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Corporate Ombudsman Association board of
directors minutes

1990 - 1991

CORPORATE OMBUDSMAN ASSOCIATION
Minutes - Board of Directors
Washington, D.C.
September 10 & 11, 1991

Present: Buckler, Duquet, Garcia, Herbert, Morrisey, Murphy, Newcomb, Riley, Rowe, Simon, Thurman

The meeting was called to order by President Vincent Riley at 9:17 A.M.

SHORT TOPICS

- Vince Riley indicated that he will retire in November from the World Bank, but plans to continue as President of the Association working from his home.
- Vince formally recognized the efforts of Weinstein and Simon in providing legal support to the Association from 1984 to the present.
- Vince indicated that we have twelve (12) new members since the annual meeting.

SECRETARY'S REPORT

The Board accepted as written the minutes from the following meetings:

- Board Meeting - May 14, 1991
- Annual Membership Meeting - May 15, 1991
- Board Meeting - May 16, 1991

EXECUTIVE OFFICER'S REPORT

- Eugene Herbert reviewed the following financial data (see attached)
 - COA Financial Statements
 - 1991 Annual Conference
 - Ombudsman 101
- Gene indicated that we currently have one hundred and twenty-seven (127) members and that he believes the current economic conditions has had an impact on the membership.
- Gene indicated that we must ensure that all expenses of the Association are carefully documented, justified and authorized, if we are to maintain our current tax exempt status (501C6) as an association.

- Gene has been attempting unsuccessfully to obtain bonding for the executive officer and treasurer of the Association. Gene will continue in his attempts to obtain this bonding, but he was not optimistic he will be successful.
- Gene recommends that we engage a full audit of the Association every other year and do a spot audit annually. He will also make a recommendation to the Board for liability insurance for the future.
- Gene indicated that the planning is well under way for the 1992 Conference which will be held in Cincinnati, Ohio May 11-13, 1992.
- Gene said we should start to plan now for the 1993 conference which is tentatively scheduled to be held in San Francisco May 12 - 14, 1993. A sub committee of Herbert, Morrissey, Riley and someone from the San Francisco area will begin working on the 1993 conference.

SUB COMMITTEE MEMBERSHIP

- Jan Newcomb will join the Nominating Committee and will try to find one or two non board members to join this committee.
- Mary Simon and Ella Thurman will make up the Membership Committee. This committee will have responsibility for screening new members, preparing membership applications and writing descriptions for association By-Laws.

OMBUDSMAN 101

- Bob Morrissey briefed the board on the Ombudsman 101 Training Program that was held this summer in Washington. The program was very successful.

Motion: A motion was made that Bob Morrissey and Brian Gimlett plan similar programs in July 1992.

Motion Carried.

NAME OF THE ASSOCIATION

Motion: A motion was made that the name of the Association be changed to The Ombudsman Association (TOA), effective January 1, 1992.

Motion Carried.

BOARD OF DIRECTORS HANDBOOK

- Mary Simon and Jan Newcomb discussed the possibility of developing a handbook for the Board of directors. The Board of Directors thought this was a good idea and individuals are encouraged to submit any written material that would be of help to the Board members to Mary and Jan for possible inclusion in a handbook.

MEMBERSHIP FEE

- MOTION: A motion was made that the membership fee of \$85.00 remain the same for 1992.

Motion Carried.

REPORT OF THE RESEARCH COMMITTEE

- Mary Rowe briefed the Board on activities of the Research Committee. After a discussion the Board adopted the following:
 - 1) only expenses associated with research activities that are authorized by the Board will be reimbursed by the Executive Officer.
 - 2) the executive officer is authorized by the Board to reimburse Mary Rowe and/or MIT for out of pocket expenses associated with this research. Mary estimates that these expenses would be less than \$500 per year.
 - 3) the Board agreed that Penn State and MIT would complete the 1991 Corporate Ombudsman Survey as outlined in a September 3, 1991 memorandum from James Ziegenfuss to Mary Rowe, Eugene Herbert.

1992 CONFERENCE

A program committee was established to design the 1992 conference in Cincinnati. This committee would be comprised of the following:

Bob Morrissey (Chairman)
Lou Garcia
John Murphy
Elizabeth Clarke
Bill Rogers
Gene Herbert (Ad Hoc)

MARY ROWE' EXPENSES FOR 1991 CONFERENCE

MOTION: Motion was made to authorize the Executive Officer to reimburse Mary Rowe for her expenses associated with the 1991 Conference. These expenses totaled \$1,021.86.

Motion Carried.

EXPENSES FOR BOARD MEMBERS AND PAST PRESIDENTS AT ANNUAL CONFERENCES

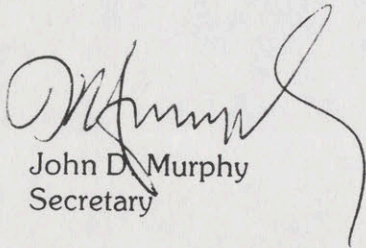
The Board discussed the issue of reimbursing past Presidents and Board members for expenses incurred at annual conferences. At the conclusion of this discussion, the Board asked Lou Garcia and Dawn Duquet to develop some recommendations for the next Board meeting as to how these expenses should be handled in the future.

ASSOCIATION MATERIAL AT UPCOMING SPIDER CONFERENCE

Jan Newcomb will take responsibility to ensure that COA material is available at the next Spider conference.

NEXT BOARD MEETING

The Board is asked to reserve January 14, 1992 for the next Board meeting. At this meeting, the Board will review the recommendation of the Program Committee for the 1992 Conference and also review recommendations of expenses of past Presidents and Board members.



John D. Murphy
Secretary



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