



★ IN THIS ISSUE ★

- ★ 2009-10 Chapter T.E.A.M Leaders & Meeting Announcement
- ★ [Chapter President's Message](#)
- ★ CWM Division and International Officers
- ★ [Meetings, Conventions, Conferences](#)
- ★ [Chapter News](#)
- ★ [Chapter Meeting Minutes](#)
- ★ [Pam Lairs Journey](#)
- ★ [PC Corner / Office Tips & Tricks](#)



★ Book Cliff Chapter T.E.A.M. Leaders ★
2009-2010



International Association of
Administrative Professionals®
Book Cliff Chapter

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Twitter

Twitter search: #bc_iaap

Editor: Kristina Gragg

Be sure to check out our chapter website ■ <http://community.iaaphq.org/IAAPHQ/BookCliff>

Book Cliff Echoes

A PUBLICATION OF BOOK CLIFF CHAPTER IAAP

Please join us in 2010 to find out more!

March

VOLUME XVI • NUMBER 7

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BOOK CLIFF CHAPTER COMMITTEES

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 Audit..... Melissa Medina/Bernice Stogsdill
 Karen Loughman CAP
 Bylaws & Standing Rules..... Kym Bevan
 Historian/Scrapbook.....Maria Pinder,CAP
 Certification/Education..... Pearl Hasson, CAP
 Hospitality/Sunshine Fund..... Pam Lair/Lea Imer
continued..... Meg Fritts
 Marketing.....Melissa Medina
 Membership.....Jalane Glasgow, CPS/CAP
 RTF.....Sally Lowrey
 Student Chapter..... Alane Wooster
 Ways & Means.....Chris Church/Pearl Hasson, CAP
continued..... Maria Pinder/Kristina Gragg
 Website/Newsletter ..Kyle-Sheldon Chandler/Pam Lair
continued..... Kristina Gragg /Louise Davidson
 Yearbook..... Chris Church/Cherie Pedersen

BOOK CLIFF CHAPTER

Program: ▶ **MARCH 17** Organization and Meeting Agendas
 ▶ **APRIL 21** APD
 ▶ **MAY 19** QUICKBOOKS



Colorado Monument
March 4, 2010

DATE: ▶ March 17, 2010

TIME: ▶ 5:30 pm Dinner
 ▶ 5:45 – 6:15 Chapter Business
 ▶ 6:15 Program

COST: Professional Members ▶ \$18
 Students ▶ \$5 Guests ▶ (no charge)

PLACE: Two Rivers Convention Center

Book Cliff
Chapter
Meets on the
Third
Wednesday
of Each Month

EVERYONE will be on a standing RSVP list and will be expected to attend our monthly meetings.
REGRETS ONLY are to be sent to [\[sally@sallyonyourside.com\]](mailto:sally@sallyonyourside.com) not later than 9:00 p.m. the
 Thursday prior to the Wednesday meeting.

President's Message



Karen Loughman, CAP Book Cliff Chapter President, 2009-2010

The Circle of Odds Part 2

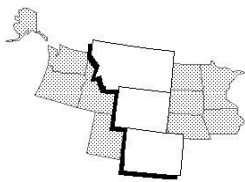
In my December President's message, I touched on the circle of support as it relates to our Chapter's Strategic Plan. I have discovered another circle of support within our chapter.

There is a wonderful aspect of the IAAP that has helped me tremendously in my personal and professional life – the support I personally receive from IAAP. IAAP has supported me through a few job changes by providing me with resources that have helped me attain new skills needed to become successful in new roles in my professional life.

In October of 2009, I experienced a layoff in the worst economic downturn since the Great Depression at the beginning of the last century. There were at most a few admin jobs advertised at any one time, and most of the time, none advertised. It was looking pretty bleak, job wise. My husband's income was also seriously affected by the downturn. I had some personal trials at the same time: my husband was recovering from a serious accident and an associated serious medical condition, and I also needed a surgery that would require some down time. No problem with the down time – it had been provided to me through the lay-off. I asked myself what else could possibly go south, and on the surface it seemed that I was in a downward spiral. I was worried, to say the least.

I was in a spiral of sorts, but once again, I found support in IAAP. I used resources made available to me to brush up my resume and portfolio. Last year we had a great portfolio program from one of our members, and I found the handouts and reviewed them. I re-read the handouts from the resume program from last spring and followed some of those guidelines to create a good cover letter. I held on to the words of encouragement and job tips from the chapter members and kept my chin up and applied to jobs I didn't feel qualified for. I used my network of friends and acquaintances to find the jobs that weren't advertised, found confidence in my abilities and landed a few freelance jobs to get me through a period of the lowest income my family has seen in over 5 years.

I started my new position as Administrative Supervisor at a regional mental health organization on February 10, 2010. The support I received from IAAP, both from people I know and those I don't, was an integral force in my successful job search. I'm thankful every day for the circle of support that IAAP has brought to me. It isn't something I could put my finger on, but it is the biggest benefit of membership in IAAP. Thank you to everyone who was a part of that circle.



**COLORADO-
WYOMING-
MONTANA**

www.iaap-co-wy-mt.org



**2009-2010 COLORADO-WYOMING-MONTANA
DIVISION BOARD OF DIRECTORS**

President: Margaret Hartl, Rim Rock Chapter
President Elect: Tish Neff, Book Cliff Chapter
Vice President: Eileen Verosko CPS, Pikes Peak Chapter
Secretary: Judy Smith CPS/CAP, Old West Chapter
Treasurer: Andrea Latine CPS, Denver Chapter
Parliamentarian: Debbie Brown CPS/CAP/RP

CWM DIVISION COMMITTEES

Annual Meeting Angie Guerrero CPS
Bylaws/Standing Rules Sharon Hunvald
Certification Karen Loughman CAP
Membership Aubree Lujan
New Chapter Builder Tish Neff
Website Nancy Upchurch CPS/CAP
Nominating
Retirement Trust Debbie Brown CPS/CAP/RP
Futures Committee Kathy Watkins



2009-2010

INTERNATIONAL BOARD OF DIRECTORS

PRESIDENT Susan Shamali CPS/CAP
PRESIDENT-ELECT Mary Ramsay-Drow CPS/CAP
VICE PRESIDENT Tamra Goodall CPS/CAP
SECRETARY Janine Riemersma CPS/CAP
TREASURER Karenna Rannals CPS/CAP

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**POWER
of
Commitment**

**Upcoming IAAP Events
CWM Division Annual Meeting**

***DON'T MISS THE UPCOMING
C-W-M ANNUAL MEETING***

- ★ CHEYENNE, WYOMING
- ★ JUNE 4-5, 2010

*Janine Riemersma CPS/CAP,
2009-2010 International Secretary
will be present at this event!*

International Conventions

- ★ July 18-21, 2010
- ★ Hynes Convention Center
- ★ Boston MA

- ★ July 18-22, 2011
- ★ Montreal Convention Center
- ★ Montreal QC

- ★ July 22-25, 2012
- ★ Gaylord Texas Resort
- ★ Grapevine TX

- ★ July 28-31, 2013
- ★ Anaheim Convention Center
- ★ Anaheim CA

- ★ July 27-30, 2014
- ★ Milwaukee Convention Center
- ★ Milwaukee WI

Certification Conference

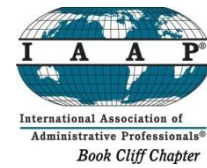
- ★ October 17-20, 2010
- ★ Hilton Seelbach Hotel
- ★ Louisville KY

- ★ 2011 – San Diego, CA

- ★ March 8-10, 2010
- ★ Grand Sierra Resort
- ★ Reno NV

- ★ 2011 – Tampa, FL

CAP or CPS certification gives you a
competitive edge in today's job market



**Chapter News & Events
Member Information**

The **Book Cliff Chapter** is committed to unite individuals in the administrative profession, by encouraging personal and professional growth, through education, mentoring and leadership.

Book Cliff Chapter hosts a weekly study group to advance the IAAP Certifications of Certified Administrative Professional and Certified Professional Secretary.

It's all about supporting our members! We're here for YOU!

APD is Wednesday, April 21, 2010

Volunteers are needed for the registration table, greeters, marketing and promotion, clean-up committee, and selling vendor tables.

May 2010 CAP exam.

The Certification Committee is meeting on the 2nd and 4th Tuesdays of every month to study for the exams. There are 4 candidates registered to take the exam. **Pam Lair** will be providing us with monthly updates about her journey to obtain her certification.

Keep collecting your PESOS!

The prize for the member with the most pesos is two autographed books written by author Joan Burge.

New members:

If you need a name badge, please e-mail Jalane Glasgow, Membership Chair, at the following address: jalanematt@bresnan.net

Please indicate how you would like your name to read, i.e., if you are a Sandra but prefer to be called Sandy, please let me know.

Thanks so much!

Jalane Glasgow, CPS/CAP Membership Chair
Book Cliff Chapter, IAAP

CONGRATULATIONS

~CHAPTER MEMBERS~

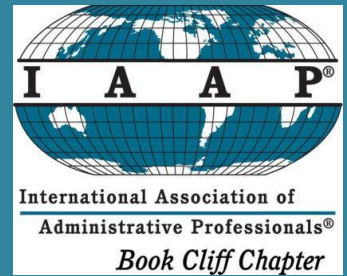
ANNIVERSARIES

- 😊 DeeDee Crawford 1Year
- 😊 Kristin Hoaglund 3 Years
- 😊 Pam Lair 1 Year

BIRTHDAYS

- 😊 Marie Pender 3/7

IAAP Book Cliff Chapter Meeting Minutes February 17, 2010



Pending Approval

Members Present:

Laney Wooster, Kyle Sheldon Chandler, Sally Lowrey, Kristina Gragg, Clydi Evans, Cherie Pedersen, Chris Church, Lara Swanson, Jalane Glasgow, DeeDee Crawford, Reba Johnson, Kristin Hoaglund, Deborah Monfea, Melinda Medina, Pearl Hasson, Karen Loughman, Maria Pinder, Bernice Stogsdell, and Meg Fritts.

Guests:

David Porfirio and Barb Ross

Business Meeting

The business meeting was called to order at 5:40 p.m.

- The treasurer's report will be filed as submitted.
- No bills were presented.
- DeeDee Crawford noted that unless someone is committed to bringing a projector to every meeting, we need to reconsider purchasing one for the chapter. Melissa Medina committed to bringing a projector to monthly meetings.

Approval of Minutes

Corrections were made to the January meeting minutes regarding the purchase of pavers in memory of Juanita Cosslett. Two separate pavers are being purchased; one by the Division and one by the Book Cliff Chapter. The January meeting minutes were approved as corrected.

Committee Announcements

DeeDee Crawford announced that a brief APD Committee meeting would be held following this evening's program. She invited all interested members to attend.

Kudos

Karen announced that she had currently accepted employment, and thanked all members for assisting her in her job search efforts.

Program

The program of the evening entitled , *Surviving a Layoff* , was presented by Mr. David Porfirio, Manager of Business Services at the Mesa County Workforce Center

There being no further business, the meeting was adjourned at 7:15 p.m.

Book Cliff Chapter is embracing social media with a variety of outlets!

Karen Loughman CAP created a gmail account where we can use this for all chapter inquiries and the president and president elect can be responsible for checking on a regular basis and forwarding to the correct member or committee chair.

Karen is in the process of updating the various websites for the chapter.

We also have a new Twitter account. I know not all of you are on Twitter, but it is becoming a powerful business tool! I think of it as electronic word of mouth advertisement.

Melissa created a Facebook page for us, and they will be linked up pretty soon. Twitter is having a problem.

I encourage you to become a fan of the Facebook Page - [Book Cliff Chapter](#) and also check out the Twitter feed: @bookcliffiaap. We also use a hashtag - #bookcliff_iaap on Twitter. You can set a search on Hootsuite to pull these into a conversation stream.

We will also be using a squeeze page or Internet-based registration for APD.

Kyle Sheldon Chandler
Virtual Asst, KSC Virtual Assistant Services



Don't Forget that March is RTF Month for IAAP Members

The IAAP Retirement Trust was created to help not just retirees at Vista Grande but retired members living in **any** retirement center in the U.S. or in **Canada**.

Have you visited the newly revised RTF website? Just type www.iaap-rtf.org in your web browser. The site is very user-friendly making navigation a breeze. Want to donate on-line using a credit card? Click on the —Donatell tab and select —Contribute online.!! It's as easy as that!

Part-Time Work: A Possible Ticket to a Full-Time Position

In today's still-unstable employment environment, temporary work is one bright spot. Many companies cut staff too deeply during the downturn and need additional personnel to meet growing demand. But they're not yet ready to recruit for full-time staff. As a result, these organizations are turning to temporary professionals to maintain productivity and keep initiatives on track as business conditions — and the ability to hire full-time workers — slowly improve.

Companies also typically look to temporary workers first when filling full-time positions. That's because employers are familiar with these individuals' capabilities, work ethic and fit with the team.

Here are some tips for turning a temporary assignment into a full-time role:

1. **Partner with a staffing firm.** Reach out to your professional contacts for recommendations about staffing firms that specialize in your particular field. Recruiters are well connected in their local business communities and can serve as advocates for you when speaking with hiring managers. Many staffing firms also offer free training opportunities to help you build your skills and increase your marketability.
2. **Clearly state your goal.** Be upfront with staffing firms and potential employers that you're ultimately looking for a full-time job. If they know that from the beginning, they may be able to place you in a role that has a better chance of leading to a full-time position.
3. **Treat it the same.** Once you have started an interim assignment, bring the same intensity to the job as you would a full-time position. Try to assimilate quickly to the organization's corporate culture and contribute immediately. Be sure to maintain a positive attitude. Employers will assess how well you handle constructive criticism, setbacks and other job-related challenges as part of your overall performance evaluation.
4. **Be yourself.** Managers want to see how well you'll fit in with the existing team. Be proactive in your participation. Use meetings as an opportunity to contribute and join coworkers in off-site events whenever possible. By expanding your connections within the company, you build rapport with others who may be in position to recommend you for a full-time role in the future.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at

www.officeteam.com

Microsoft® Office 2007 Tips & Tricks

Word

Convert Text to Table: Let's say you have text in a document separated by tabs or commas that you wish to show in a table. Select the applicable text, and from the Insert tab, open the Table menu. Clicking on "convert text to table" will open a dialog box in which to make any adjustments and select how your text is delimited.

Prepare section of the Office Button: Run Compatibility Checker to see if you have used any features that are not compatible in earlier versions of Word.

Excel

Conditional Formatting (Home Tab): Use this if you want to highlight certain data, for instance, the top 10 items in your table.

Format as Table (Home Tab): This feature will format your spreadsheet as a table. Once you do this, the application will provide drop down arrows in the column headers for use in filtering the data. The example given in the Webinar had a column for "country". If you wanted to see only data for a specific country, you would click on the arrow and select from the drop down accordingly. In my opinion, this is pretty slick.

Formulas: You've formatted your data as a table and have now decided you need to add a new column to enter a formula. Add the new column name, click in the cell that requires the formula, type =[(equal sign and left bracket). Excel will provide a sub-menu of your column names to include in the formula. Select the column, close with the right bracket, insert your operator, type the left bracket again for the sub-menu, and repeat until finished.

PowerPoint

Publish section of the Office Button: My employer frequently uses videos in PowerPoint presentations. We have also experienced trouble in sending out the presentation on CD and making sure all of the videos play properly. Trouble no more 2007 has a feature to "Package for CD". This option will format your final presentation and include all links and the PowerPoint viewer by default. The user has a choice to either copy to a CD or copy to a folder on your system.

I hope that some of what I've shared above interests you as much as it does me. As someone who was anti-2007 (due to lack of knowledge and experience), I can honestly say that I am finding the new features very exciting!

Happy Computing!

Courtesy of Jessica Cherry CPS/CAP, Kachina-East Valley Chapter



PC Corner, by Louise Davidson

This is part 4 of the article I wrote from our October meeting, when Zachary Walsh of ATRIX was our guest speaker.

When you install and uninstall software frequently your hard drive can become fragmented. This is when parts of a file are spread out over the hard drive instead of being in one location. When this happens the computer has to search for the file fragments instead of having them all in one spot, slowing the computer down. In this case you would want to run defrag once a week. If you don't do a lot of installing/uninstalling of software then once a month is fine.

Start button, programs, accessories, system tools, disk defragmenter, (to create a short cut icon you can right-click disk defragmenter & send it to the desktop). When the dialog box comes up click on the defrag button at the bottom and let it run. The time it takes depends on when the hard drive was previously defragged.

Another tool to keep your computer cleaned up is the disk cleanup.

Start button, programs, accessories, system tools, disk cleanup, (to create a short cut icon you can right-click disk defragmenter & send it to the desktop). The program will calculate how much space you'll save by cleaning your hard drive, the temporary internet file tends to be the biggest file. A dialog box will come up showing what is going to be cleaned, if you don't want something cleaned just uncheck it then click on ok to finish.

If you want to remove programs completely, go through Windows to do it. (If you just delete them, parts may be left behind and cause problems).

Start button, control panel, add/remove programs. It may take a few minutes to pull up the software list depending on how many are installed. Highlight the program you want to remove, click on the change/remove button in the lower right of the highlighted program. Depending on the software, you may or may not have to restart your computer once it's removed.

Once the program is removed from your system you may still be receiving a message from Windows about the program being unable to start, even if you removed it via add/remove programs. In this case check the registry start up program area and delete the item that references the program you deleted.

---Continued in the next issue---

Office 2010 Release Date Announced

Microsoft has [scheduled the launch of Office 2010](#) for June of next year, with a [Mac OS X](#) version coming sometime later. The updated version of Office will come with "ribbon" support (the new interface cursed by millions of people worldwide) for all products.

Book Cliff Chapter International Association of Administrative Professionals

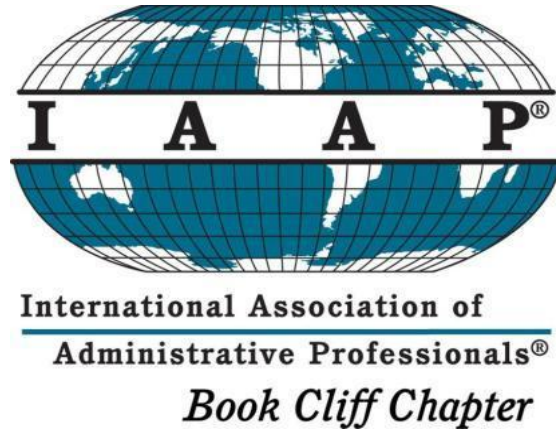
The Book Cliff Chapter membership keeps the leaders in Grand Junction's administrative world at your fingertips. This high energy group knows all of the latest trends in administrative processes. The chapter meets monthly on the third Wednesday of each month and meetings include educational and networking opportunities. Plus, we're a fun bunch who enjoy our work and make even the most dreaded chore a time of laughter and team building.

We meet the third Wednesday monthly. If you are interested in attending any of our programs, please call Karen at 970-216-6546 970-216-6546 .

Upcoming Educational Opportunities:

- Leadership Presentations
- Microsoft Certified Application Specialist Workshops
- Surviving a Layoff
- Introduction to QuickBooks
- Change Management

Save the Date!
Administrative Professionals Day
April 21, 2010



Latest from OfficePro...



Toot Your Own Horn...Loudly!

By Charlene Kesse CPS/CAP

How many times have you been in a performance review and the boss can only recall the last month of your work -- if that. You can use the performance review to impress upon the boss how valuable you are to the organization. Sometimes the boss needs a reminder about how much you contribute and it's your job to give him that information.

[Read this article and more from the March/April issue of OfficePro](#)

Which smartpen should I buy?

by admin on March 30, 2009

There aren't many smartpens on the market, but still people asks which one is the right for them. First, you have to consider a few factors.

Money

Is your budget unlimited? or you have just \$100 bucks to spend? There is a smartpen (or digital pen) for every case. The cheapest is the [IOGear Mobile Digital Scribe](#). For only \$70 bucks it yours. That's quite deal. Maybe it's the oldest smartpen on the market but it works very well (trust me, I've used it). The [Dane Electric zPen](#) it's also very cheap (only \$75). Both are very similar, but you have to consider that they are both cheap for a reason. They are well built, but they don't have a record option for example.

Profession

If you are a journalist or a student, you will fall in love with the [Livescribe Pulse Smartpen](#). Yes, it has the same features than the others but it also records what you say. So, in a interview for example, you can record what the person is saying and also write notes that you can send to your computer later.

Yes, it's the most expensive smartpen but it's worth it if you have a profession that needs this kind of things.

Size

If you want something portable then you should use the one that has only a pen a nothing more. The Livescribe Pulse Smartpen would fit in this category, because it doesn't need a receiver like the zPen or the IOGear Mobile Digital Scribe. The bad thing about the Livescribe Smartpen is that needs special ink and special paper to work. But if you need something portable you would afford those expenses to have a Smartpen without any receiver or additional stuff.



My Steps to Taking the CPS/CAP May 2010 Exam

The Learning Curve...

When we were little kids, we thought we could do anything and be anybody. When we grew up, somewhere along the way we lost faith in ourselves." By Donna Smallin from "Unclutter Your Mind".

Only 2 1/2 months to go until May 5th, the **BIG** scary exam Day. Testing anxiety is starting to rumble, at least in my stomach. I definitely have gotten behind in my study regimen. The material is soooo !@#\$\$%^ DRY.

Instead of studying I have started a Neighborhood Watch Program, a noble cause for community service. I met 20 of my neighbors last weekend passing out flyers. Fell off the porch while talking to one neighbor and got bitten by a little white fluff ball dog at another house. This is easier than studying?

I have also lost 5 pounds mall walking and chatting with my girlfriend every weekend, Brenda. We stopped by the Clinique counter at Herberger's and started a skin care routine as well – also more fun than studying.

Note: "A woman's vanity is recession proof". Quote om good friend Marilyn Hall.

Help! I must focus!

Revised Action Plan

Thank goodness for my loyal and faithful study group. They are always there for me. This month we are stepping up our efforts by:

- Meeting every Tuesday night for discussion, testing and accountability.
- Started using flash cards for terminology/definitions. (I have probs with computer lingo.)
- Take and retake the **MOCK** exams and review challenging topics together.
- Use wipe board for discussions as a visual.
- Check out this link for certification info.
- <http://www.iaap-hq.org/prodev/certification/exams.html>.

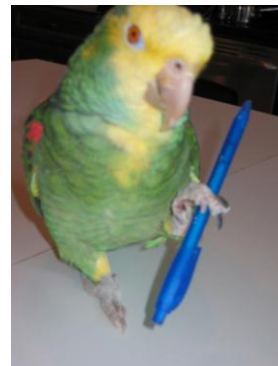


Personal Study Habits

Excuses: I took a two week vacation the first of February and I think my brain fell out. It has been hard getting back into my previous study habits. It's starting to get warm outside and I don't want to be cooped up anymore.

Reality Check:: I am committed to passing this exam in May for my personal goals to be better in my profession. It is critical to get that straight. I have made myself a project!

- I will invest all my efforts and energy into project "Pam", at least through May.
- Pam works and has always brought in the assets. With no major retirement set aside she will work for a long time!



Poncho aka "Lucy" the Admin Bird, she loves ink pens!

Her vocal affirmation every morning is "PONCHO'S A GRRREAT BIRD!" Hmmm...