

From feedback it appeared that some colleagues did not feel comfortable about the detailed arrangements in running hybrid meetings. Initially I suggested hosting a webinar with a panel of 5 ‘experts’ in this field however it soon became apparent that it would still not address the real need due to time constraints.

And so, I offered to host one-on-one interviews with 6 colleagues from across the world and from different sized authorities. These interviews have now been completed and will shortly be shared with all IIMC members via the News Digest – see attached article.

I intend to run another series of Zoom discussions in a few months and any suggestions of possible topics will be gratefully received. The topics should be of mutual interest to members irrespective where they are from.

Together with the Region XI Management Board and the Executive Director we are looking at hosting a webinar shortly of the softer skills required by managers when dealing with virtual team meetings. More information on this to follow shortly.

2023 IIMC Region XI Symposium and Study Tour

The Board supported the recommendation of the Region XI Management Board to hold the 2021 Symposium and Study Tour in the Netherlands.

However, due to the impact of the Covid pandemic situation, arrangements had to be put on hold. The VvG and Region XI Management Boards therefore recommended the IIMC Board to postpone the 2021 Symposium to take place in 2022 in the Netherlands.

Members will be aware that the pandemic situation worldwide is continuing, and a lot of uncertainty remains about future travel and the financial position of councils and our sponsors.

I was advised by the company that helped me put together some of the arrangements for the study tour that we needed to agree to the dates in 2022 so that discussions could start with hotels and conference venues. The reason for that is that due to the pandemic, a large number of events had to be cancelled in 2020/1 and would roll forward to 2022. There is going to be pressure on finding venues and rooms with hotels already expecting firm commitment for rooms.

This prompted me to start a discussion with VvG. I met virtually with the President of VvG, Renee Wiggers, Hans Rijs, Region XI Director and VvG Board member and also Bernadette Jansen a VvG Board member.

The unanimous view was that we would be taking a risk to go ahead with arrangements in 2022 for both the study tour and symposium due to the uncertainties mentioned. We do not want to host an event in 2022 just for the sake of hosting it but we want to ensure that we host an event which is of a high standard and which would attract local and international delegates.

We therefore agreed to propose to the Region XI Management Board that the proposed study tour and symposium for 2022 be rescheduled to take place in September 2023 in Amsterdam, the

Netherlands. It was suggested that the Symposium be held on Thursday 21 and Friday 22 September 2023.

It is most unfortunate that such a decision had to be considered but under the circumstances we had no choice if we wanted to act responsibly. All the work we have done this far has not been wasted as it is our intention that the event will still follow the draft program outlined for 2022. Moving it to 2023 will also give us the time to look into the possibility of digitally connecting with those members unable to attend the event.

The Region XI Management Board agreed that the Symposium and Study Tour be reschedule to September 2023 and recommended the IIMC Board accordingly and which the Board agreed. Attached is the draft program.

Focus for 2022/23

The key focus for the immediate future will be to plan the next Symposium when the pandemic situation allows us to do so and to continue working with the International Relations Committee and the large number of new members in Region XI to provide the products and services they will want to access. Also, to host another series of virtual discussions.

Recommendation:

Members of the IIMC Board are invited to comment on the report.

Management's Comments:

Region XI has been extremely productive this past year. Tom's initiatives in the virtual meetings and the symposium/travel program have been instrumental in developing a more global network. The Board had already approved moving the Symposium to 2023.

We've also produced a Spring Region XI newsletter that was distributed in March to all members outside of North America.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Members

From: Tom van der Hoven
IIMC International Development Consultant

Date: March 16, 2021

Subject: HYBRID COUNCIL MEETINGS – PITFALLS AND WHAT YOU NEED TO KNOW



Dear IIMC member,

You will be aware of the Zoom discussions I have held with colleagues from across the world on the challenge members faced with remote working and recently on the challenges faced in hosting hybrid meetings.

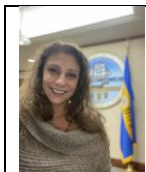
These discussions received widespread positive feedback, but it was apparent that some colleagues wanted to hear about it in more detail than could be achieved in a group Zoom discussion.

I have now held one-on-one interviews with 6 of our colleagues in different countries and different sized authorities to hear from them how they went about setting up for hybrid meetings and what they found had worked for them.

It was clear from these discussions that ‘one size does not fit all’ and that each approached arrangement for hybrid meetings in a manner that suited them and what was affordable to their authority. In some countries there is still uncertainty as to what will be allowed following the pandemic as legislation require changes whilst in others there is certainty whether it will be allowed or not.

You may already have arrangements in place, or you might still not be sure what will be required for a successful hybrid council meeting. This is an opportunity to hear the views of some of your colleagues. They were all asked the same questions. You may want to listen to each of the interviews. Or you may want to listen to one that represents a similar sized authority as yours. Or you may want to listen what each of them said in response to a specific question.

I do hope you find this useful. Please feel free to email me with any comments or suggestions at imeet@iimc.com




Mina Barberis - Deputy City Clerk for the City of Norfolk, in the Commonwealth of Virginia, USA.


- Norfolk population 250,000. Urban arts and business hub of Hampton Roads region – Population: 2.1 Million.
- 8 Council Members.
- Interview link - https://youtu.be/9oYQTB46_3U
- If you'd like more information you can contact Mina at: Mina.Barberis@norfolk.gov

	<p>Sarah Jeffries - Clerk for Maiden Bradley with Yarnfield Parish Council and Horningsham Parish Council, UK</p>
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- Population –Maiden Bradley PC331 and 7 Councillors
- Population - Horningsham PC 289 and 11 Councillors
- Interview link: <https://youtu.be/1HEX1qMeIYE>
- If you'd like more information you can contact Sarah at: maidenbradley@virginmedia.com

	<p>Chris Johnson - City Clerk of the city of Meridian, Idaho USA</p>
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- Population – 120,000
- 6 Council Members and a Mayor
- Interview link: <https://youtu.be/emuvhDQhDhI>
- If you'd like more information you can contact Chris at:
- <https://www.linkedin.com/in/chris-johnson-514909137/>

	<p>Ian Morris - Chief Officer and Town Clerk at Peterlee Town Council, UK</p>
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- Population – 21,000
- 22 Councillors
- Interview link: <https://youtu.be/jb0h66IfqW0>
- If you'd like more information you can contact Ian at: ian.morris@peterlee.gov.uk



Peter Sass - Head of the combined governance team for Richmond and Wandsworth Councils in South-West London, UK.

- Population – 500,000
 - 60 Councillors in Wandsworth and 54 in Richmond
 - Interview link: <https://youtu.be/XbuJHumZsII>
 - If you'd like more information you can contact Peter at: Peter.Sass@richmondandwandsworth.gov.uk
-

The interviewees were all asked the following questions:

- Councils have been hosting virtual meetings during the pandemic but as we come out of lock-down I can imagine that there will be the hope to meet face-to-face again. But, for some virtual meetings have advantages such as less travel, more flexibility. What has been your experience?
- As we come out of lockdown, there may be the wish to have a choice of how to attend meetings – either virtual or in person and hence the concept of hybrid meetings. What in your view constitutes a hybrid meeting?
- Does legislation in your state/country currently allow you to hold virtual and/or hybrid meetings in future?
- Have you discussed with your members what sort of meetings they would like to hold in future? Back to face-to-face, stick with virtual or move to hybrid meetings?
- So, what arrangements do you currently have in place for virtual or hybrid meetings and how did you go about it? Meeting facilities and technology.
- Funds - Changing technology to accommodate hybrid meetings could be costly? What is your view on this?
- Operating a complex setup could be challenging and require more staff than usual? Your view?
- Have you any protocols in place for virtual and hybrid meetings?
- How do you allow members of the public to speak?
- Do members of the public view a webcast or do they log in on the same system as the council?
- How do you manage voting in a hybrid situation?
- Is it more difficult and time consuming to set up for a meeting and to manage it?
- Have you made provision for members joining the meeting by telephone?
- Have you done any member training?
- Did it require training of staff?



BROADENING YOUR HORIZONS

The Challenges of Crossing Borders

Amsterdam, Netherlands
Thursday 21st & Friday 22nd September 2023



Hosted by



VERENIGING
VAN GRIFFIERS

International Institute of Municipal Clerks

with Co-host



DRAFT STUDY TOUR AND PROGRAM – SEPTEMBER 2023 INTERNATIONAL SYMPOSIUM

Day 1 (Saturday – 16th September 2023)

- Tour Group to convene at Schiphol Airport no later than 2.00 pm.
- The group depart to Brugge by bus and book into hotel – Grand Hotel Casselbergh?
- We will meet as a group at 6.30 pm for informal introductions and a preview of the week's agenda.
- Some may arrive in Brugge on their own. Rooms will be available from 2.00 pm unless they booked extra days prior.
- We will meet in the atpm
- Dinner will be at at Pm (TBC)

Day 2 (Sunday – 17th September 2023)

- Today the group will explore Brugge.
- Breakfast will be available fromam in the restaurant.
- Explore on your own or program to be confirmed (TBC).
- Lunch on your own – TBC
- Dinner will be atpm at (TBC)

Day 3 (Monday – 18th September 2023)

- Today the group will depart to Antwerpen.
- Buses will depart at
- Meet up with Tine Vervisch of Excelo and her Mayor for a discussion and lunch. Tine to arrange program.
- Depart for Amsterdam at around 3.00 pm to arrive Amsterdam 5.00 pm.
- Check into hotel that could be in the rural area of Amsterdam or Amsterdam central. To be decided.
- Dinner to be arranged - by Tom.

Day 4 (Tuesday – 19th September 2023)

- Today we will explore the rural area around Amsterdam.
- Breakfast will be available fromam in the restaurant.
- Buses will depart at
- Venues tbc but can include:
 - One of the largest Orchid growers in the Netherlands - Dutch growers are the orchid champions of Europe.
 - Meet the Griffier (Clerk) of the small village of Uitgeest in their Council chamber - hear of the challenges they face as a small community and how they have to work together with other communities.
 - A typical Dutch windmill.

- Visit an authentic cheese farm. Holland is home to an area known as Cheese Valley, made up of four regions: Gouda, Bodegraven-Reeuwijk, Woerden and Krimpenerwaard.
- Lunch at a restaurant on the Uitgeestermeer (lake)
- The new lock chamber at IJmuiden on Holland's North Sea Canal – the world's largest sea lock
- Dinner at the Rijksmuseum in Amsterdam and a tour of the museum if possible.

Day 5 (Wednesday – 20th September 2023)

- Today the group will explore Amsterdam.
- Buses will depart at
- Venues TBC but can include
 - Beurs van Berlage – vast former stock exchange building
 - Boat trip on the canals or
 - Lunch on a boat trip on the canals
 - Capital C – former diamond exchange of Amsterdam
 - Royal Palace of Amsterdam
 - Anne Frank House - Museum house where Anne Frank & her family hid from the Nazis in a secret annex, during WWII
 - Rijksmuseum - Dutch national museum dedicated to arts and history in Amsterdam. Only if we cannot arrange the dinner there on Tuesday.
- Evening meal at(TBC)

Day 6 (Thursday – 21st September 2023) – International Theatre Amsterdam

This is a draft in development - wording of potential topics still to be determined.

08.30 – 09.30 Registration and refreshments on arrival with exhibitors

09.30 – 10.00 Welcome by the Presidents of IIMC and VvG

10.00 – 11.00 Plenary session (tbc)

11.00 – 11.30 Refreshment Break & meet the exhibitors

11.30 – 12.30 Plenary Session (tbc)

12.30 - 13.30 Lunch break

13.30 - 14.30 Plenary session (tbc)

14.30 – 14.45 Quick comfort break

14.45 – 15.45 Three parallel sessions that fit within the theme of Challenges of Crossing Borders

Session 1: tbc
Session 2: tbc
Session 3: tbc.

15.45 – 16.15 Refreshment break & meet your exhibitors

16.15 - 17.15 Roundtable facilitated discussions or Excursions

18.00 Busses depart to

18.30 - Buffet and entertainment at De Balie - 19th-century courthouse hosting debates, theatre & talk shows with a social or political focus.

- Joined by the Mayor of Amsterdam for a discussion.

Day 7 (Friday – 22nd September 2023) – International Theatre Amsterdam

09.30 – 09.45 – Welcome and arrangements for the day – Region XI Director

09.45 – 10.45 Plenary session

10.45 – 11.00 Coffee break

11.00 – 12.00 Plenary session/breakout sessions

12.00 – 12.45 VvG Algemene Lede Vergadering (ALV)/ VvG Annual Business Meeting

12.45 - 13.45 Lunch break

13:45 - 15:15 Excursions: Anne Frank Museum and

15.15 - 15.45 Closing session with the Presidents of IIMC and VvG.

15.45 - 16.30 – Closing ceremony with refreshments

The evening is free and those staying over can make their own arrangements to explore Amsterdam or go out for dinner or whatever.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors
From: Kerry Rozman, MMC, Chair
Date: April 5, 2021
Subject: Conference Year-End Report



Background:

This Committee's purpose is to review and to recommend conference education topics, speakers, sessions and general session speakers and work with staff in reviewing the overall conference design, consideration of new speakers and topics, and how to improve upon existing formats.

Discussion:

Unfortunately, the Committee was not tasked with a great deal for the 2020/2021 year. There were no decisions to be made regarding the location for the 2025 Conference. The location will be in St. Louis since they could not host the 2020 Conference due to the Pandemic.

The Committee was asked to review and support changes to the transcript/certificate process for the 2021 Conference to replace traditional conference transcripts. This platform was used for the IIMC Virtual Institutes with a great deal of success. Staff will work with speakers to create a final learning assessment that can be translated into an online exam. The platform is Flexiquiz.

Once a session has been completed, attendees will look for the QR code found on the signboard outside of each session. They will scan the code with their smartphone camera and be directed to the final assessment for that session. Assessments will need to be passed with a 70% or higher to receive a certificate of completion for that session. There will be 3 opportunities to pass.

Certificates of completion will be issued immediately upon a passing grade eliminating the 4-6 week waiting period that accompanies traditional conference transcripts. Certificates will be sent over to the email that the attendee uses when taking the exam. Staff will be able to access the certificates and test scores immediately and have access to these records should a certificate need to be located. For those without a smartphone or those that prefer to complete the exams on a desktop, we will also provide a list of browser links that can be utilized rather than the QR codes.

The Committee supported this proposed change.

Financial: No financial assistance is requested at this time.

Summary:

Although the Conference Committee was not tasked with a great deal this year, they were responsive when asked to comment or give their input on the question at hand. I thank the Committee and IIMC Staff for all their hard work in continuing to put on top-notch conferences.

Management's Comments:

We appreciate this Committee's expeditious review of the new scanning process and their overall contributions and perspective in helping staff with conference developments.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Barbara K. D. Goeckner, MMC/WCPC, Elections Chair
Lucrecia Wonsor, MMC, Elections Vice Chair

Date: April 15, 2021

Subject: Election Year-End Report



Background

The Committee received the ballot information for the Region XI election, which is outside North America and handled this business through email.

Discussion The Committee reviewed the information on the ballot and suggested consistency on the name information which included a nickname, so it was the same on the ballot and the bio. With this change, the ballots were sent out and the election was finalized with results on September 30th.

Chair Goeckner has discussed the following items with Executive Director Shalby: review of the manual for any changes or updates and possible consideration of electronic voting equipment to use during the annual business meetings. These items will be brought to a Committee meeting later this year or early in 2021 for review and discussion.

Financial There is no financial impact from current activities.

Summary

We will continue to review any election and ballot information as necessary and work on the other items as able.

Recommendation

We look forward to working on these items as well as any other items the Board feels are pertinent to our Committee.

Management's Comments:

Appreciate the committee's efforts in reviewing the elections manual. The Committee vetted the results for the October IIMC Region XI Directors' election. Since this writing, the Committee has vetted the election ballots for all three 2021 Vice President candidates and the two Region XI candidates, approving them both for distribution to IIMC members. The Committee was sent an email by one of the Region XI candidates regarding the campaigning process of the other candidate and whether or not it fit IIMC's campaign protocols. The Committee reviewed the email and the contents in question and found no unethical or unprofessional behavior in the process. The Committee vetted the election results for the VP and Region XI elections, which will be announced at the Annual Business Meeting on May 13, 2021.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Mary Johnston, MMC
IIMC President

From: Sharon K. Cassler, MMC
Chair

Date: April 8, 2021

Subject: International Relations Year-End Report



Background: The International Relations Committee has been assigned four (4) goals from President Johnston.

1. Manage and run the booth annually at the IIMC Annual Conference which promotes International Programs and provides a focal point for International members.
2. Work with Region XI Consultant and Executive Director to market and promote the 2021 Study Abroad and Symposium programs.
3. Create News Digest profiles featuring Region X and XI members.
4. Develop strategy on educating the membership on the value of global membership.

Since the Mid-Year Report, we offer the following report from our Region XI Development Consultant, Tom van der Hoven:

Update on Facilitated Zoom sessions and the 2022 Symposium and Study Tour

The purpose of my report is to inform the International Relations Committee of progress with arrangements for the Facilitated Zoom discussions and the 2022 Study Tour and Symposium scheduled to be held in the Netherlands.

Update – Facilitated Zoom sessions:

At a meeting of the IIMC International Relations Committee (IRC), in 2020 various committee members who had attended previous Region XI Symposiums expressed how interesting and valuable they found the opportunity to discuss a topic with fellow members from different countries at the roundtable facilitated discussions.

Due to the pandemic situation, most of our members had started using Zoom/Teams for virtual discussions. The IRC recommended, and the Region XI Management Board agreed, that we trial a number of sessions using Zoom and then evaluate its success.

The first session was held on Thursday 29 October 2020 at 5.00 p.m. London time and the topic was to explore the challenges of working remotely. The session was run as a plenary session with 20 participants coming from each of the 9 US regions, Canada, England, Scotland, the Netherlands, Belgium and South Africa.

The feedback on the session was overwhelmingly positive and delegates expressed the wish to meet again in smaller groups to focus on a few of the challenges in more detail. And so, a further session was held on 12th November with this group. Again, feedback was very positive.

The same format was repeated with another 20 from the waiting list on 3rd and 17th December 2020. As before the feedback was very positive.

From the discussions it became clear that councils/authorities were thinking of moving away from exclusively virtual meetings which came about as a result of the pandemic to hybrid meetings – a mix between virtual and face-to-face meetings.

And so, I offered to run more sessions in 2021 with the topic: “The Challenges faced, or that could be faced, in Hosting Hybrid Meetings”.

Sessions were run on 20th and 28th January and 3rd and 11th February 2021 and 99 members in total participated. That meant that every member who had indicated interest in these Zoom sessions had been accommodated! Again, feedback was positive. People enjoyed being able to share experiences with colleagues from around the world.

From feedback it appeared that some colleagues did not feel comfortable about the detailed arrangements in running hybrid meetings. Initially I suggested hosting a webinar with a panel of 5 ‘experts’ in this field however it soon became apparent that it would still not address the real need due to time constraints.

And so, I offered to host one-on-one interviews with 6 colleagues from across the world and from different sized authorities. These interviews have now been completed and will shortly be shared with all IIMC members.

Arrangements for the 2022 Study Tour and Symposium:

Members will be aware that the pandemic situation worldwide is continuing, and a lot of uncertainty remains about future travel and the financial position of councils and our sponsors. I was advised by the company that helped me put together some of the arrangements for the study tour that we needed to agree the dates in 2022 so that discussions could start with hotels and conference venues. The reason for that is that due to the pandemic a large number of events had to be cancelled in 2020/1 and would roll forward to 2022. There is going to be pressure on finding venues and rooms with hotels already expecting firm commitment for rooms.

This prompted me to start a discussion with VvG. I met virtually with the President of VvG, Renee Wiggers, Hans Rijs, Region XI Director and VvG Board member and also Bernadette Jansen, a VvG Board member.

The unanimous view was that we would be taking a risk to go ahead with arrangements in 2022 for both the study tour and symposium due to the uncertainties mentioned. We do not want to host an event in 2022 just for the sake of hosting it but we want to ensure that we host an event which is of a high standard and which would attract local and international delegates.

We therefore agreed to propose to the Region XI Management Board that the proposed study tour and symposium for 2022 be rescheduled to take place in September 2023 in Amsterdam, the Netherlands. It is suggested that the Symposium be held on Thursday 21 and Friday 22 September 2023. The dates will formally be confirmed by the VvG Board on Tuesday 16 March 2021.

It is most unfortunate that such a decision had to be considered but under the circumstances we had no choice if we wanted to act responsibly. All the work we have done this far has not been

wasted as it is our intention that the event will still be held in Amsterdam, the Netherlands and will follow the draft program outlined for 2022. Moving it to 2023 will also give us the time to look into the possibility of digitally connecting with those members unable to attend the event.

The Region XI Management Board agreed to reschedule the Symposium and Study Tour to September 2023 and recommended to the IIMC Board accordingly. The IIMC Board agreed.

SUMMARY:

The International Relations Committee is pleased with the year that we had, even in the midst of the pandemic. There were many positives that came from this year. The connections that were made via the Zoom session were invaluable. We have received many positive comments and great feedback on these sessions. It is our hope these can continue into the future, even after things are back to “normal” and folks are able to travel again. We believe this important offering is something that will reap great benefits as we continue to recognize and honor the first “I” of IIMC. Many, many kudos to Tom for his diligence in seeing this through. It has been successful because of his efforts and we can’t thank him enough.

I’ve also attached a report that was provided to our Committee, “*The Impact of COVID on Clerks Worldwide.*” Again, this was presented by Tom and provides great insight to one of the Zoom sessions, we felt it would be helpful for the Board to see this.

In speaking with the Executive Director, it has been decided that the International Relations Committee will not have a booth as they traditionally do in the exhibit hall in Grand Rapids, largely due to space and COVID protocols; however, we will have a table in the Registration area. Even though the Study Tour and Symposium have been pushed to 2023, we still believe we need a presence at the Conference in Grand Rapids.

It has been an honor and pleasure to serve as Chair of this Committee and I am very pleased with the work that was accomplished. We met the goals that were assigned to us by President Johnston and each member of this Committee is to be commended for their contributions.

Management’s Comments:

There was quite a bit of activity with this Committee and IIMC’s International Consultant. The attached report was also published in the *New Digest* and the *Region XI Newsletter*. As we move into next year, we will restart promoting to IIMC members the 2023 Study Abroad Program/Symposium to be held in Amsterdam, the Netherlands.

The impact of the Covid Pandemic on our members worldwide – Tom van der Hoven IIMC International Development Consultant



As a result of the Covid pandemic IIMC members all over the world were suddenly 'forced' to work differently to what they had been used to. Many were required/directed to work remotely – some in safely distanced offices and others from home.

Working remotely has certainly affected our members and posed challenges such as:

- How do you manage staff who are working from home?
- How do you stay in touch with staff who are working from home?
 - Working too much.
 - Not doing what they should.
 - When does the workday start?
 - Work is infinite.
- How do you avoid overworking?
- How to make sure you get the most important work done.
- How do you deal with social isolation?

These were just some of the challenges faced by those working remotely. It seemed that there was a learning opportunity by sharing experiences and solutions via a virtual meeting such as Zoom with colleagues around the world.

The first session was held on 29th October with 20 participants from the UK, Belgium, the Netherlands, South Africa, Canada and each of the 9 IIMC regions in the US. Following the discussion feedback was overwhelmingly positive with comments such as:

- It was very informative and very helpful! It was great to be able to share ideas and stories with other clerks around the world.

- Thank you for arranging yesterday's meeting! It was a great opportunity to discuss the issue with colleagues from across the world.

The discussion at that first meeting focused on the issues and challenges in general but the group expressed the wish to meet again and then to look into some of these challenges in more detail. They met again on 12th November and chose the following topics to explore in smaller groups:

- How to tackle social isolation when working from home.
- How to manage staff remotely.
- The social isolation of elected members.

The group enjoyed the further discussions in breakout rooms and some of the feedback received were:

- We could have talked for hours in our breakout session. So interesting to hear of life as a clerk in a different country.
- Wonderful opportunity to hear what others are going through in a similar situation.

It was clear from the responses to the initial invitation that this was an issue of interest and so two further sessions were held on 3rd and 17th December 2020.

Most councils moved to virtual meetings at the start of the pandemic but by now some started thinking of hybrid meetings in place of purely virtual meetings. It was obvious that these would pose its own set of challenges and judging from the response to an invitation to explore this topic, there was widespread interest amongst our members.

In January and February this year a further 4 virtual discussion sessions were held. Most of the discussions focused on the challenges posed by hosting hybrid meetings whilst few members had actual experience of it. In certain countries lockdown prevented people attending in person but there is no doubt that it will certainly be considered as an option when the situation improves.

It was a common theme across the world that virtual meetings had improved member and public 'attendance' and in general had a positive impact on councillor behaviour.

Feedback from these last discussions was again positive with comments such as:

- The information was useful/helpful to my role.
- It helped me to understand that all clerks are struggling some with this thing called COVID.
- We are looking at hybrid meetings and after this discussion we met with our IS and PIO departments to come up with a concrete plan to present to Council.
- It's comforting to know that across the globe we all face the same challenges and great to hear how others are coming up with solutions.

Hopefully the world will start to move towards some normality in the near future, but I think it will not be the same as previously. And, that hybrid council meetings could stay with us for a long time to come. Those that joined the discussions were comforted by

the fact that colleagues over the world faced similar challenges and everyone could learn from that.

But there is a need to now learn from those few who have successfully hosted hybrid meetings instead of just talking about the challenges. And so, Tom van der Hoven, our International Development Consultant, is working on options how to share information on arranging/managing hybrid council meetings. More information on this will follow shortly.

Thank you to all of you that participated in the discussions and we look forward to you joining future discussions.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors

From: Membership/Mentoring
Carrie W. Johnson, Chair

Date: April 5, 2021

Subject: Membership/Mentoring Year-End Report



The following are items that the Committee accomplished in the past six months:

- A conference call was held with all members on Wednesday, November 10, 2020. After introductions and our purpose, we discussed ideas on a news article and how COVID has affected all our mentoring efforts in the workplace and beyond. We discussed our goals that were carried over from 2019-20 as well.
- At the time of discussion, there were 46 mentors and 46 mentees per IIMC. We also encouraged the members of the Committee to encourage participation in the upcoming Conference. A lot of them mentioned travel restrictions from their organizations and there was not much feedback on attendance.
- Mr. Bruce Poole of Bleaden Parish Council, UK, proposed an article for the newsletter, and it was accepted and published
- Each month, our committee is tasked with welcoming new members or congratulating members receiving certification that they are assigned Regions for. We encourage them to handwrite a note to them which is so much more personal than an email. This has been very successful and other members are so thankful that we are remembering them in this way.

Management's Comments:

We appreciate this committee's efforts to continue its communication with members. Bruce Poole's article on mentoring was published in the February 2021 *News Digest*. The Mentoring committee usually has a table at the annual conference to promote the mentoring program. Unfortunately, with the restrictions on social distancing, there will not be a table in 2021; however, we are hopeful for 2022.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors

From: Janice Almy, MMC
Chair

Date: April 5, 2021

Subject: Public Relations/Marketing Year-End Report



Background:

The Committee's purpose is to market and promote IIMC through Annual Professional Municipal Clerks Week, 75th Anniversary celebration, and Program Excellence in Governance Award, and informational articles in *News Digest*.

Discussion – 2020/2021 Goals and Objectives:

1. Submit at least one article for the *News Digest* in the areas of best practices, management, and leadership.
2. Promote marketing plans for Program Excellence in Governance Award, recognize innovation and best practices.
3. Develop timely materials and new marketing ideas for Professional Municipal Clerks Week.
4. Work with Conference Committee to generate ideas to celebrate IIMC's 75th Anniversary.

Financial:

As previously submitted, on July 17, 2020, the PR&M Committee did not foresee the need for funding for the 2020/2021 goals and objectives of the committee. However, the committee respectfully defers to the Conference Committee and/or IIMC staff for funding needs in this area.

Summary:

Members of the PR&M Committee participated in the 2020/2021 IIMC Committee Leadership Orientation on May 28, 2020, by teleconference/video conference.

The PR&M Committee held a teleconference on July 9, 2020, to make introductions, review the purpose of the committee, review the goals and objectives of the committee, review deadlines, and establish a meeting schedule for the year.

Recommendation:

Goal/Objective No. 1: The committee continues to work with the National Notary Association to allow reprinting of notary best practices article(s) in the IIMC *News Digest*. To date, permission has not been granted.

In addition, the committee pursued an article titled, "*Managing with Empathy – A People Driven Approach*," from Dr. Pearl Sumathi, Professor of Practice/Management Consultant with Oklahoma State University, Stillwater, Oklahoma. The article was published in the 2020 October 2020 *News Digest*.

The committee is also in the early stages of researching/obtaining an article on *Servant Leadership*. To date, the committee continues to research/obtain an article on *Servant Leadership*.

Goal/Objective No. 2: The committee continues to recommend marketing of the *Program Excellence in Governance Award* via video promotions from prior recipients (Janet Goodall), as well as promoting member association newsletters and Governing Magazine. The 2020/2021 committee participated in this year's March evaluation process of two (2) nominations for the PEGA.

Goal/Objective No. 3: The 2019/2020 committee recommended, and the IIMC Board approved, changing the Municipal Clerks Week proclamation by implementing the word "Professional" throughout the document. The IIMC Board, at its meeting on November 2019, approved the recommended changes to the Municipal Clerks Week proclamation.

This year the committee recommended the continuation of the promoting of Municipal Clerks Week and the MCW proclamation by "email blast" and/or correspondence to all members and their City Managers and/or Mayors to adopt the proclamation and recognize City Clerks during the April or May meetings. The Committee continues to review existing materials and brainstorms new marketing ideas for Municipal Clerks Week.

Goal/Objective No. 4: In July 2020, the committee reviewed two (2) rounds of options for the 75th Anniversary logo and recommended Option B from Round Two, a diamond with gold trim, blue background, a quill pen and the wording: IIMC 75th 1947-2021 Anniversary.

The committee recommends spotlight (remember when) photos and tag lines of "humorous" items used by the City Clerks over the past 75 years. Examples could include a memo graph machine, reel-to-reel tape recorders, standup/desktop embossing seal, etc. The committee recommends articles previously published in IIMC newsletters or *News Digest* from the past to current – to lead up to the 75th Anniversary.

Management's Comments:

We appreciate the committee's work on acquiring articles for the *News Digest*. The committee was also instrumental in working with IIMC's designer on the 75th anniversary logo, choosing the 2021 PEGA winners and overall help with conference and marketing developments.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Kathy Montejo, MMC
Chair

Date: April 9, 2021

Subject: Records Management Year End Report



Background: The purpose of the Records Management Committee is to develop informational resources to assist members with their records management needs.

2020/2021 GOALS:

- 1) Recommend records management educational sessions for the Annual Conference:**
The Committee was unable to generate any specific suggestions for RM session topics or national presenters for the 2021 Annual Conference but will continue to be alert for topics or presenters that might be of interest to the membership and future convention attendees.
- 2) Prepare a minimum of two articles regarding best practices for records management.**
 - A) The committee members sought out and explored ideas for other published RM best practices articles from various resources that could be re-printed with permission in the News Digest. Examples include publications from various state and university archives, national archives, National Archives and Records Administration (NARA), national newsletters from associations such as the Association of Records Managers & Administrators (ARMA), National Association of Government Archives and Records Administrators (NAGARA), Institute of Certified Records Managers (ICRM) and more.
 - B) To generate additional ideas for articles, committee members were polled asking: 1) Are there RM topics that you have experience with or have recently tackled in your office that would make a good case study or article for the News Digest? 2) Any stories or examples from colleagues in your state association? 3) Ideas for article topics that you want to learn more about regarding RM? 4) What you would be interested in reading in the News Digest regarding RM?
 - C) Other suggestions included articles about how to achieve the CRM (Certified Records Manager) professional designation and articles from current municipal clerks who have attained this designation who could offer tips on achieving and benefits of receiving such a professional credential
 - D) A search generated a specific potential article that this Committee recommends next year's Committee explore more in-depth: Below is a profile of a city employee in Durango, CO (pop. 19,000) who recently presented a workshop for ARMA. It might be of interest to ask him if he is interested in drafting an article for the News Digest based upon this experience with converting the paper records to digital.

Todd Ellison is the Records Administrator for the City of Durango, where he has been assisting (from the records side) with the management of millions of City records in hard copy and electronic formats since 2009. He previously spent 18 years establishing the archival program of the Southwest Studies Center at Fort Lewis College and teaching about it there as a full tenured professor and a Certified Archivist, which included providing digital access to records on the website he developed there at the start of the Internet age, and guiding the design of the new building and then personally moving two linear miles of special collections books, records and artifacts into the new \$8 million 50,000 square foot facility.

3) Identify at least 2 issues and create content for the online Resource Centre of ordinances, policies and best practices.

Recommendation for next year's Committee: To continue to review the existing online resources to ensure they are still viable links and provide feedback on sites to remove and new resources to add.

4) Review and possibly update, current or create new IIMC Technical Bulletins.

The current Committee is completing their review of the thirteen RM Technical Bulletins series from 2012 to review for "dated" material to see if there are sections in need of updating. However, most of the Bulletins were authored by RM professionals associated with NAGARA and our committee members questioned if our level of technical review is adequate. This project will be forwarded to the incoming Committee with review notes and recommendations.

Unfortunately, due to the pandemic as well as state primaries and national elections taking up the first half of our committee working year, the ability of members to dedicate time to these tasks has been negatively impacted. The Committee regrets they were unable to accomplish some of the intended tasks and goals and pledges to serve as a resource for the incoming Committee to the best extent possible.

The Committee requests that the IIMC Board accepts the appreciation of the Chair, Vice Chair, and Members of the 2020/2021 Records Committee for this opportunity to serve the members; and receive and file this report.

Management's Comments:

We appreciate this Committee's help and are confident that they will get back on track in 2021 and 2022.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Lisa Vierling, MMC, Chair
Audra Etzel, MMC, Vice Chair

Date: April 15, 2021

Subject: Research & Resource Year-End Report



A great big “thank you” to all the members of the Research & Resource Committee for all their hard work this past year and for dedicating their time in service to our IIMC colleagues around the world. We had several colleagues who reached out to us for guidance and we were able to share our knowledge, expertise, and experience.

We would like to express our sincerest appreciation to IIMC for allowing us the opportunity to serve in this capacity and to be part of such a prestigious and rewarding committee. We would also like to acknowledge and extend appreciation to the IIMC Board Liaisons that have been assigned to assist the Research & Resource Committee: Angila Bains, CMC and Phyllis A. McGraw, MMC and to acknowledge IIMC Staff Liaison, Tammy Storrie for all her hard work and for routing information/inquiries to us as they come in.

We would be remiss if we did not mention that this year has been an extremely challenging year for all of us due to the COVID-19 Pandemic. Sadly, our Committee was not able to meet during the 2020 IIMC Annual Conference in St. Louis because it was cancelled due to the COVID-19 Pandemic.

Background

The **purpose** of the Research & Resource Committee is:

“To assist with surveying the membership on various issues as necessary; and to ensure the members are provided with quick and accurate answers to inquiries through membership network and resource library.”

The 2020-2021 **Goals & Objectives** are:

1. Review in-house publications (Roll Call and Language of Local Government)
2. Assist in developing and disseminating surveys and questionnaires as requested by the Board of Directors, Committees, and staff.
3. Respond to member questions submitted to the IIMC website and staff.
4. Review and possibly update, current or create new IIMC Technical Bulletins.

Discussion

The committee has responded to the following requests/inquiries this year.

1. Service information relating to municipal clerk contract negotiations.

2. Hybrid meeting models during the COVID Pandemic.
3. Resources for virtual public meetings, public comments, and public hearings during the COVID Pandemic.
4. Vetted language in IIMC survey regarding attendance at the 2021 IIMC Annual Conference in Grand Rapids, Michigan before it was sent out to entire membership (i.e. preferences for face-to-face conference vs. virtual conference).
5. Vetted language and contents of IIMC sponsorship survey (MCCi) prior to announcing to members.
6. How extra money can be spent from remainder of State Revolving Fund (SRF) loans.
7. Shared insight on best practice for recording citizen comments in minutes for municipal governments.

Financial

None

Summary

The Research & Resource Committee has addressed the inquiries received thus far in a timely manner and we continue. It has been a pleasure to help out our fellow Clerks when we were called upon.

Recommendation

The Research & Resource Committee does not have any suggestions or specific recommendations at this time other than our pledge to continue supporting the ongoing efforts of IIMC and the Board of Directors.

Management's Comments:

Considering the irregularities of these past 12 months, the Committee continued as much as possible answering various members' questions. We appreciate their help and are confident that they will get back on track in 2021 and 2022.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors

From: Angela R. Johnson, Chair
Education and Professional Development Committee
Elizabeth Garcia-Beckford, Vice Chair

Date: March 26, 2021

Subject: Education and Professional Development Year-End Report



Background

The purpose of the IIMC Education and Professional Development Committee is to ensure IIMC provides excellence in professional education and development of programs by serving in a supporting role to the Education Department; and working cooperatively with IIMC in suggesting programs and outreach areas of education for municipal clerks.

The 2020/2021 Education and Professional Development Committee members are: Elizabeth Garcia-Beckford, MMC, Vice Chair North Lauderdale, Florida; Jennifer Carfagno, CMC Pinellas Park, Florida; Jilline Dobratz, CMC, Jackson, Wisconsin; Margaret Hawker, MMC, Oregon; Tami Kelly, MMC Grove City, Ohio; Tina Knapp, MMC, Orange County Sanitation District, Fountain Valley, California; Marita Rhude, MMC, Barrett, Minnesota; Michelle Smith, CMC, Reading, Pennsylvania; Anne B. Uecker, MMC, Saint Francis, Wisconsin; Nancy A. Vincent, MMC, Thornton, Colorado; Dawn G. Abrahamson, MMC, Vallejo, California; Janice M. Bates, MMC, Tipp City, Ohio; Kay Cmelik, MMC, Des Moines, Iowa; Diane Pflugfelder, MMC, Liberty, New Jersey; Pamela Smith, MMC, Lee County, Florida; Ashley DiBlasi, Staff Liaison; Iris Hill, Staff Liaison; Kellie Siggson, Staff Liaison, and Angela R. Johnson, MMC, Chair, Meeteetse, Wyoming.

The 2020/2021 IIMC Education and Professional Development Committee was assigned the following goals and objectives for this year:

1. Identify education resources for existing education and professional development opportunities to be reviewed by the Education Department.
2. Review applications filed for new Institutes.
3. As needed, work with the Education Department to ensure all aspects and development of current and new Municipal Clerk education programs, courses, etc., are consistent with IIMC's education guidelines.

Discussion

In mid-November 2020, the Committee was asked to review the "Beyond the MMC" Program. Due to the COVID-19 Pandemic the Committee did not start meeting regularly until January 2021. The Education and the Institute Guidelines project was put on hold and the Committee started meeting regularly every two weeks to review and discuss the "Beyond the MMC" Program.

January 6, 2021, the Committee started meeting via Zoom every two weeks to review the original “Beyond the MMC” Program. Over the course of several meetings the Committee has strived to establish direction and recommendations to share with Institute Directors, developed a survey for MMC holders to gain current needs of the membership, and continue the work to help develop the new program.

In March 2021, the Committee was tasked to make a recommendation to the Board of Directors on whether the Committee feels that offering Virtual Athenian Dialogues should be a permanent option for IIMC, Institutes and State/National/ Provincial Associations as we move beyond the current approval period which expires on June 30, 2021.

The Committee continues to work on the review process for the Framework for the “Beyond the MMC” Program. The goal is to broaden the program for the clerk profession, help ensure funding for continuing education, and expect continuing education for Clerks that hold the MMC designation. The Committee prepared survey questions, which were submitted to the Research Resource Committee for development. The survey was then emailed to IIMC members currently holding their MMC designation to gain input for continuing education. The survey results helped gain a better understanding of what the membership educational desires are for continued advanced education “Beyond the MMC”. The majority of the membership appeared to be interested in additional educational opportunities. The committee discussed the possibility of a 4 Track Program with the tracks being: 1. Certified Public Administrator, 2. Certified Records Manager, 3. Certified Parliamentarian, 4. Leadership Development. The committee was in favor of a separate program that ties the Clerk Training to Institute Directors, State/Provincial Associations, and IIMC. The delivery method would be a hybrid approach with both in-person and virtual training but understand the challenges with virtual training. Another discussion item was to keep the program affordable. The Committee would like IIMC to develop the “Beyond MMC” Advanced Education Program. The goal is to develop the “Beyond MMC” Advanced Education Program, that is an IIMC driven and designed Program, with 4 tracks that can be offered through Institutes, State/Provincial Associations and IIMC with both in person and virtual delivery methods, utilizing the existing partnerships and affiliate agreements. The Committee provided possible names for the “Beyond the MMC” Program such as “Colors of Distinction” or “Pathways of Distinction.” Committee members had a discussion on the importance of Leadership and the qualities needed to help lead, manage and assist to be more equipped to manage, supervise and lead. The Committee would like to focus on developing a skill set to develop a leader. Some possible Distinction Pathways could be Leadership, Management, and Supervision. There are existing programs in UK and the Netherlands on leadership and others that can be looked into, which could help lay the framework. The Committee also discussed that you must have the MMC Designation to enroll in the program and this advanced education would only be offered to IIMC Members that hold their MMC Designation. The Committee would like to take some time to review the existing programs, gather a list of skills of a leader, and flush out the content of the program prior to submitting to Institute Directors for feedback.

The Committee will return to reviewing the Educational Guidelines when the “Beyond the MMC” project has been completed. The outcome of this project may affect the Educational Guidelines currently being reviewed.

Financial

The Education and Professional Development Committee has no financial requirements at this time.

Summary

The 2020-2021 Education and Professional Development Committee welcomes additional assignments as they arise. We look forward to working with the IIMC staff to meet the goals and objectives of this Committee.

Recommendation

The Education and Professional Development Committee would like to recommend making the Virtual Athenian Dialogues a permanent option for IIMC and the acceptance of the addition of the Virtual Athenian Dialogue Guidelines to the Athenian Dialogue Policy. In the meantime, the Committee will continue their work on the “Beyond the MMC” Program. These recommendations will be presented at the May 2021 Board Meeting.

Management’s Comments:

We thank this Committee’s work and adaptability to handle multiple goals this year. We look forward to more progress regarding the “Beyond the MMC Program.” Management agrees with the Committee’s recommendation to make the Virtual Athenian Dialogues a permanent option for members.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Education and Professional Development Committee

Date: March 28, 2021

Subject: Athenian Dialogue Policy Update – Virtual Dialogues



Below please find a recommendation to the existing Athenian Dialogue Policy focusing specifically on Virtual Athenian Dialogues.

VIRTUAL ATHENIAN DIALOGUES

This year, the IIMC Board of Directors approved Athenian Leadership Society Dialogues to be conducted online indefinitely when hosted by an IIMC approved Institute, State/Provincial/National Association or IIMC itself. The following guidelines must be followed for all Dialogues conducted virtually:

- All Dialogues must be 6.0 educational hours in length; however, Virtual Dialogues may be split into alternate formats such as two 3-hour time blocks or three 2-hour time blocks. Virtual Dialogues may be split over multiple days if desired.
- As with in-person dialogues, Virtual Dialogues must also be pre-approved by IIMC following the pre-approval process outlined above. Hosting organizations must also follow the guidelines for selecting an approved Facilitator and book.
- Hosting organizations are required to utilize an online meeting platform that require the use of both cameras and microphones (such as Zoom, Go-To Meeting, WebEx, etc.). Both the Facilitator and participant must have a stable camera and audio connection for the entire duration of the session. Participants that opt not to have an audio connection or a camera connection will be removed from the session.
- It is recommended that hosting organizations recruit a technology volunteer to handle any and all technology issues and work one on one with the participants so the facilitator may be left to focus on the task of facilitating.
- Cost to participate in a virtual dialogue can be determined by the hosting organization based on Facilitator and technology expenses incurred.
- It is recommended that Virtual Dialogue attendance is limited to 24 attendees allowing for all participants to be seen on one screen.

- Participants are required to purchase their own book and **read the entire book** prior to attending the Virtual Dialogue.
- Attendee participation and engagement is required. Facilitators may utilize polling features, breakout rooms, chat box, hand raising, and any other features offered by the selected technology platform. Attendees are expected to limit outside distractions to allow for an effective learning environment and be fully present during the duration of the session. IIMC recommends an executed agreement between attendee and hosting organization/facilitator outlining expectations for the program. Failure to meet reasonable expectations will result in zero credit. Credit is to be given at facilitator discretion.
- Assessment and Certificate requirements remain the same for Virtual Dialogues as are for in-person Dialogues. Hosting organizations and/or facilitators are responsible for assessment review and certificate distribution.

Education and Professional Development Committee Recommendations:

1. The Committee is recommending that IIMC Members seeking CMC/MMC certification credit may receive a maximum of 12 points of the 18 points allowed toward certification from attendance at virtual dialogues.
2. IIMC Members seeking Fellowship in the Athenian Leadership Society may attend a maximum of 6 dialogues virtually toward the required 10.

Management's Comments:

Management thanks this committee for their numerous conversations regarding both virtual Athenian Dialogues and Beyond the MMC. We look forward to the committee's continued work on the Beyond the MMC proposal and future recommendations.

Management agrees with the recommendation to allow Dialogues to be held virtually indefinitely. These distance learning opportunities has been valuable to the IIMC membership over the past 9 months and have led to many first-time dialogue attendees across the country. Virtual offerings have allowed members to pursue the Athenian Fellowship recognition that have not had access to this opportunity in the past. Virtual has developed well rounded Athenian Facilitators that are ready to deliver education in numerous formats and on multiple platforms.

Management does not agree with placing a cap on the number of Virtual Athenian Dialogues one can attend toward certification or Fellowship. The allowance of virtual training has produced various paths to access education and the implementation of additional caps, on top of existing Athenian caps, would be a disservice to the membership. The current policy allows for a maximum of 18 points (approximately 6 dialogues) to be applied to the CMC/MMC application from Athenian Dialogues. Opening up opportunities are not intended to restrict access simultaneously. The policy requires completion of 10 dialogues to achieve Fellowship status and restricting half of those to in-person dialogues takes access to this recognition away from many IIMC members who entered into this program with new professional goals. As IIMC strives to be a more inclusive Organization, it must continue to seek opportunities to deliver education to all members worldwide, regardless of their access to in-person Institutes. Virtual Dialogues have

connected members across the globe in ways that only the IIMC Annual Conference ever has. These programs have given access to excellent facilitators and top-notch educational experiences, and restricting the number allowed toward IIMC programs would take the Organization a step back rather than the forward, adaptable, innovative direction the Board continues to seek.

The following include feedback collected from virtual dialogue attendees for reference.

Virtual Dialogue Feedback

"I actually loved this virtual ALD. The book of course was fantastic, and Peggy did a great job of facilitating with thought provoking questions and videos she shared. Broken up into two sessions made it even better. Oftentimes the travel and overnight costs have kept me from attending these. I love having these available virtually. Thank you!"

"I think doing these virtually has been very positive. Many people have been complaining about so many things being taken away from us. I have filled my time working towards completing my last bit of work towards my MMC and Athenian Fellowship. I've been quite busy actually and feel a great sense of accomplishment. So thank you for providing these virtually. Because I am high risk for COVID complications, virtual meetings keep me in contact with people without worry of exposure. They save time and money on travel. They allow me to connect with people that I normally would not have the ability to connect with allowing a broader understanding of what is happening across this country. It has made participating in virtual meetings a more comfortable situation. I have done 3 virtual dialogues and have 3 more in my schedule. I never would have been able to participate in that many if I had to travel. One thing I have learned, only 25 people can be seen at one time. I prefer when the number of people participating is kept to that 25-person limit. You can see everyone on one screen this way. My hope is that in the future we are offer opportunities for both in person and virtual dialogues."

"I wanted to take a moment to provide feedback on a recent virtual Athenian Dialogue I attended on Aug 7/8 as I know this is a new area for IIMC and for Clerks. This was my 9th dialogue, so I've experienced many in person and was apprehensive how well the dialogue would translate in a virtual environment. I was very pleasantly surprised how meaningful the dialogue was. I loved that it was split over two days to avoid having to sit for 6+ hours in front of the computer. Our facilitator, Peggy Hawker, used Zoom and utilized the breakout rooms very effectively. She randomly assigned the rooms but kept the participants the same at each break out. It was somewhat equivalent to sitting in person at a table with fellow clerks. It really allowed us to connect and continue building on our connections throughout the dialogue. I know this is a new offering for IIMC and I hope you will consider extending it past the current pandemic needs. I think it provides a valuable opportunity for clerks who may not otherwise be able to attend due to the cost (monetary and time) of travel, especially as most of our agencies are significantly reducing budgets."

"I wanted to take a minute or two and tell you how much I appreciate the Virtual Institutes and Athenian Dialogues. These virtual programs are so important to me and my pursuit of the MMC designation. Much like everyone else, our travel budget is very restricted this fiscal year due to

the COVID 19 Pandemic. These virtual programs not only provide my City with a huge cost savings but works very well with my work schedule. These programs are much more flexible and for that reason, I can much more easily rearrange my meeting schedule if needed because there is no travel involved. In addition, I continue to be able to network with peers around the country.”

“There are two Athenian Dialogues coming up but are not slotted to be virtual programs. They are 1) Toto’s Reflection: Leadership Lessons From the Wizard of Oz by Kevin Fickensher on October 9th and 2) Opening the Doors by BJ Hollars by Kathie Novak on October 20th. Is there any way possible that one or both of these can be made a virtual program?”

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“I just wanted to touch bases and let you know that I facilitated a virtual ALD for the CCAC. I remember when the IIMC Education and Professional Development Committee discussed allowing this to occur, and we thought it should go through January (I think), with a discussion in December. I want you to know that I thought it went well, and I think virtual ALDs should continue to be an option even if/when we return to something close to the past normal. I would say that the participants were very engaged, thoughtful, insightful, and in some cases, may have found participation easier from afar.”

“I hope this email finds you and your loved ones safe during these uncertain times. I recently attended my first virtual ALD put on by the City Clerk’s Association of California (CCAC) on the book, Born a Crime By Trevor Noah, facilitated by Peggy Hawker from Newport, OR. I wanted to be sure to send you a quick email regarding my experience, since it was extremely positive and exceeded my expectations of a virtual setting. Although we all wish to be in-person with one another like the ‘old days’, I was extremely impressed with how smooth and collected this dialogue was. The breakout groups allowed for the intimate setting that an in-person dialogue brings, but it also brought the opportunity to meet Clerks from around the Country. I have made new friends with people on the other side of the Country and I truly wouldn’t have had such an opportunity elsewhere. Thank you for adjusting these ALD’s to the new world that we live in and thank you for allowing us to continue to push forward in a state of pause. If you have any questions or a survey I can assist in completing for the IIMC Board on the virtual ALD’s, please don’t hesitate to ask.”

FACILITATOR

"I did a virtual Dialogue this past Friday. (I think I can claim the title of first ever in history.) It went GREAT!! I was really worried Zoom would cause the conversation to be dry or awkward or cautious. It was NOT! In fact, I told my colleagues in the office that I don't count it a good Dialogue unless someone cries because of the emotion of the topic and the vulnerability that the group encourages. Even by this measure it was a success. J (And I did 6 hours all in one day – it didn't feel too long!) BTW, the dialogues are going very, very well virtually. Clerks are saying how much they appreciate the flexibility and the discussions are rich. One clerk from Alaska said it would normally take her years to complete her 10 dialogues and that each would cost around \$800 with travel."

"I have taken two Athenian Dialogues virtually and facilitated one so far, with another scheduled in October. Things that I found helpful was to make sure all participants had their name on the screen. Some participants just had City Office of City Clerk. I walked participants through how to change the name so that everyone had their name on the screen. It was also good if you had people from multiply states to put their state with their name. I also did a practice session of zoom the day before the scheduled AD so participants who were not familiar with zoom could test their audio/video to be sure it was working properly. The AD's that I participated in spent too much time getting people to connect with audio/video and wasted class time. I would suggest that Facilitators be required to attend a training put on by IIMC/or someone else that would train them in the features of zoom or other software program they would be using. I personally went out and did zoom feature videos and practiced with the program, so I was very familiar with all the features before hosting my first virtual dialogue. I also registered and attended an AD virtually before holding my first virtual dialogue. I found that other facilitators were not familiar with how the features of the software worked which caused delays. I feel that participants for virtual dialogues should be limited to 24 people, so with the facilitator you have a total of 25 people, which is all that can be seen on one screen. It is very difficult to see and keep track of everyone when they don't all fit on one screen."

"The AD that I facilitate had 9 first time attendees and 7 attendees that was their second dialogue. All the participants were from Minnesota. One of the positive things about a virtual dialogue is there is no need to travel, which saves a lot of money. In Minnesota, our dialogues are usually held in the Minneapolis/St. Paul area as most facilitators have to fly in. This can involve up to a 5-hour drive one way and the need to spend the night prior to the dialogue in a hotel. With mileage and hotel costs it makes the Dialogue too expensive for most Cities. Many Minnesota Clerk's only chance to attend a dialogue is at our MCFOA Annual Conference."

"I received several comments on how thankful they were to be able to stay safe and still participate in a training and see other clerks."

"In the virtual AD's that I participated in there were people from many different states. The one dialogue had people from 7 different states. Without a virtual platform this would not most likely happen unless you were at an IIMC Conference. A comment one participant made was that they loved having people from different parts of the country as they had a different perspective based on where they lived then they had from their part of the country. It was great having varying"

perspectives based on the part of the country you lived in. It brought a lot to the dialogue experience.

“A draw back to the virtual dialogue is that with everyone having their microphone on mute it did take a little time to unmute when you wanted to talk, or people would start talking but their microphone was on mute. This did slow down the dialogue a little.

“Technology can be a challenge at times. In one of the dialogues that I participated in we had a storm going through and the power flashed off so I lost my internet connection briefly and was kicked out of the session. I was able to get my connection back right away and sign back into the dialogue. In one of the dialogues that I participated in we were all in breakout rooms and the facilitator lost connection and had difficulty getting back into the session, which resulted in us being in breakout rooms 15 minutes longer than planned.

“Participates gave me feedback that they loved the breakout rooms. I agree it was a great feature to allow for group work, which I feels adds to the experience. I received some comment that the virtual dialogue limits interaction with other participates. I allowed participates at breaks and over lunch to stay and visit with other participates like they would do in a personal setting.

“Overall, I think the virtual experience is a great one. Should it replace in person dialogues? No. When it is safe, we should return to in person dialogues. However, should we in a limited fashion allow virtual dialogues to continue? I believe we should. I would love to part of a group that would come up with a proposal to allow this and the guidelines needed. Please reach out to me with any questions you may have.”

“The one I finished yesterday WAS virtual and it was awesome! I almost liked it better! When the host put us in breakaway rooms, the selections were random so I ended up meeting and getting to know other recorders that I might not have gotten to know.... I expected the interaction and participation to be sketchy at best, but it was great as well! Our facilitator, Marylynn Stratta was great (as always) but we also had a couple of ‘techy’ recorders who helped with logistics and that made it go smoothly.”

“I am dropping a note to let you know how AWESOME Dawn Michanowicz is as an Athenian Dialogue facilitator, and how effective the virtual AD’s have been for me. I have met and “dialogued” with Clerks I would not have met in-person, being that I am in Connecticut and they were from other parts of the U.S. as far as California and Alaska. All bring a special prospective on the book we are discussing.”

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC President Mary Johnston, MMC
IIMC Board Of Directors

From: Tracy L. Davis, MMC – Chair
Debra A. Jermann, MMC –Vice-Chair

Date: April 9, 2021

Subject: Policy Year End Report



Background:

The purpose of the IIMC Policy Review Committee is to monitor and provide policy guidance to ensure purpose, consistency, accuracy, and fair application. To review policies, positions, and perspectives regularly and recommend appropriate revisions to the IIMC Board of Directors.

Members of the 2020-2021 IIMC Policy Review Committee are Tracy L. Davis, MMC – City of Keizer OR, Debra A. Jermann, MMC – C-TRAN Transit District WA, Mary M. Farmer, CMC – Coming NY, Eelco Groenenboom, MMC - The Netherlands, Sharon Harris CMC – LaPorte TX, Anna Hicks, Sanibel FL, Ashley Jackson, MMC – Bowling Green KY, Ruth Post, MMC – Philomath OR, and Kathy J. Walker, CMC – Nicholasville KY. Our IIMC Board Liaisons are Stephen Huycke – Richmond Hill ON Canada, Helen Ingold, MMC – Crestwood MO, and Scott Passey, MMC – Edmonds WA. Our Staff Liaisons are Connie M. Deford, CMC – Bay City MI, Karen Li Lee – IIMC Communication Coordinator and Chris Shalby – IIMC Executive Director.

Our goals and objectives for 2020-2021 are as follows:

1. Review current Policy Manual and recommend revisions to ensure policies reflect current Board practices as needed.
2. Develop new policies as required by the Board of Directors
3. Review policy proposals submitted by the Board of Directors
4. Perform annual review of the minutes of the Board of Directors to ensure policy changes are codified.
5. Provide policy articles of interest for inclusion in the News Digest.

Throughout the year, the Policy Review Committee received the following assignments from the IIMC Board of Directors:

- Create a policy for IIMC Board Member Transition – Retirement
- Review potential policy changes related to emergency/pandemic situations
- Create an additional process for the Annual Business Meeting if it cannot be held in person and a policy allowing members to vote electronically regarding constitutional amendments
- Create an Employee Service Recognition policy
- Review a Constitutional Amendment redefining eligibility for Honorary Membership

Discussion:

Create a policy for IIMC Board Member Transition – Retirement

Prior to the Mid-Year IIMC Board of Directors meeting, the Policy Review Committee worked on our first two assignments; IIMC Board Member Transition-Retirement and potential policy changes related to emergency/pandemic situations. We finalized our work on the first assignment and presented two recommendations to the IIMC Board of Directors for adoption at the November Mid-Year meeting.

- Adopt proposed policy language as a new chapter in the IIMC Policy Manual in Title 2 – Board of Directors – Transition and Retirement
- Prepare an IIMC Constitutional Amendment for a vote by the membership at the annual meeting in May 2021 to add the clarifying language to the Retired Member definition in Article II – Section 2(E).

At the November Mid-Year meeting, the IIMC Board of Directors voted to adopt both recommendations.

Beginning at the first of the year, the Committee continued working on the other assigned projects.

Review potential policy changes related to emergency/pandemic situations AND Create an additional process for the Annual Business Meeting if it cannot be held in person and a policy allowing members to vote electronically regarding constitutional amendments.

The COVID-19 pandemic caused great uproar in operations of our municipal governments and businesses around the world. IIMC headquarters and staff were no exception and quickly had to adapt their work environment. The IIMC Board of Directors asked the Policy Review Committee to consider a special emergency section in the policy manual to cover such items as virtual education sessions, video board meetings, remote staffing options, technology rainchecks for interrupted educational sessions, and virtual annual business meetings with the potential of electronic voting for constitutional amendments. While it would be beneficial to add an emergency section to the policy manual to cover these topics, the Committee believes a full review of the policy manual should be performed first. Small amendments to existing policies would allow flexibility for some of the situations experienced during this last year.

Create an Employee Service Recognition Policy

After the resignation of a long tenured IIMC staff member, the IIMC Board of Directors requested the Policy Review Committee create an employee service recognition policy to provide IIMC employees who have worked a minimum of 15 or more years and who are now departing IIMC on good terms with a monetary compensation. The Committee has developed the attached policy for the Board's consideration. This draft policy has been reviewed and vetted by Rosa Cumare, IIMC's attorney.

Review a Constitutional Amendment redefining eligibility for Honorary Membership

The 2019-2020 IIMC Policy Review Committee proposed a constitutional amendment be prepared to redefine who may be eligible for honorary IIMC membership, to be presented and

voted on at the 2020 Annual Business meeting. The language was not presented to the IIMC Board of Directors nor did the 2020 Annual Business meeting occur due to the pandemic. At the November 2020 Mid-Year meeting, the IIMC Board of Directors asked the Policy Review Committee to review the recommended language and forward a recommendation to the IIMC Board of Directors for consideration with a potential vote by the IIMC membership at the 2022 Annual Business meeting.

The amendment redefines eligibility for Honorary Membership to an IIMC Past President or an individual who has made significant and exemplary contributions to IIMC and the profession. A former IIMC employee is not eligible for this membership designation. The proposed amendment to the IIMC Constitution, Article II, Membership, Section 2, Definitions, Subsection D is attached to this report.

Financial:

If the Employee Service Recognition Policy is adopted, there may be a potential financial impact if any of the current IIMC staff members, who are eligible for a monetary bonus, leave employment.

Summary:

It has been a privilege to serve as the Chair of the 2020-2021 IIMC Policy Review Committee. The members of the Committee were fabulous and fully participated in discussions and review. I look forward to continued service on the Committee next year under the leadership of Debra Jermann, MMC. Thank you for the opportunity.

Recommendation:

The IIMC Policy Review Committee recommends the following:

1. Request the 2021-2022 IIMC Policy Review Committee begin review of the IIMC Policy Manual for amendments to current policies and the creation of new policies pertaining to emergency situations.
2. Adopt the proposed Employee Service Recognition policy as written. This policy will be a new addition to the IIMC Policy Manual – Title 3 – Personnel – Chapter 3.25.
3. Prepare an IIMC Constitutional Amendment for a vote by the membership at the annual meeting in May 2022 to redefine the eligibility for Honorary Membership status.

Management's Comments:

It has been a busy year for the committee, and we appreciate their perseverance in reaching their goals.

Management agrees with both recommendations: 1) the verbiage for the honorary membership, which is an amendment to the IIMC Constitution, will be distributed to the membership for a vote at the 2022 Conference in Little Rock, AR; and 2) the IIMC Employee Service Recognition policy is much appreciated by IIMC staff.

Final Recommendation from 20-21 IIMC Policy Review Committee

The 2019-2020 IIMC Policy Committee proposed that a constitutional amendment be prepared to redefine who may be eligible for honorary membership in IIMC, to be presented and voted on at the 2021 Annual Meeting. The language for this amendment was not presented to the IIMC Board of Directors. Since the Board will not meet again until May 2021, it is suggested that the proposed amendment be reviewed and prepared for inclusion in the report of the 2020-2021 IIMC Policy Committee to the May 2021 Board of Directors Meeting.

Following is the proposed amendment language:

Amend the IIMC Constitution, Article II, Membership, Section 2, Definitions, Subsection D by substitution:

Currently reads:	Proposed:	If adopted, would read:
D. An Honorary Member is elected to this classification by the IIMC Board of Directors and meets either of the following categories: 1. An IIMC Past President. Upon retirement or assuming a position with a legislative governmental body other than municipal clerk. 2. An individual who has made significant and exemplary contributions to IIMC and the profession.	D. An Honorary Member is elected to this classification by the IIMC Board of Directors, is not a current or former IIMC staff member , and meets either of the following categories: 1. An IIMC Past President. Upon retirement or assuming a position with a legislative governmental body other than municipal clerk. and has not moved to another qualifying position. 2. An individual who has made significant and exemplary contributions to IIMC and the profession.	D. An Honorary Member is elected to this classification by the IIMC Board of Directors, is not a current or former IIMC employee, and meets either of the following categories: 1. An IIMC Past President. Upon retirement and has not moved to another qualifying position. 2. An individual who has made significant and exemplary contributions to IIMC and the profession.

IIMC Policy Manual – Title 3

**Chapter 3.25
Employee Service Recognition**

Sections:

3.25.010	Purpose
3.25.020	Scope
3.25.030	Policy

3.25.010 Purpose

To establish a policy to recognize full-time IIMC staff for longevity.

3.25.020 Scope

Full-time employees who resign or retire from IIMC in good standing, with at least 15 years of service.

3.25.030 Policy

- A. Employees in good standing who retire or resign from IIMC Service, after completing 15 to 20 years of service, are eligible to receive a one-time cash bonus of \$5,000 upon the termination of their employment.
- B. Employees in good standing who retire or resign from IIMC Service, after completing 20 or more years of service, are eligible to receive a one-time cash bonus of \$10,000 upon the termination of their employment.
- C. Employees who leave service after completing 15 to 20 years and receive \$5,000 cash bonus, are eligible for an additional payment of \$5,000 if they return and complete additional years of service to reach the 20 years or more milestone. The employee must leave in good standing.
- D. A break in service due to a FMLA request, Uniformed Services Leave to fulfill a military service requirement, or an approved leave of absence of up to 6 months shall not count against the employee's accrual of longevity of service.
- E. Except as provided in (C), a service recognition cash bonus is limited to one per employee.

“Good standing”: The employee's resignation or retirement is not elected as an offered alternative to involuntary discharge or in response to a disciplinary measure.

International Institute of Municipal Clerks

To: Board of Directors

From: Brian "Petie" Ruch, MMC
Chair

Date: April 14, 2021

Subject: Budget & Planning Year-End Report



Background:

Membership on the 2020 / 2021 Budget & Planning Committee is comprised of:

- Brian "Petie" Ruch, MMC, Chair
- Gail Pomroy, MMC, Vice-Chair
- Mary Johnston, MMC
- Sheri L Pierce, MMC
- Pamela Smith MMC (Board Liaison)
- Lana McPherson, MMC
- Brenda K. Young, MMC
- Chris Shalby, IIMC Executive Director (Non-Voting Staff Liaison)

2020 / 2021 Committee Goals as assigned are:

1. Develop and identify areas for improvements in the annual balanced budget, to be submitted to the Board of Directors for approval;
2. Develop a five-year capital items projected needs list;
3. Monitor quarterly expense and revenue reports from the Executive Director and bring areas of concern to the attention of the Board of Directors, ensuring the adopted budget is adhered to;
4. Review the expenses and revenues associated with the Annual Conference and report on profit/loss;
5. Review and report to the Board of Directors issues raised in the Auditor's Management Letter and Report.

Discussion:

Staff distributed to the committee information on the current 2020 budget and the proposed 2021 budget. A meeting of the Budget & Planning committee to review this information and recommend a proposed 2021 budget was held on Friday, October 2, 2020 at the Hilton Garden Inn Conference Room in Rancho Cucamonga, California. Committee members present were Brian "Petie" Ruch, Mary Johnston, Sheri Pierce, Lana McPherson, Pamela Smith & Chris Shalby. Committee members absent were Gail Pomroy & Brenda Kay Young. IIMC Finance Specialist Janet Pantaleon and IIMC Financial Consultant Connie Parker also attended.

Policy Review – Revenue and Finance & Budget Committee Appointment Procedure:

The Committee reviewed Title 4 of the IIMC Policy Manual, Revenue and Finance. This is comprised of sections 4.05 through 4.50, which is the relevant policy governing IIMC budgets, investments, accounting policies, conflict of interest and the reserves. The Committee also reviewed the Budget Committee Appointment Policy which is comprised of section 2.35.080.

Review of Auditor’s Compilation Report & Financial Statements:

The Auditor’s Compilation Report and Financial Statements were reviewed for the 2019 year-end and there were no significant findings, making it nine consecutive years without any significant findings.

Five Year Capital Items Projected Needs List:

The 2021 - 2025 Five Year Capital Expenditures Plan was reviewed by the Committee. ED Shalby explained the proposed expenditures regarding Computer equipment acquisition, A/C Unit & HVAC Duct Work costs, Telephone Upgrades, Records Storage System costs, and other reasonable upgrades and expenditures.

2020 Projected Year-End Budget Notes:

ED Shalby and Staff reported that the 2020 Year-End projected budget is anticipated to end with a profit of \$29,559, an increase of \$21,086 from the initial projection of \$8,473. Main reasons for the growth in the bottom line are the mitigating of the losses for the canceled 2020 Conference in St. Louis, cancellation of travel, partial savings from vacant Independent Contractor Director of Education position and overall vigilance in reducing expenses. IIMC was able to negotiate the waiver of our obligations for expenses with the 2020 Conference Host Hotel, the Hyatt, and holding the 2020 rates for the 2025 Conference to be held in St. Louis. This was an approximate savings of \$373,000. Board Designated Reserves are approximately \$829,331.

Committee accepted the projected 2020 budget as presented, knowing there could be changes to the bottom line as the year end comes to a close.

2021 Projected Budget:

Committee discussed the 2021 budget presented by IIMC Staff and Management notes. ED Shalby noted the budget projected a deficit for 2021. Main reason is the conservative estimate of 500 projected delegates for the 2021 Conference to be held in Grand Rapids, Michigan. The conservative estimate is because of possible travel restrictions due to the COVID-19 pandemic. Committee received presentations from IIMC Departments including Financial Services, Education, Membership and Marketing.

Committee discussed the following:

- \$25 increase to the Delegate Registration Fees for the 2021 Conference in Grand Rapids. This will be a 5-day Conference celebrating IIMC's 75th anniversary. **Committee recommended no increase to registration fees for the 2021 Conference.**
- \$5 increase to the membership dues. **Committee recommended that membership dues be increased by \$5 to include full, additional full and associate members. Increase was applied to the 2021 membership dues.**
- Vacant Director of Professional Development position & office restructure. ED Shalby informed that Office Manager Denice Cox is leaving IIMC on October 15, 2020. He is restructuring the office eliminating the Office Manager position for the time being. This will help fund the hiring of a Director of Professional Development after the 2021 Conference. ED Shalby is recommending the IIMC Board approve his timeline for the hiring the Director of Professional Development, employee service recognition pay for Denice Cox and direct Management and Policy Committee create a policy providing long term IIMC employees pay upon amicable termination. **Committee recommended employee service recognition pay in the amount of \$10,000 for Denice Cox for her 20 years of service. It would be funded in the 2020 budget. Committee recommended funding be included in the 2021 Budget for the Director of Professional Development position starting July 1, 2021.**

Summary:

The Committee incorporated the following items into the 2021 Budget: \$5 increase in membership dues, elimination of salary for Office Manager position for 2021, including a salary for the Director of Professional Development position beginning July 1, 2021, increase for HR Services. The Budget Committee discussed the registration fees for the 2021 Annual Conference Delegates and Guests recommending no increase for the 2021 Annual Conference. The Committee recommended employee service recognition pay in the amount of \$10,000 for Denice Cox payable from the 2020 budget.

As noted above, the projected 2021 Budget is projected to have a \$60,059 deficit. This is mainly due to the conservative estimate of 500 Delegates for the 2021 Conference. This is well below the average of 670 Conference attendees. COVID-19 pandemic has left IIMC with the unknown on who will be allowed to travel at this time. ED Shalby has indicated the Amway Hotel & Devos Place is well suited for social distancing. If 2021 Conference has normal attendance, then the projected budget deficit may be a slight surplus.

IIMC's Finances are strong due to the efforts of the IIMC Board in recent years to create and implement policies and procedures that ensure budgets are adhered to and proper oversight of finances is in place. The lion's share of the praise for IIMC's financial success, however, is reserved for IIMC Staff, who operationalize the budget and finance policies. Staff continues to be committed to maximizing customer service within budgets and are often looking for ways to constrain costs without affecting deliverables. The Committee offers its praise to both the IIMC Board and IIMC Staff and urges continued vigilance in the future to ensure IIMC's long-term

health. Due to all of the above, IIMC will survive the potential financial impact of COVID-19. This may not have been the case several years ago. Kudos to the present & past IIMC Boards plus Staff for ensuring that IIMC is financially sound to with stand these unprecedented times.

Budget and Planning Committee Recommendations - 2020

Recommendation 1: The Committee recommended and the Board accepted the projected 2020 budget as presented, understanding that there may be slight modifications between now and year-end. **2020 budget ended with an \$85,642 surplus for the year.**

Recommendation 2: The Committee recommends a \$5 increase for membership dues to include full, additional full & associate members. **Currently in progress.**

Recommendation 3: The hiring of a full-time, in-house Director of Professional Development beginning July 1, 2021.

Recommendation 4: That the IIMC Board of Directors adopt the 2021 Budget with budgeted income of \$2,098,319, expenses of \$2,158,378, and deficit of \$60,059

Recommendation 5: Employee Service Recognition Pay in the amount of \$10,000 for Denice Cox. Funding will come from 2020 Budget. **Denice was paid in November 2020.**

Recommendation 6: Direct Management & Policy Committee to create an Employee Service Recognition Pay Policy for long term IIMC employees upon amicable termination. **See Policy Committee's 2021 year-end report in this Agenda.**

Recommendation 7: Compilation audit for budget year 2020.

Management's Comments:

We always appreciate the work of this committee, especially when requiring sound financial insight and advice. We agree with all of the Committee's recommendations and truly appreciate their generosity of accepting our recommendation for an Employee Service Recognition Plan.

In June 2020, and with the uncertainty of the pandemic and its long-term effect on leases and employees working from home, we proposed refinancing the Headquarters building to the Committee. The Committee agreed with the recommendation. The refinance was completed in November 2020 with the first payment due date of February 2021. The refinance helped shave approximately \$2,100 off of the monthly mortgage, reducing it from \$4,875 to \$2,700. The reduced mortgage puts IIMC in a better position to handle the monthly costs should one or more tenants not renew their lease.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors

From: Karen Lee
Communications Coordinator

Date: April 14, 2021

Subject: Communications Year-End Report



The metrics in this report reflect data collected 09/2020 – 04/2021

IIMC continues to increase outreach, strengthen support and provide resources through communication. Milestones met during the last six months are summarized below.

WEBSITE

The Communications Department has been working to increase traffic to the IIMC website, which continues to serve as a robust repository where members come for information to access specific resources. The top of the home page features an alert center where they may seek urgent announcements, such as the effects of COVID-19 on IIMC office operations and 2020 Annual Conference updates or prompts to a page with updated resources. The alert center also serves as a mechanism to push these urgent messages directly to Facebook and Twitter. The Communications Department updates the website approximately twice a week.

Milestones:

- Expanded the IIMC Calendar to include opportunities as they are submitted to the Education Department, this includes individual courses and Athenian Dialogues
- Updated Municipal Clerks Week page with 2021 materials, which includes the following new items for Clerks to download and use:
 - Logo, three sizes available
 - Zoom Backgrounds, two options available
- Updated Conference page, which includes the following items and updates:
 - Conference Campus Maps
 - Orientation Videos
 - Conference App download links
 - Updated COVID-19 health and safety policies
- Updated Windfall page to reflect membership savings additions and changes

Metrics:

- Views – 86K. 83% (+2%) of unique visitors access the website from desktops and 17% (-2%) from mobile devices.
- Visitor countries. United States – 50% (-19%); Canada – 2%; Combined other countries – 48% (+20%). **It is notable that the increase in Region XI views of the website went up 20% and now comprises nearly half of the website views.**

E-BRIEFINGS

In June 2020, the Communications Department assumed responsibility for the publication and distribution of mass mailing communications, including E-Briefings. E-Briefings continue to be our most frequent communication. The department launched a re-design of the E-Briefing that has been well-received and is focusing on curating new content each week and redirecting to the IIMC website for more comprehensive detail in fewer clicks. The E-Briefing now incorporates release of the monthly *News Digest*, to increase efficiency in communications and reduce mass mail fatigue for recipients.

Metrics:

- Average open rate – 29%. The average open rate has increased 4% since the last report period.
- It is notable that E-Briefings and Updates sent to Region XI have a consistently low open rate that ranges between 18-20%.

NEWS DIGEST

The *News Digest* is produced monthly. We have shifted our delivery strategy to redirecting readers to the IIMC website rather than promoting an outside link as a part of the effort to drive traffic to the website and to increase accessibility to archived *News Digests*. Also, we have started to promote each *News Digest* twice instead of once. The *News Digest* open rate is 33%, an increase of 4.5% from the last reporting period. It is notable that an average of 39.7% of *News Digest* readers are from Region XI.

ONLINE LEARNING

From January – March 2021, the Communications Department hosted three Virtual Athenian Dialogues in partnership with Region II. From April – June 2021, there are an additional three Virtual Athenian Dialogues with Region II planned and one Virtual Athenian Dialogue planned with Region V. The Communications Department works closely with the Education Department to comply with all Virtual Athenian Dialogue guidelines.

ANNUAL CONFERENCE

The Communications Department works closely with the Education Department to produce orientation events and videos, design and manage the agenda selection tool and steadily promote conference updates.

ONLINE RESOURCES

The Communications Department worked with President Mary Johnston, MMC, to produce the “Coffee Break with President Mary” series. A goal for the upcoming year is to increase membership engagement with the incorporation of a community platform. The department seeks leadership approval and support for this effort.

SOCIAL MEDIA

IIMC member social media participation takes place almost exclusively on Facebook. At this time, IIMC focuses energies pertaining to social media on improving use of Facebook rather than expanding use of other social media platforms. IIMC will continue to release updates and announcements on Twitter and maintain its accounts for other social media platforms for possible future development.

Management's Comments:

The Department's outreach has increased all areas of social media in terms of views, activity and member engagement. We look forward to growing this Department as members become more confident and comfortable with accessing information.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: IIMC Board of Directors

From: Janis Daudt, Director of Member Services
Tammy Storrie, Member Services Representative
Iris Hill, Education/Membership Assistant

Date: April 15, 2021

Subject: Member Services Year-End Report



It certainly has been a year to remember. Working from home, continuing our work schedules, responding to customer calls, emails, sending member packets, putting new members into the database, keeping up with the Bulk Membership changes and staying on track with our State/Provincial/National Association Presidents and all of our members has certainly been motivating.

Member Services were prepared for members being unable to pay their dues on time or at all. We were not sure how many of our members were working from home, how many would be laid off, how many municipalities would be under budget constraints. We immediately created a department go-to format to determine how we were going to be able to assist our members in remaining with IIMC. To date, we have assisted only 4 members, but will continue this program in 2021 to deal with what comes our way.

Member Services Q & A's for Members Cancelling due to COVID-19

First and foremost, we do not want members to cancel without asking IIMC if there are options. If you receive a cancellation, please call the member to ask why and then discuss the plans below. It is better to receive a smaller amount for dues than not at all and we lose membership.

Determine the individual's circumstances such as -

- Small-Medium-Large Municipality?
- How many members in Municipality?
- Preparing to Cancel or already in arrears?
- Working toward their CMC or MMC?
- Will your Municipality help pay a portion of your dues?

Offer a Payment Plan if 1 member -

- \$110.00 – offer a 3-month payment plan at \$37.00 per month
- \$170.00 – offer a 3-month payment plan at \$57.00 per month
- \$210.00 – offer 3-month payment plan at \$70.00 per month
- \$270.00 – offer 3-month payment plan at \$90.00 per month

Or

- \$110.00 – offer a 6-month payment plan at \$19.00 per month
- \$170.00 – offer a 6-month payment plan at \$28.00 per month
- \$210.00 – offer a 6-month payment plan at \$35.00 per month
- \$270.00 – offer a 6-month payment plan at \$45.00 per month

Offer a Payment Plan if more than 1 member -

- Full Member pays full dues and others pay \$35.00 each

Or

- All Full Members pay 75% of their one-time only membership fee
 - \$110.00 would be \$82.50
 - \$170.00 would be \$127.50
 - \$210.00 would be \$157.50
 - \$270.00 would be \$202.50

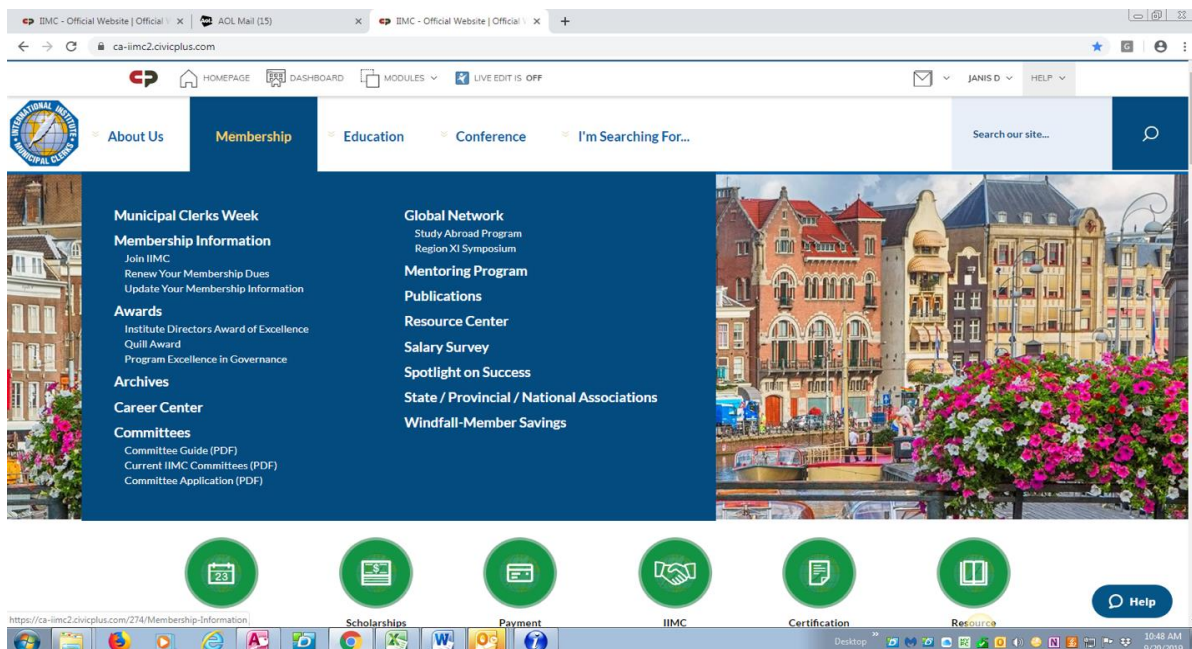
Once you have an agreement, post the plan in notes in the member's profile, send agreement form and go to Member Services excel report to list all particulars of the dues plan.

Our Member Drives slowed greatly in 2020. Four years after we created the "Inactive 2 Active" Member Drive to market to inactive municipalities from our database not rejoining IIMC since 1997, we have brought in 356. In February 2019, we began the MD19 drive which is a continuation of the Member Drive that brought in 364 in 2012-13. We have brought in 113 new members since 2019.

Our Region Director Challenge came to a halt with no visits to State/Provincial Association meetings due to COVID. We appreciate the Region Directors willingness to participate and will watch applications to arrive in the upcoming year. IIMC will provide two complimentary Little Rock, AR, conference registrations to the Region Director that brings in the greater number of new members.

Our Member Drive for 2019-2020 had one mailing in February 2020 and we felt that with so many out of their offices, we would hold off on a 2nd mailing until after Labor Day.

IIMC's website allows our members to locate what they are looking for with ease. We have eliminated the member only section. Our members may email or call us when in need of member contact information.



Our Members have the convenience to pay their member dues online and update contact information at the same time. We have three buttons under “Membership” on our website that states:

- Join IIMC
- Renew Your Membership Dues
- Update Your Membership Information

We have personal contact with our members daily, making certain we catch those members whose dues are about to expire, answer questions about the conference, dues renewals, membership, member transfers or retirements and to discuss the many job descriptions we receive from prospective new members each week. Tammy Storrie inputs new membership applications daily. Iris Hill sends new member packets bi-monthly. We follow up with email and phone calls promptly. Tammy also sends the Month End Report to the Board along with excel reports which make it easy for the Region Directors to send out “Congratulations” and “Welcome to IIMC” letters.

We send out dues renewals as follows:

- First dues renewal by mail
- Reminder notice by mail
- Past Due notice by mail
- Final notice by email several times and phone contact

Member Services updates all the State/Provincial/National Association Presidents, Education Chairs and News Editors and their contact information monthly. If we have not been notified of the incoming President, we check the association website to see who the new President is and if the website has not been updated, we call to collect all necessary information.

We have created a “proactive” Retired Member Letter which is being sent to our 15 year or more members making them aware that IIMC has a membership waiting for them when they leave their profession. The letter provides answers to questions they might have when and if they plan to retire soon or years out such as the cost, home contact information needed and their retired benefits.

Our Little Rock conference registration database was created to allow our members to carry their 2020 credits to Grand Rapids and then to Little Rock if unable to attend in Grand Rapids.

As of the date of this report, IIMC Membership count is 14,756.

Management’s Comments:

As stated in the report, it was a difficult year for everyone. The Membership Department more than held its own during this pandemic-plagued year, maintaining strong membership numbers while exceeding \$1M in membership revenues for the 12th consecutive year. We appreciate the work they do for our members and the personal touch they provide.

INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

To: Board of Directors

From: Lisa Garcia, Region VIII Director, Task Force Chair

Date: April 8, 2021

Subject: Redistricting of Region VIII



Background

The current Regions were established more than 25 years ago. In 2006, the IIMC Board formed a Task Force to devise a process and formulate a recommendation on the advisability of restructuring IIMC Regions. The Task Force disbanded with no findings. The following was the members in each Region as of 2019:

Region I	7 States	693	Members
Region II	7 States	612	Members
Region III	5 States	1,762	Members
Region IV	5 States	641	Members
Region V	5 States	1,015	Members
Region VI	3 States	610	Members
Region VII	3 States	632	Members
Region VIII	11 States	1,337	Members
Region IX	3 States	1,669	Members

At the November 2019 Mid-Year Meeting, Region Director Garcia requested Region VIII be considered for restructuring. Region VIII is made up of 11 states, which is the largest Region in the United States. The Board agreed to form the Region VIII Task Force with the following guidelines:

Membership:

1. Membership should include current and past Region VIII Directors
2. Region VIII Presidents will be invited to attend or appoint a member.
3. States without state associations shall have one volunteer.

Task Force Members:

Lisa Garcia, Region VIII Director, Chair, lisa.garcia@florenceaz.gov, Arizona
 RaNae Edwards, Past VIII Director, , redwards@grand-island.com, Nebraska
 Elizabeth Burke, Past VIII Director, eburke@fh.az.gov, Arizona
 Gloria Leijia, Past VIII Director, Gloria_lejia@casagrandeaz.gov, Arizona
 Rhonda Geriminsky, Arizona President, Rhonda.geriminsky@peoriaaz.gov, Arizona
 Wanda Winkelmann, Colorado President, wandaw@gjcity.org, Colorado
 Debbie Geyer, Member, dgeyer@cityofcaldwell.org, Idaho
 Nikki Brummond, President Montana, nbrummond@ci.lewistown.mt.us, Montana
 Carolyn Fiechtner, Member, Carolyn.Fiechtner@westfargond.gov, North Dakota
 Linda Jensen, President Nebraska, centralcityclerk@hotmail.com, Nebraska
 Georgiana Rael, President New Mexico, grael@redriver.org, New Mexico
 Catherine Raynor, President Nevada, raynorc@cityofnorthlasvegas.com, Nevada
 Denise Tucker, Member, DTucker@siouxfalls.org, South Dakota
 Annette, Spendlove, President Utah, aspend@nogden.org, Utah
 Penny Robbins, President Wyoming, admin@mtvwy.com, Wyoming

Resigned from Task Force

Sabrina Mercadante, VIII Director, sabrina.mercadante@cityofhenderson.com, Nevada

Objective:

1. Determine if the states are interested in restructuring.
2. Proceed without disruption of other regions.
3. If restructuring is considered:
 - a. Membership numbers should be fairly consistent
 - b. States should be contiguous for travel.
 - c. Representation

Discussion:

The Group met every other month to discuss the Region VIII Maps, Bylaws and other issues. The group voted to reconsider the map selection in December 2020. The original selections was Map 1. In December the Task Force considered eight maps, to narrow the selection to three. The Task Force voted for the following maps:

Lisa Garcia, Region VIII Director, Chair, Arizona. did not vote as chair of the Task Force.

Nikki Brummond, President Montana	6, 4, 1
Elizabeth Burke, Past VIII Director, Arizona	1, 4, 6
RaNae Edwards, Past VIII Director, Nebraska	4, 1, 6
Carolyn Fiechtner, Member North Dakota	1, 3, 6
Rhonda Geriminsky, Arizona President	6, 5, 1
Debbie Geyer, Member, Idaho	5, 3, 1
Linda Jensen, President Nebraska,	1, 3, 2
Gloria Leijia, Past VIII Director, Arizona	1, 2, 3
Georgiana Rael, President New Mexico,	1
Catherine Raynor, President Nevada	8, 4, 1
Penny Robbins, President Wyoming, Wyoming	4, 1, 5
Annette, Spendlove, President Utah, Utah Clerks Approved	1, 6
Denise Tucker, Member South Dakota	1, 3, 6
Wanda Winkelmann, Colorado President	8, 3, 1

Map	Choice 1	Choice 2	Choice 3	Total Votes
1	7	2	5	14
2	0	1	1	2
3	0	5	1	6
4	2	3	0	5
5	1	1	1	3
6	2	1	4	7
7	0	0	0	0
8	2	0	0	2

Region VIII has opted to rotate the position of Region VIII Director. The states feel strongly about continuing this practice to promote fairness for the Region. Today with 11 states represented it will take 16 years to complete a full rotation. I spoke to each state and each has plans for a Region VIII leader submission.

2020 Nevada
 2022 North Dakota
 2023 Idaho
 2025 South Dakota
 2026 Wyoming
 2028 Montana
 2029 Colorado
 2031 New Mexico
 2032 Utah
 2034 Nebraska
 2035 Arizona
 2037 Nevada

The Task Force considered multiple options, but felt that restructuring was the best choice for the members of Region VIII.

1. Restructuring: This option includes dividing the states into two separate regions.
 - a. This option requires two additional Region Directors.
 - b. Keeps the membership size similar to other Regions.
 - c. States are close enough to allow for membership to travel to regional conference with ease.
2. Adding a third Region VIII Director:
 - a. This option requires one additional director.
 - b. Provides more opportunities for the members
3. Status Quo:
 - a. Task Force Developed Bylaws. The bylaws have been adopted by the following states:
 - i. Nevada
 - ii. Arizona
 - b. Bylaws have been presented to:
 - i. Idaho
 - ii. Utah

Points of Consideration for Region VIII

UTAH would like all 11 states to attend the 2021 Region VIII Conference. Any decision made by the IIMC Board would not affect the September 2021 Region VIII Conference.

Requested that Bylaws included a rotation schedule for Region VIII Conference.

Colorado would be willing to allow those without a state institute or academy to attend their educational sessions.

Financial

IIMC pays approximately \$2,500 per year for Region Director for training and travel for both mid-year and annual conference for each Director. This included the following:

Midyear

1. Flight (round trip)
2. Hotel costs
3. Meal reimbursement while traveling
4. Meals provided at meetings
5. Airport parking reimbursement
6. Shuttle/taxi reimbursement

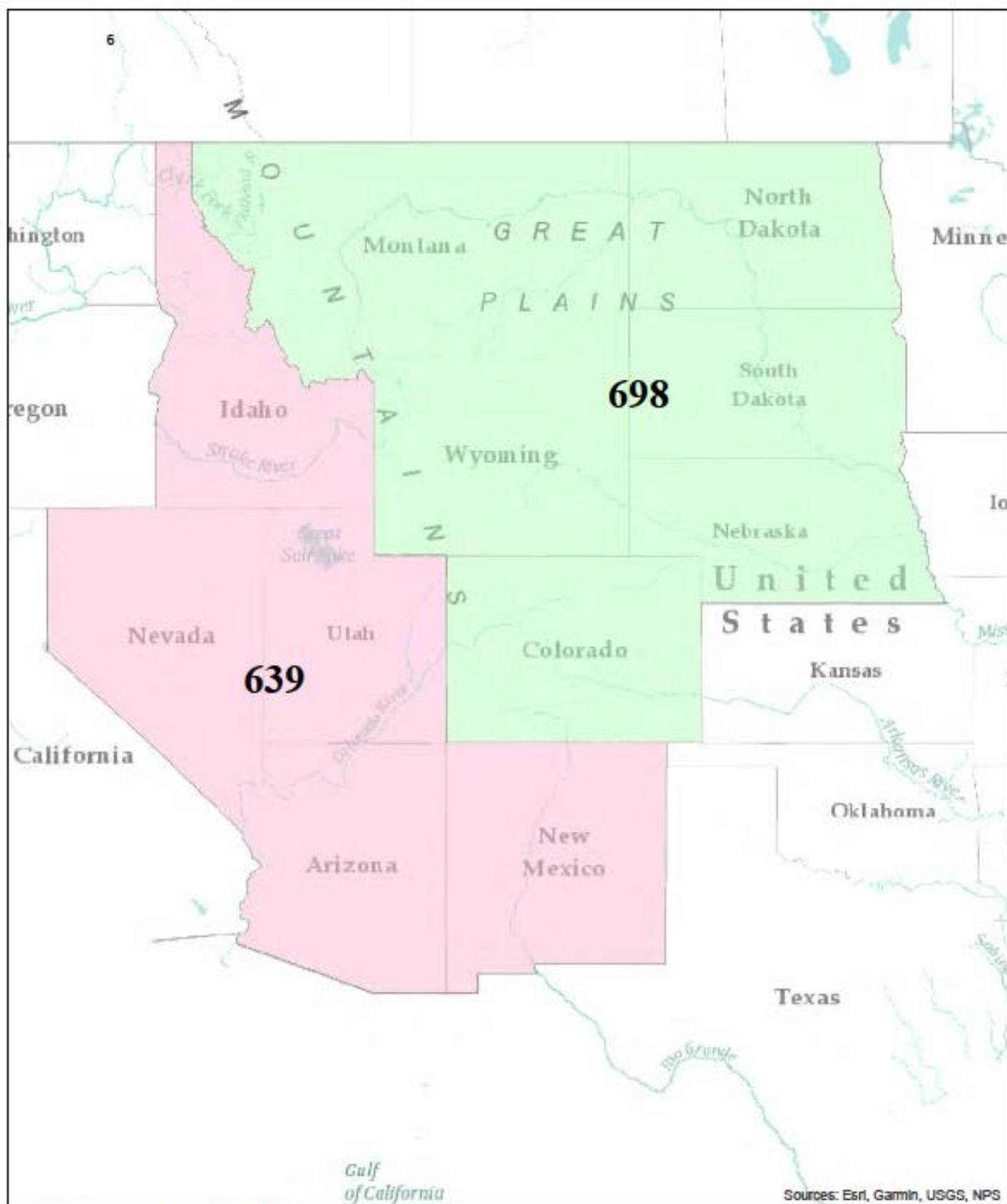
Conference

1. Thursday and Friday nights at the hotel for Board development and Board meetings
2. Meals provided at meetings

This is a rough estimate since hotel and airline costs fluctuate from year to year. The addition of two Directors for the newly created region would be approximately \$5,000 per year.

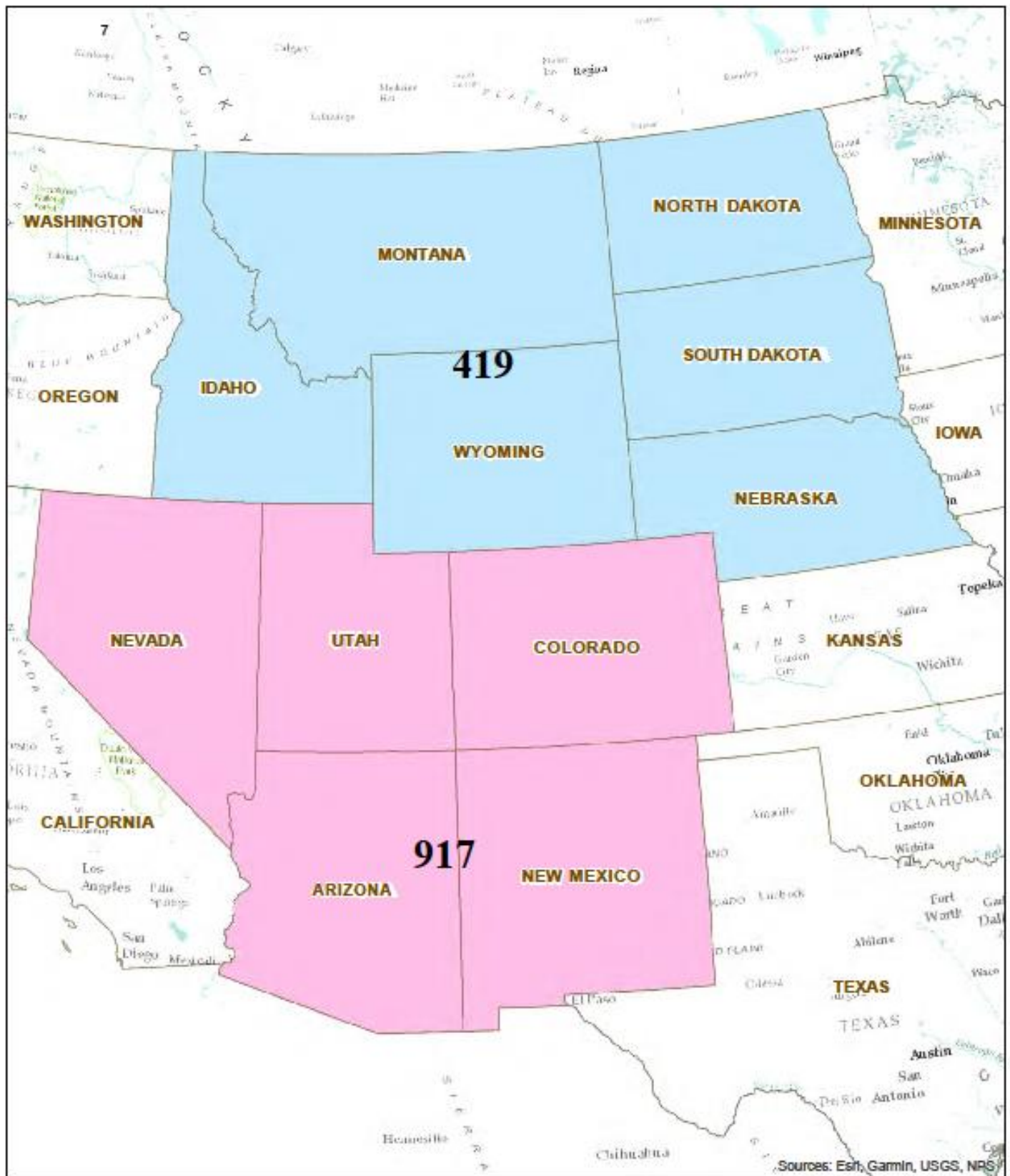
Recommendation

The Region VIII Redistricting Task Force recommends that District VIII be split as depicted in Map 1. We further recommend that if the division of the Region VIII is approved that the election occur with the 2022 election and the members be sat in May of 2022.



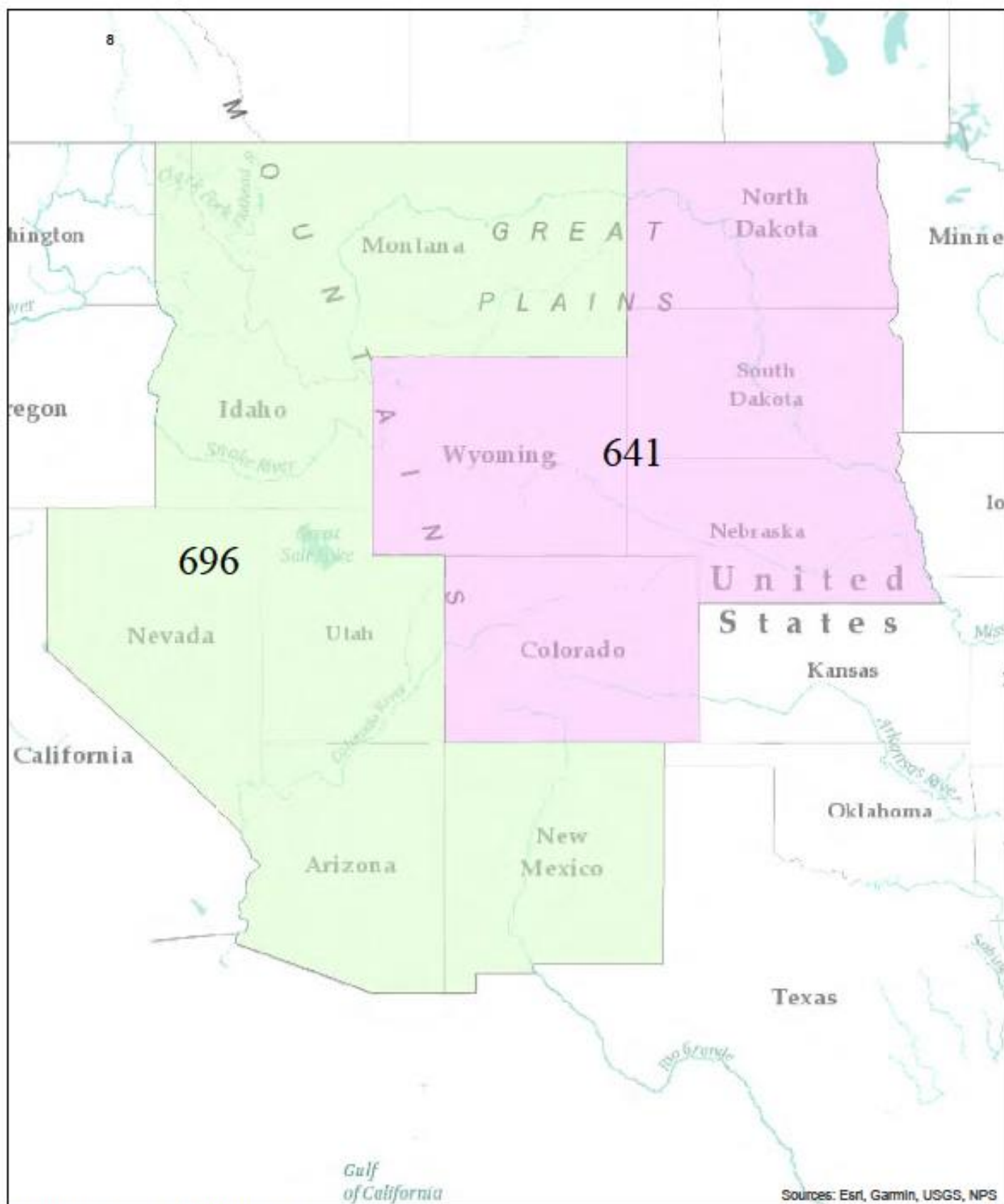
ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 1



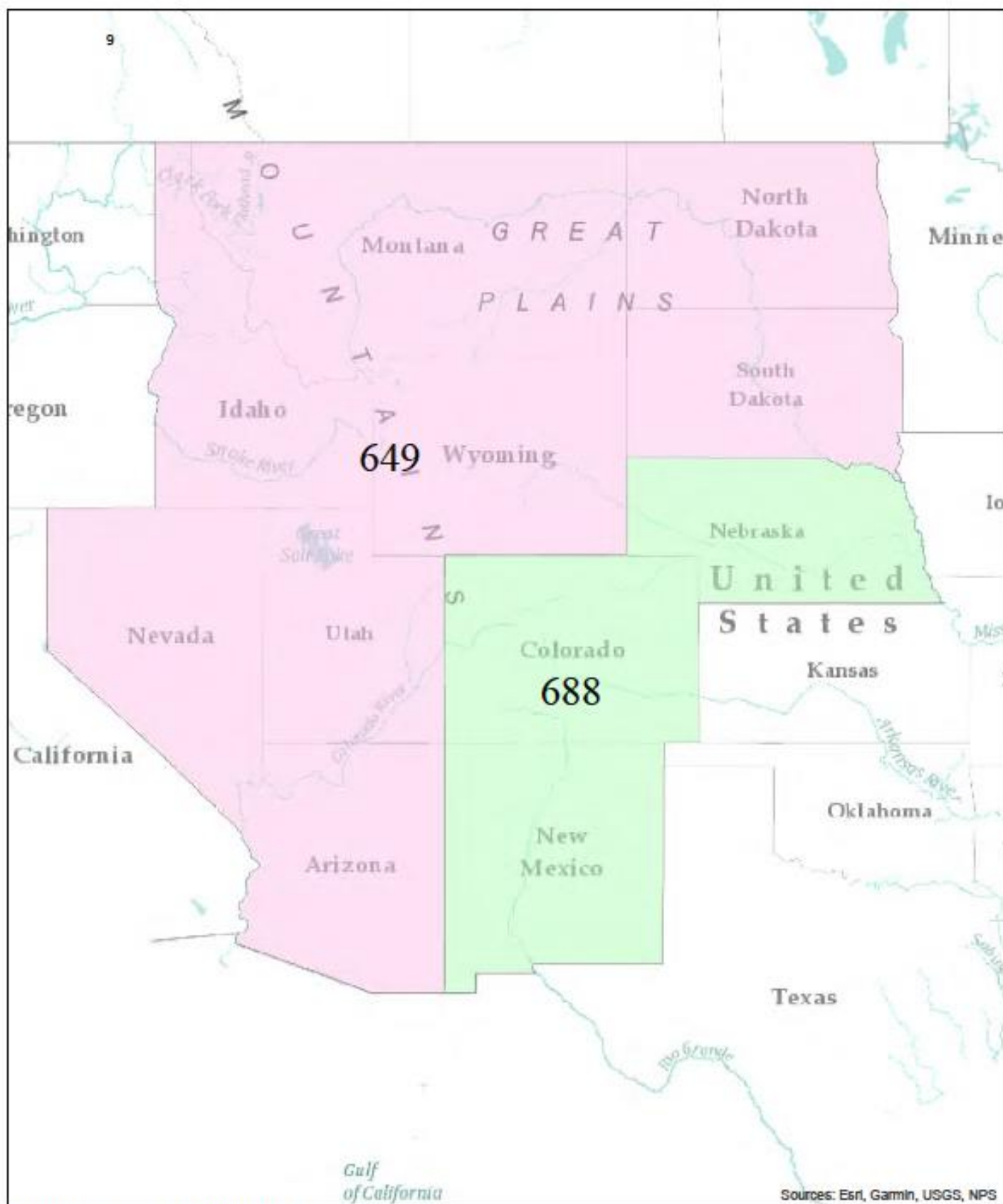
ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 6



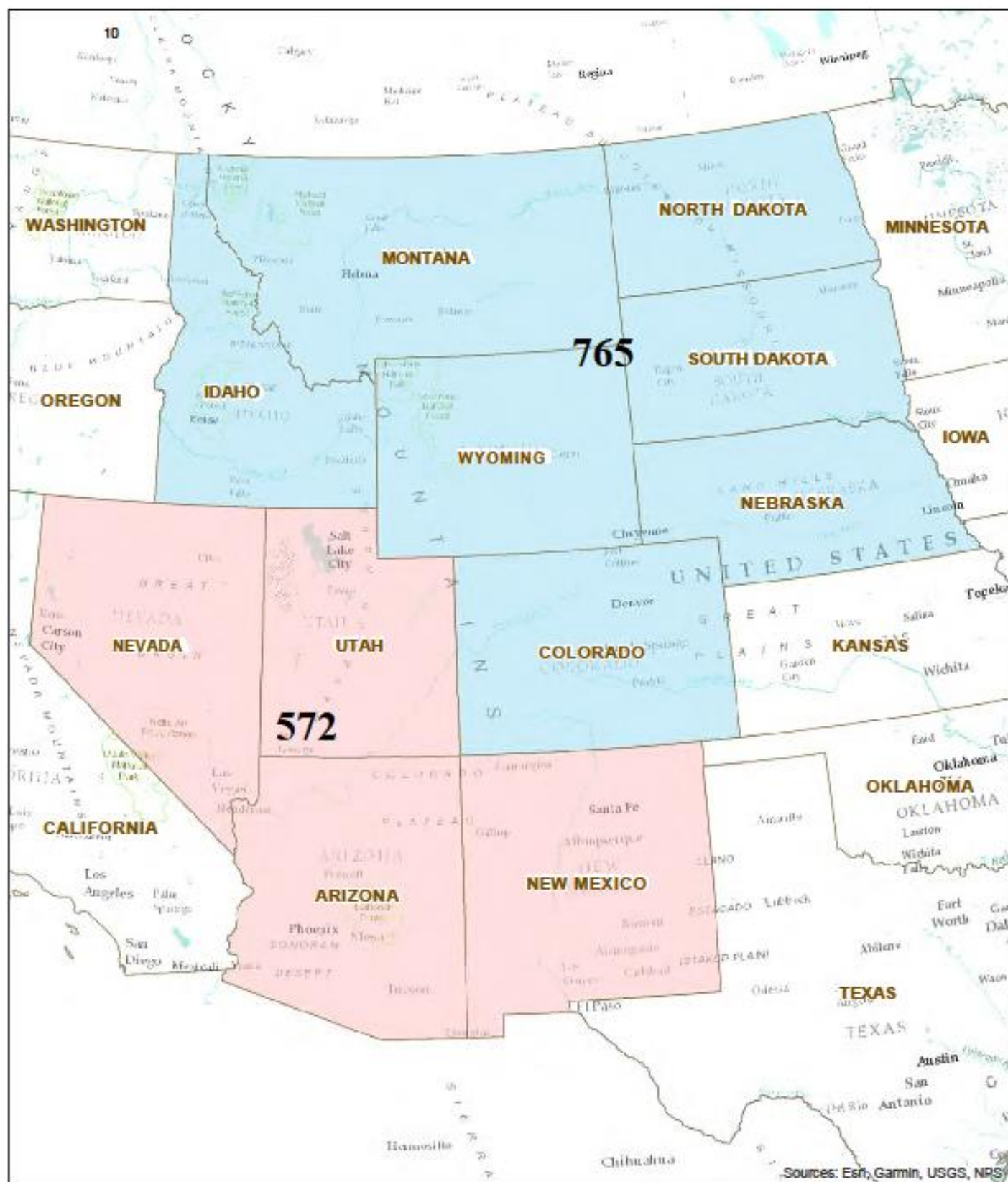
ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 3



ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

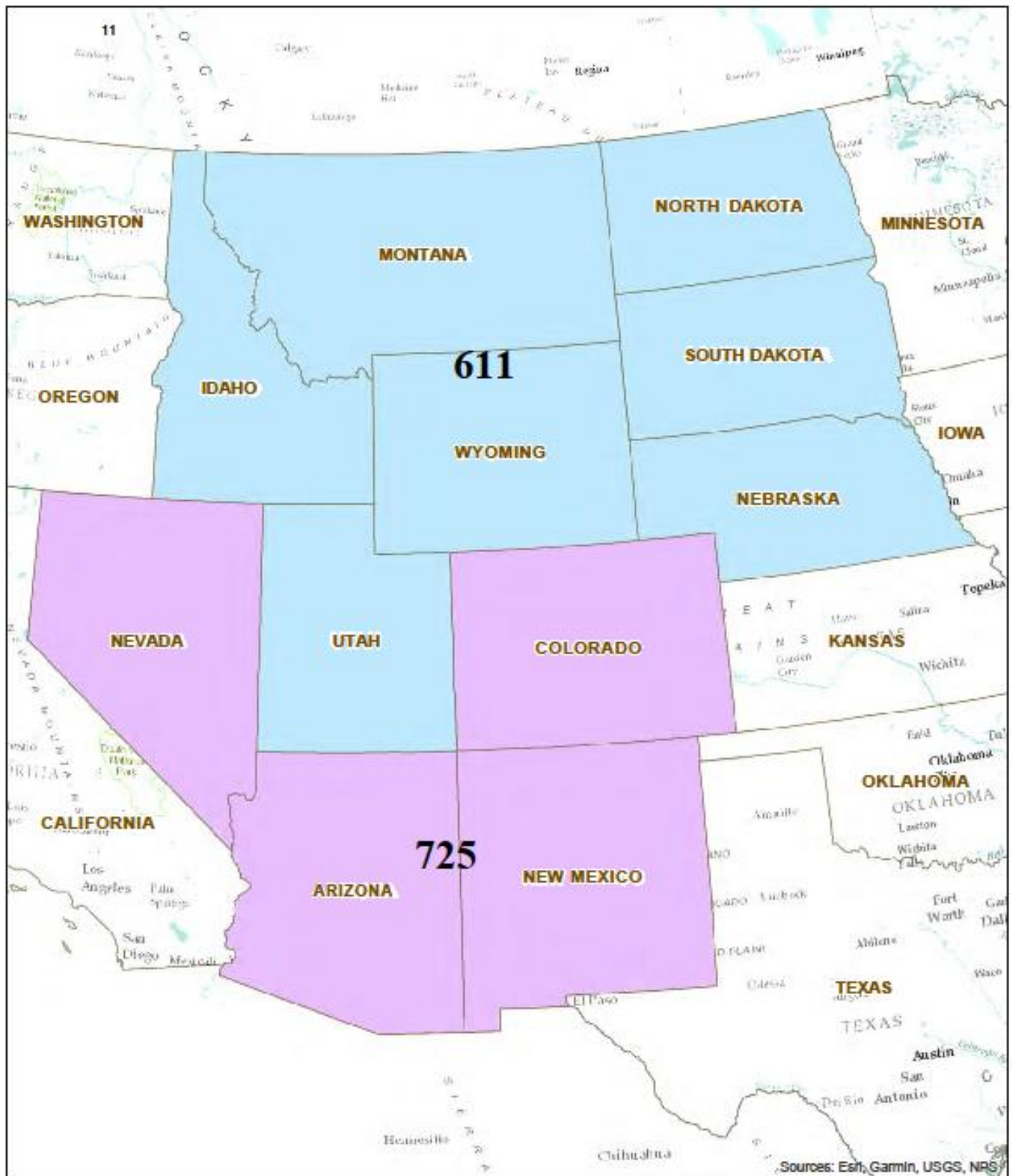
REGION VIII FIG 2



ARIZONA 199
 COLORADO 346
 IDAHO 67
 MONTANA 57
 NEBRASKA 205
 NEVADA 44

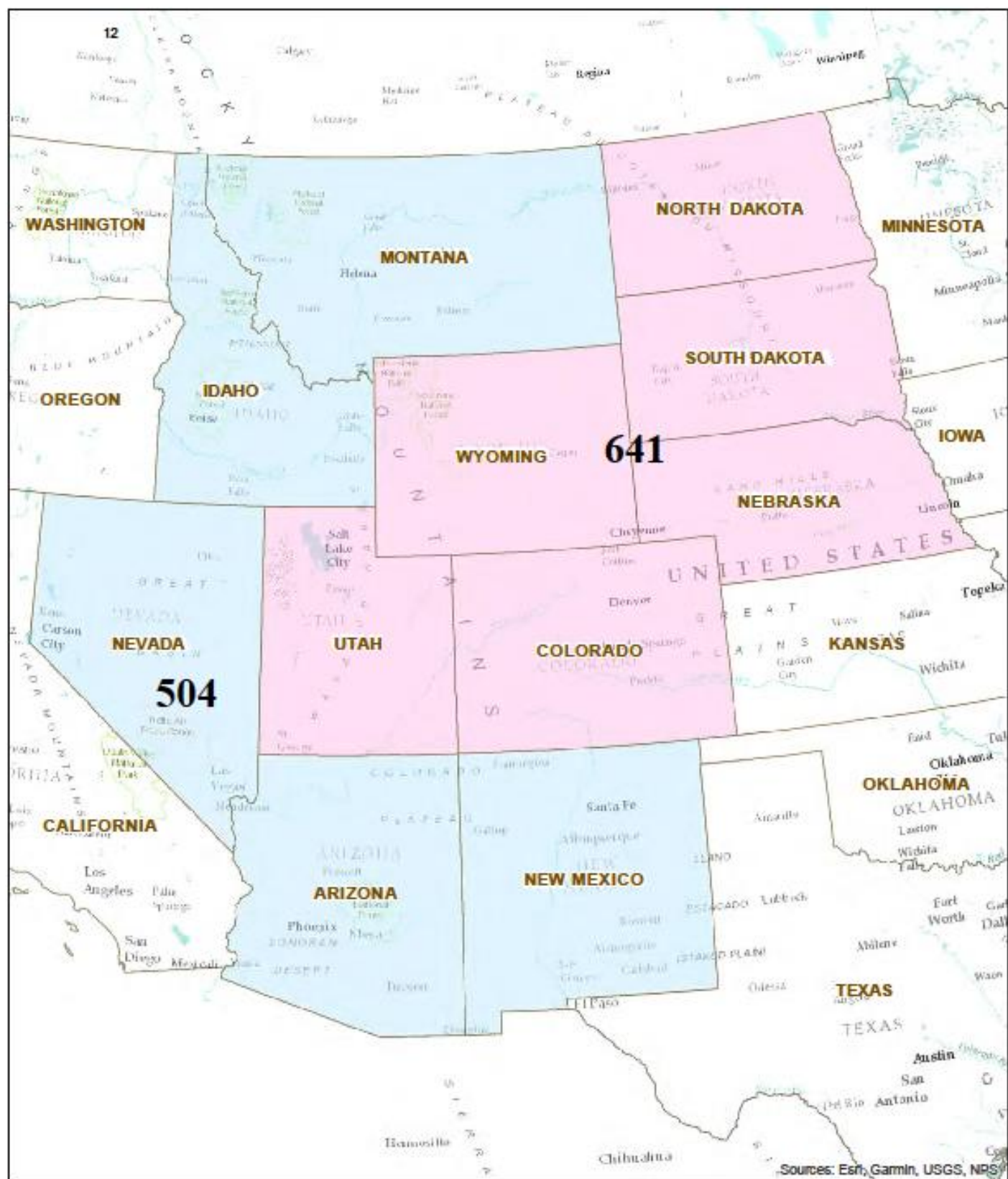
NEW MEXICO 137
 NORTH DAKOTA 6
 SOUTH DAKOTA 17
 UTAH 192
 WYOMING 67

REGION VIII FIG 4



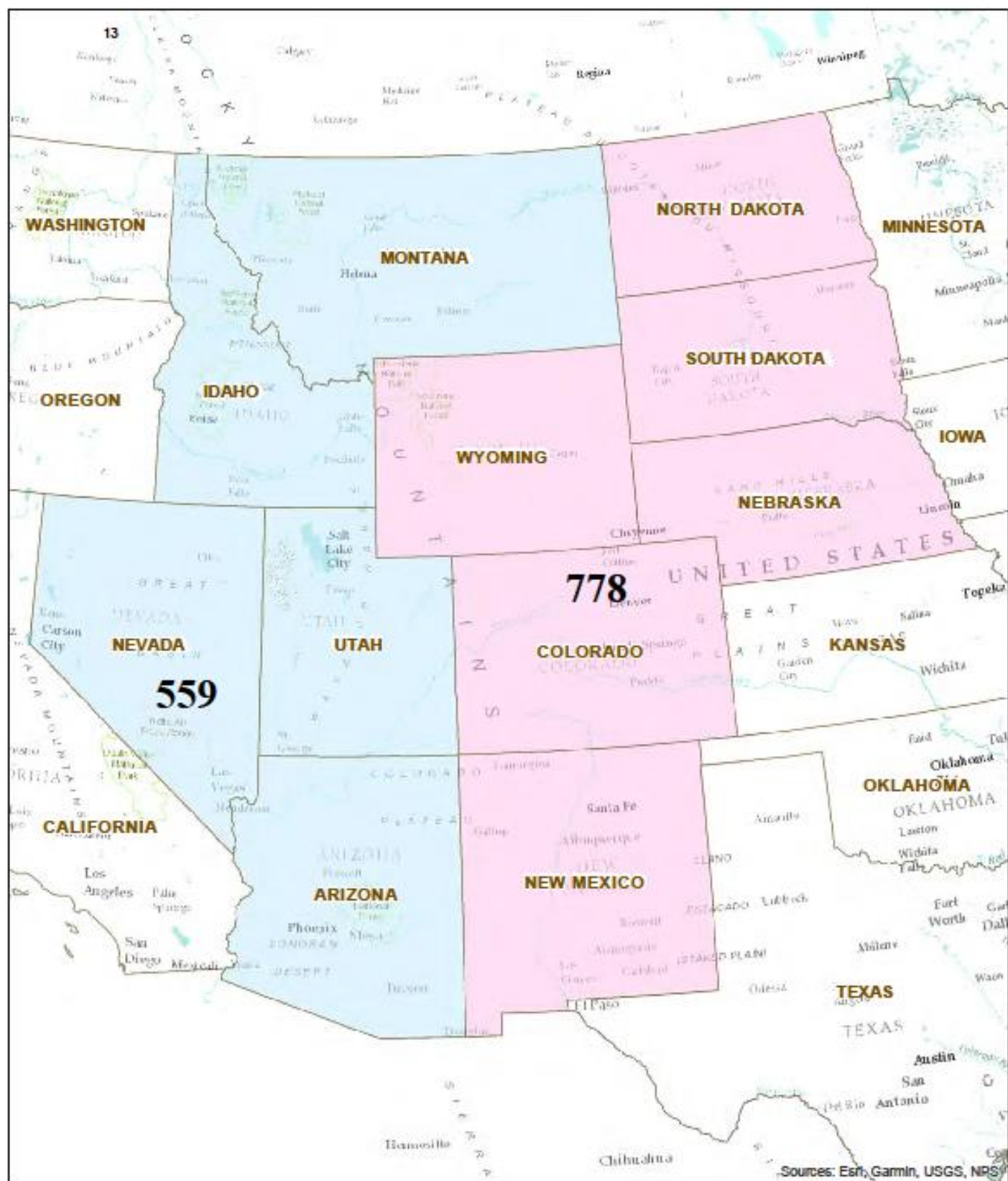
ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 5



ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 7



ARIZONA 199	NEW MEXICO 137
COLORADO 346	NORTH DAKOTA 6
IDAHO 67	SOUTH DAKOTA 17
MONTANA 57	UTAH 192
NEBRASKA 205	WYOMING 67
NEVADA 44	

REGION VIII FIG 8