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HELPFUL LINKS

- [Edmonton Chapter](#)
- [ARMA International](#)
- [ARMA International Education Foundation](#)
- [Journal of Canadian Records & Information Management](#)
- [AIIM](#)
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The ARMA Yeg Connector

A MESSAGE FROM OUR PRESIDENT

What a year it has been! While 2020 (and now 2021) will certainly conjure memories of physical distancing, adoption of emergency work-from-home measures, and living under stay-at-home mandates, I believe it will also be remembered as a time of resilience, in which our society demonstrated mettle in the face of adversity. We learned to work, socialize, and thrive in changing and challenging circumstances, adapting to the “new normal.” We found ways to connect and gather using virtual spaces. We used creativity to find ways to support and care for ourselves and others when we needed encouragement and to celebrate our successes. In amongst the chaos and change, we had time to reflect on our lives, society, and values to consider what changes we want to bring forward to the post-pandemic environment.

These themes have resonated with the ARMA Edmonton Board over the past year. The Board expanded its virtual tools from training and meetings to also include networking and social events. We partnered with ARMA Calgary on several occasions to expand the networking and training opportunities available to our members. We have also taken time to reflect as a Board on the direction we want to take in the post-pandemic environment. How can we best serve our members? What model provides the most value in our highly connected world?

We will be sending out a membership engagement survey over the summer months to collect input from our members to determine the most effective direction to steer our Chapter. We look forward to hearing from you!

Wishing you all a wonderful summer.

-Emily

UPCOMING CONFERENCE

Some exciting news in Western Canada! The five western chapters, ARMA Vancouver Island, ARMA Vancouver, ARMA Calgary, ARMA Edmonton, and ARMA Saskatchewan, have signed an agreement to jointly hold a Records and Information Management conference in Kelowna, October 5-7, 2022. Go ahead and save those days now!

Its name, of course, is “Wine-ing About Records.”

This is a repeat of the very successful WaR held in 2010, and we anticipate it to be just as successful.

The 2010 event was held at the Coast Capri, and after due consideration, we have decided to return to that venue. We have just recently signed a contract with Coast Capri and are well into the planning phase.

Be sure to keep an eye out for a call to speakers.

Interested volunteers can contact Ken Oldenburger (koconsult@shaw.ca) or the current chair of the planning committee, Robyn Biggar (robynbiggar@gmail.com).

DID YOU KNOW?

In January 2017, a law was passed in France that gave employees the “right to disconnect” from their work emails outside of regular working hours. This meant that French companies with more than 50 employees were required to have policies in place to limit their employees’ use of work-related technology outside of the office. The legislation was passed in order to reduce work-related stress and prevent employee burnout.

At this point, we do not have similar legislation in Canada. However, it is still important to remember that reducing time spent on emails will improve time management and work-life balance. Four ways to reduce email time include scheduling office hours to answer non-urgent questions in a meeting, delaying delivery of non-urgent emails, eliminating unwanted messages by unsubscribing to senders you no longer want to hear from, and using email tags to determine which emails need an urgent response, which ones can wait, and which ones do not need a response at all.

For more information, check out the article, “[Email Management: How to Hack Back and Cure Inbox Insanity](#)” by Nir Eyal.

CALL FOR ARTICLES

We are currently in the process of planning Volume 4 of *The ARMAyeg Connector*. If you have specific requests for RIM trends or topics that you would like us to cover in future issues, please let us know. Also, remember that we are always looking for article submissions. Please submit your suggestions and articles to our Newsletter Editor:

Marlena Muskens
muskensm@mymacewan.ca

CHALLENGES OF EMAIL MANAGEMENT

In today’s world, business organizations still use email extensively. In 2019, a report published by [The Radicati Group](#) estimated that by the end of 2023, the total number of emails sent and received by businesses and consumers will grow to over 347 billion per day. While some of these emails are transitory, other emails do have value. Emails can be records of business transactions, key business decisions, and other important information. In addition, not managing emails can lead to organizational risks. Such risks include loss of corporate memory and the inability to search and retrieve emails in response to eDiscovery requests.

However, managing emails is challenging. Besides the sheer volume of emails to go through, email users create redundancy when they use the CC:, BCC:, and “Reply All” functions. According to [Craine \(2019\)](#), if an employee in an organization of 100 people was to send an email to everyone, a single “Reply All” response from each employee would generate 10,100 emails in total. Therefore, email redundancy can significantly add to the already high volume of emails to go through. In addition, emails are complex to manage. Sometimes, emails can have attachments that can be in many different file formats and versions. Also, some emails may contain a mixture of different types of content. A single message may cover lots of different topics, while other emails can be a combination of both record and transitory content.

EMAIL MANAGEMENT SOLUTIONS

To reduce storage volume and email redundancy, information workers should send links to documents that are already managed in the organization’s content system ([Craine, 2019](#)). Doing so will allow them to reduce the need to send copies of documents (in the form of email attachments) repeatedly to everyone. In addition, this approach eliminates the need to send out revised or updated versions of documents on an ongoing basis, since employees can simply access the current version in the content system.

Craine (2019) also recommends using a “big buckets” approach to managing email. This approach consists of creating rules for automating the classification, retention, and storage of email. Basically, the practice consists of three “buckets”:

- **Inbox Bucket** for newly-received and transitory emails
- **Work-in-Progress Bucket** for emails that apply to ongoing processes or projects
- **Records Bucket** for emails with specific retention requirements

In addition, many document management systems have tools for email management. One such system, [Document Locator](#), has a tool known as [Email Rules](#). This tool is integrated into Microsoft Outlook. Email Rules allows users to automate the capture and storage of both incoming and outgoing email messages and their attachments. Users can predefine keywords that the software can recognize in the subject or body of the emails. This recognition then triggers the automatic filing of the emails into specific document management folders.

Besides Email Rules, Document Locator also offers a tool known as [Email Archive](#). This tool allows users to automate email archiving and preserve emails and attachments together as one unit. Email Archive also supports eDiscovery with full-text indexing and instant retrieval of archived emails and attachments and can be set up to be compliant with applicable Canadian legislation.

For more information on email management, including guidance for setting up an email management system for your organization, check out the following resources:

- [What are the Best Practices for Email Management?](#) by Kevin Craine
- [Guidelines for Managing Emails](#) (Office of the Information and Privacy Commissioner of Alberta)