

Member Meeting Minutes
September 20, 2007
11:30 am @ Highlights for Children, Columbus, Oh

- Registration opened at 11:20 am.
- Lunch began at 11:45 am. Subway sandwiches, chips, cookies and drink supplied by Highlights for Children

- Presidential Welcome
 - Programs Updates
 - November 15th meeting will be at Yankee Trace Golf Course in Dayton
 - HDI Analyst of the Year will be announced
 - January meeting will be in Cincinnati
 - March 20th will be at Ohio Dominican in Columbus
 - September 2008 will be our Vendor's Fair meeting.

- Area Updates
 - VP Finance, Sharon
 - Financial Statement. We are in good shape as a chapter.
 - VP Communications, Todd
 - Spoke about the newsletter for August.
 - Shared his "About Me" presentation with the membership.
 - VP Membership, Ron
 - Welcome to the new members and to those members who were able to make the meeting today.
 - Web-Admin, Rusty
 - Spoke about the new website
 - Issued a call for ideas
 - Is able to post those seeking for a job and those who have jobs to post.
 - Spoke about the organization of the Kentuckiana Chapter
 - Librarian, Tom
 - Highlights has been around for 62 years
 - 1 billionth subscriber just recognized.
 - Founded by Caroline and Gary Meyers
 - Just began HighFire – a magazine for preschool children
 - Many books available for checkout from the library
 - Story Time with Tom
 - The Best Day of My Life – from the internet with adjustments
 - Vendor Relations, Jake
 - Introduction into the HDI AOY
 - It is a commitment of time
 - Submission is key
 - Member Information about HDI AOY, Sean, National City Mortgage
 - Covered reasons for the nomination
 - ½ of our job is psychology, ½ is fixing the customer's issues

- Special Presentation from Sophie Klossner
 - Sophie presented Lee with the first ever Colorado Cairn for her service and dedication to HDI and the local chapter.

- Lee
 - Presentation on Knowledge Management
 - KCS – Knowledge Centered Support
 - The bad thing about knowledge management is that there is usually a bottle neck in the approval process for new knowledge

- KM should be utilized for Problem and Incident Management
 - UFFA
 - KMUG
 - Obsolete knowledge is never deleted, rather it is flagged as obsolete
 - There are resources in the library regarding Knowledge Management
 - Before purchasing a solution decide:
 - Will Self-Help be needed?
 - How will knowledge be updated in the future
 - There were a number of member questions at the end of the presentation.
- Closing
 - Portfolios awarded to Jeff Chestnut and Sophie Klossner
 - Bronze Membership awarded to Mia
 - Meeting adjourned at 3:00pm.