
NEBRASKA MUNICIPAL CLERKS NEWSLETTER

January 2006



Message from the President

*By Harold Farrar
Clerk/Treasurer, Kimball
NMCA President*

Hello fellow clerks!

I cannot believe it is the end of January already! My how time flies. March is fast approaching, meaning that Clerks' Institute and Academy are nearing closer. Hopefully, the Committees are beginning their work for each of their respective duties. If you thought you signed up for a committee and have not been contacted, please get in touch with the Chairperson. (A list of Committee Chairpersons is in the newsletter)

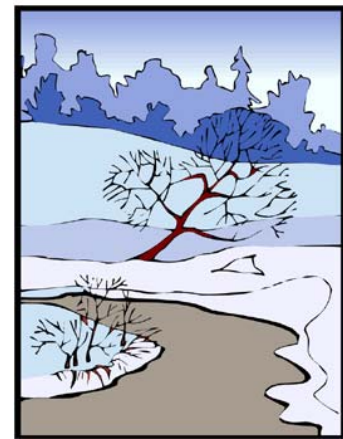
I have talked with Joan Kovar of David City and she stated that she has received a great response from clerks' wishing to make use of the scholarship funds. Once again, this year, the Nebraska Department of Economic Development has pledged \$10,000 to be used toward scholarships for the Institute and Academy programs. Joan is working on dividing out those funds. Watch your mail because she will be

contacting those who have completed the scholarship application process.

I talked with Melanie Kiper from the University of Nebraska at Omaha and plans are moving forward for March. Remember that the early registration period ends on Feb. 17, 2006, so get your registrations in before then. Melanie is in need of Session Leaders. A Session Leader is the person who introduces the speaker and assists the speaker as needed. We need people to work the Institute as well as the Academy. If you would like to volunteer as a Session Leader, contact Melanie Kiper at 402-561-7585 or mkiper@unomaha.edu.

Melanie also wanted me to tell you the banquet tickets for a guest will not be \$24 as advertised, but will be \$15.25. Any late breaking news, or changes concerning the Institute or Academy can be found on the web site: <http://clerkinstitute.unomaha.edu>.

The Panhandle Clerks' Association is in charge of this year's



banquet. The theme they have picked is: "Roaring 20's." So ladies, plan on wearing your flapper dresses and gentlemen, plan on wearing your zoot suite or gangster getup. Let's have some fun at the banquet.

The League Midwinter Conference is next week, Feb. 6-7, 2006 in Lincoln. We will be having a general membership meeting on Monday afternoon with an executive board meeting to follow. Plan on attending the general membership meeting if you are going to be in Lincoln.

I hope each of you has a pleasant month. Talk with you next month.

YMOS, Harold M. Farrar



2005-2006 Nebraska Municipal Clerks' Association Committee Chairpersons

Certification/Membership
Beth Deck, Norfolk

Celebration of Clerks
Jolynn Weber, Albion

Monday Night Hospitality
Jennifer Niemier, Papillion

Wednesday Night Hospitality
Cindy Keslar, Ravenna

Thursday Night Banquet
Panhandle Clerks' Association
Rosie Russell, Gering
Tammy Cooley, Morrill

Silent Auction
Jerry Wilcox, Curtis

Honorary Membership
Barbara Rabe, Wisner

Nominating Committee
Jolynn Weber, Albion

Scholarship
Joan Kovar, David City

Clerks' Newsletter
Debra Schaefer, Seward

Clerks' Directory
Joyce Mick, Bayard

Clerks' History
Linda Jensen, Central City

Clerks' Education
Kay Dammast, Bellevue

CITY NEWS:

Bugeater FleaMarket – Springfield, Nebraska from Steve Snodgrass

We just started Bugeater Flea Market in September and October 2005, an indoor/outdoor marketplace held at the Sarpy County Fairgrounds in Springfield with antiques/collectibles, arts/crafts, new and used merchandise, farmer's market and garage sale junque. We have four market weekends scheduled for 2006: April 8-9, May 6-7, Sept 9-10, and Oct 7-8.

We drew 130 vendors and 2,000 shoppers for our two opening shows and hope it will grow quickly from there.

For further information, visit their website at <http://www.bugeaterfleamarket.com> or contact Steve Osborn at bugeaterfleamarket@cox.net

*Submitted by Deb Schaefer,
Administrator Assistant/ Clerk
Treasurer, Seward*

Classified

Administrative Services Director - \$4,445-\$6,254/month. Work involves responsibility for the administrative direction of several municipal governmental activities including budgeting and accounting, grants, pensions and insurance programs. This is a non-supervisory position that provides direction and guidance to department heads. The incumbent will perform the duties of the City Administrator and Department of Utility's General Manager in their absence. Required Bachelors degree in business/public administration supplemented by graduate work in business/public administration. Experience in municipal government preferred. Must have ability to establish and maintain effective working relationships with other employees and management personnel. Request an application from the Personnel Department, City of Fremont, P.O. Box 1266, Fremont, Nebraska 68026. (402) 727-2630. Completed applications are due by Friday, Feb. 10, 2006. An EEO/AA em-



NOTICE OF MEETING

**Nebraska Municipal Clerks' Association
Executive Board
Marriott Cornhusker Hotel – Lincoln, Nebraska
February 6, 2006**

NOTICE IS HEREBY GIVEN that a meeting of the Executive Board of the Nebraska Clerks' Association will be held on February 6, 2006 at 5:45 p.m. at the Marriott Cornhusker Hotel in Lincoln, Nebraska.

AGENDA

1. Call Meeting to Order
2. Approval of September 22, 2005 Executive Board Minutes
3. Treasurer's Report- approval of bills
4. Old Business
5. New Business
 - a. Clerk's Week-Discussion of ideas for May 2006 Clerks' Week Celebration
 - b. Donation to Louisiana Clerks' Association
 - c. New Clerks' Pin
 - d. Selection of Hotels for 2009 and or 2009/2010 Institute and Academy
 - e. Clerks' Institute and Academy
6. Adjourn

I, Harold M. Farrar, President of the Nebraska Clerks' Association hereby certify: That the foregoing is a true and correct copy of the Nebraska Clerk's Association Executive Board Agenda.

Date: January 30, 2006

*Harold M. Farrar, President
Nebraska Clerks' Association*



NOTICE OF MEETING

**Nebraska Municipal Clerks' Association
General Membership Meeting
Marriott Cornhusker Hotel – Lincoln, Nebraska
February 6, 2006**

NOTICE IS HEREBY GIVEN that a meeting of the General Membership of the Nebraska Clerks' Association will be held during the League of Nebraska Municipalities Midwinter Conference on February 6, 2006 at 5:30 p.m., at the Marriott Cornhusker Hotel in Lincoln, Nebraska.

AGENDA

1. Call Meeting to Order
2. Approval of minutes from the September 22, 2005 General Membership Meeting
3. Treasurer's Report
4. Committee Reports:
 - Celebration of Clerks – Jolynn Weber, Albion
 - Silent Auction – Jerry Wilcox, Curtis
 - Monday Night Hospitality – Jennifer Niemier, Papillion
 - Wednesday Night Hospitality – Cindy Keslar, Ravenna
 - Thursday Night Banquet – Rosie Russell, Gering & Tammy Cooley, Morrill
 - Honorary Membership – Barbara Rabe, Wisner
 - Clerk of the Year- Buster Brown, Omaha
 - Nominating committee – Jolynn Weber, Albion
 - Clerks' Newsletter – Debra Schaefer, Seward
 - Clerks' Directory – Joyce Mick, Bayard
 - Certification Committee – Beth Deck, Norfolk
 - History – Linda Jensen, Central City
 - Education – Kay Dammast, Bellevue
5. Other Business
 - Update on Region VIII – Buster Brown, Omaha
 - Discussion on 2006 Institute and Academy – Session Leaders/Banquet Ticket Price
 - Discussion of 2006 IIMC Conference in Anaheim, CA
6. Adjourn

I, Harold M. Farrar, President of the Nebraska Clerks' Association hereby certify:

That the foregoing is a true and correct copy of the Nebraska Clerks' Association General Membership meeting.

*Harold M. Farrar, President
Nebraska Clerks' Association*



Grand Island invites City, Village Clerks, Council members to Central Nebraska Liquor Summit

The City of Grand Island would like to invite city, village clerks and council members to the first ever “Central Nebraska Liquor Summit on Feb. 7 at 7 p.m. in the Grand Island City Hall Council Chambers. City Hall is located at 100 East First Street in Grand Island. In a letter, RaNae Edwards,

City Clerk, Grand Island, said that misconceptions and misunderstandings have arisen over the years concerning processes involving liquor licenses. “In working with the Nebraska Liquor Control Commission, we decided to have a meeting to discuss some of

the issues we face when dealing with liquor licenses,” Edwards said.

Nebraska Liquor Control Commission Executive Director Hobert Rupe will be present at the summit to answer questions.

For more information, contact RaNae Edwards at 308-385-5444, ext. 111.

CITY NEWS: Seward creates newsletter committee

The City of Seward has developed a “Newsletter Committee.”

Members on this Committee have been given the task of providing a twice-a-year newsletter containing city events and happenings for our citizenry. The first issue is being planned for May of 2006 and will include projects that are completed or pending, general information about departments

and information about the city’s website – to name a few. It will be sent off to a professional printer and will be mailed separate from utility bills, as it is felt that more people will read it if it is not a “bill stuffer.” We are also making plans for our annual City Awards banquet where the Mayor and Council will honor employees who have 10, 15, 20, 25, 30, etc. etc. years of service to the city.

This year’s event is planned for Feb. 3, 2006.

If anyone would like more information on this program, feel free to contact me at 402-643-2928 or Deb.Schaefer@cityofsewardne.com – Submitted by Debra Schaefer Administrator Assistant/ Clerk-Treasurer, City of Seward

Classified

Full-time employee. Full-time city employee for City of Bassett, Nebraska. Duties to include water, sewer, street repair, general maintenance. Requirements include valid driver’s license, high school

graduate or equivalent. Water and/or sewer certification a plus. Salary negotiable. Applications may be requested from City of Bassett, NE., P. O. Box 383, Bassett, NE 68714. Open until Feb. 28, 2006. EOE

What address do I use to write my state Senator?

To write your state Senator, you need only to include on the envelope:

Senator’s name
District number
State Capitol,
PO Box 94604
Lincoln, NE 68509

Handling an angry customer, complaints

(Thought this would be some helpful hints for all of us, especially for the ones of us who have GAS departments!!)

Handling an angry customer

If a customer is angry, never get angry back. It can only turn an unpleasant little incident into an unpleasant big incident.

Do not try logical argument on a customer in a temper: it only adds fuel to the fire.

Do not grovel, and do not let an angry customer draw you into accepting his assumption that the municipality is generally inefficient because of his own single unhappy experience.

The way to deal with an angry customer is to apologize for the specific inconvenience only, and to take immediate action to put it right.

An angry customer means that you still have an opportunity. If the customer storms out of the office, (or slams down the phone), never comes back, and tells all his or her friends/colleagues that it's a dreadful place, that's real damage. But if

Quote

*"Our life is frittered away by detail ... Simplify, simplify."
~ Henry David Thoreau,
Walden, 1854*

the customer comes to you in a temper, you have the opportunity to prevent damage. The real disaster has not happened yet, and if you handle the situation correctly, hopefully, it won't happen.

Handling customer complaints

Complaints must be dealt with sympathetically, calmly and promptly. If you follow these standards you will be able to diffuse a customer's feelings of disappointment, anger and embarrassment.

- **Listen.** Listen calmly and sympathetically. Do not interrupt the customer. Do not look away or appear distracted. Give the customer your complete attention.

- **Apologize.** Phrase apologies in terms of being sorry that the customer has been disappointed. Do not state or imply that there is a fault or that services has been bad. When you apologize, MEAN IT, after all customers are VIP's.

- **Clarify.** When appropriate, repeat the facts of the customer's complaint to him/her to ensure you fully understand the problem.

- **Explain.** Explanations of what might have happened of why things are done as they are



must be clear and favorable to other staff and to the mayor/council. Do not attach blame, as such, in any explanation.

- **Agree.** Gain agreement from the customer about the next course of action to be taken.

Suggest only action and alternatives which are with the municipality's policy. When necessary get help from a supervisor, if warranted.

- **Take Action.** Prompt action, within municipality policy must be taken. This applies as well when that action is to get a supervisor to assist you. Nothing aggravates customers more than unnecessary delay in resolving their complaint.

Submitted by Julie Allison, City of Stromsburg



Nominations sought for Honorary Membership in Nebraska Municipal Clerks' Association

We are, once again, seeking nominations for Honorary Membership in the Nebraska Municipal Clerks' Association. Section 3 of the NMCA Constitution and Bylaws reads as follows:

"Any member who has been an active or associate member of the Nebraska Municipal Clerks' Association for a period of not less than ten years, and is a member of the Nebraska Municipal Clerks' Association at the time of his/her termination, or any person who meets the criteria for Associate Membership without having been an Associate Member and who has

been in this capacity for at least ten years prior to his/her termination, shall be eligible for Honorary Membership. Recommendations for Honorary Membership shall be submitted to any member of the Executive Committee for presentation at the next Annual Meeting. Approval of such Honorary Membership shall be by majority of those voting members present at such Annual Meeting."

The Honorary Members are presented a certificate of Honorary Membership following Clerks' School.

If you would like to nominate

someone for Honorary Membership, please send his or her name, current address and, if possible, the period of time he or she served as City Clerk. Please remember that he or she must have been a member of the Nebraska Municipal Clerks' Association for at least 10 years, not just that he or she was a City Clerk for 10 years. Please send this to me by March 7, 2004.

Thank you for your assistance.
– Submitted by Barbara S. Rabe, Chair, Honorary Membership Committee, PO Box 367, Wisner, NE 68791

Attention all Clerks

Don't forget to share information about events in your community and items of interest for your city or village. These articles are the most helpful and interesting to each of us. When you submit them to the League, ask that they be put under the "City News" section.

Thanks!

Submitted by Debra Schaefer,
Seward

Municipal Clerk Institute and Academy Wednesday Night – March 15, 2006 7-9:30 p.m.

The Wednesday Night Hospitality Committee wants to invite the Institute and Academy for casino night. Please join us after supper for a night of fun and snacks along with prizes and a cash bar.

An auction will be held after the games to use your winnings with Col. Kelli Crowell as Auctioneer.



Heartland Clerk's Association Minutes

**Dec. 8, 2005
Kearney**

The Heartland Clerk's Association met in Kearney, Nebraska on Thursday, Dec. 8, 2005, at The Alley Rose.

President Cindy Keslar of Ravenna called the meeting to order at 12:35 p.m. with fourteen (14) members; Kellie Crowell, Ravenna; Melissa Carkoski, Loup City; Annette Gallaway, Loup City; Susan Kluthe, Cairo; Martha Mayhew, Alda; Diane Fries, Franklin; Bonnie Doremus, Shelton; Raquel Felzien, Franklin; Kristi Purintum, Overton; Cindy Keslar, Ravenna; Vickie Power, Gibbon; Vicki Nelson, Axtell; RaNae Edwards, Grand Island, and Lanette Doane, Ansley.

RaNae Edwards motioned to approve the minutes from the Oct. 20, 2005 meeting. Martha Mayhew seconded the motion. **ROLE CALL: AYES: 14 Ayes. NAYS: None. MOTION CARRIED.**

Lanette Doane motioned to approve the treasurer's report. Diane Fries seconded the motion. **ROLE CALL: AYES: 14. NAYS: None. MOTION CARRIED.**

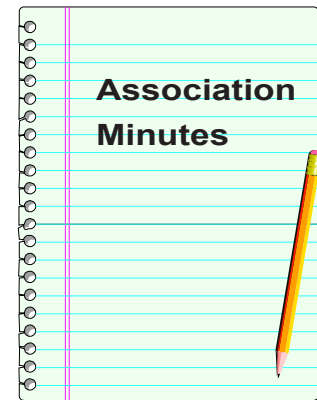
New Business: RaNae

Edwards from Grand Island invited the clerks to a study session that will be held Feb. 7, 2006 at 7 p.m. at Grand Island City Hall. Discussion will be held on Liquor Licenses; a member from the Liquor Control will be in attendance to answer questions and explain procedures and regulations. RaNae will be sending out letters after the first of the year.

Roundtable Discussions were held on: The need for some type of conference or workshop for new council members, giving them guidelines and directives for their positions and the proper parliamentary procedures that need to be followed.

Having open discussions for patrons at meetings. Several clerks commented that they have either open discussion or visitor communication on their agendas for this. If a patron brings up an item that is not on the agenda, the council will listen and then ask that it be put on the next meeting for further discussion and action.

Giving monthly employee reports, employee evaluations and reviews, employee wage negotiations and what the reasons are for going into



executive sessions.

Correspondences: Kellie Crowell read a thank you note from the Nebraska Clerks Association for the \$200 given to the scholarship fund.

Kellie Crowell has order a bouquet of flowers to be sent to Connie Jo Beck from St. Paul who had just returned home from having hip surgery.

Vicki Nelson made the motion to adjourn the meeting. Kristi Purintum seconded the motion. **ROLE CALL: AYES: 14 Ayes. NAYS: None.** President Cindy Keslar declared the meeting adjourned.

After adjournment everyone enjoyed the Christmas gift exchange.

*Respectfully submitted,
Kellie Crowell, Vice President*



Heartland Clerk's Association Meeting

The Heartland Clerk's Association met in Kearney, Nebraska on Thursday, Jan. 19, 2006 at Carlos O'Kelly's Mexican Restaurant. President Cindy Keslar of Ravenna called the meeting to order at 12:25 p.m. with twenty (20) members; Diane Fries, Franklin; Raquel Felzien, Franklin; Janet Greenwalt, St. Paul; Connie Jo Beck, St. Paul; Kristi Purintun, Overton; Bonnie Doremus, Shelton; Cindy Keslar, Ravenna; Kellie Crowell, Ravenna; Sheryl McClymont, Holdrege; Vicki Nelson, Axtell; Melissa Carkoski, Loup City; Annette Galloway, Loup City; Kim Finecy, Doniphan; Linda Jensen, Central City; Jean Polzkill, Central City; Vicki Power, Gibbon; Lila Gamble, Kenesaw; Linda Hess, Kenesaw; Elaine Bayer, Broken Bow; Sandy Kruml, Ord.

Melissa Carkoski moved to approve the minutes from Dec. 8, 2006 meeting. Kim Finecy seconded the motion. Roll call: Ayes: 20; Nays: None. Motion Carried.

Linda Jensen moved to approve the treasurer's report. Annette Galloway seconded the motion. Roll call: Ayes: 20; Nays: None. Motion Carried.

Candi J. Sanders with NPAIT (Nebraska Public Agency

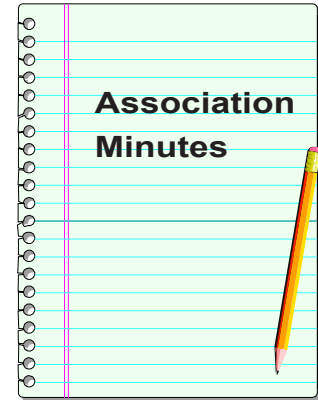
Investment Trust) gave a presentation regarding an investment program. Items of discussion were: daily accessible account, no minimum balance, ACH, no charge to move funds, fees, fixed term investments, competitive rates, and safety of invested funds. Participation in this program involves passing a resolution, open an NPAIT account and then invest money.

A thank you from Connie J. Beck was read for flowers regarding her hip surgery.

New Business: City of Franklin, Diane Fries and Raquel Felzien will be in charge of the Silent Auction basket of \$50 for the Municipal Clerks Institute and Academy in March. The Heartland Clerk's are reminded to wear their shirts on Wednesday of Clerk School. Jean Polzkill of Central City also inquired on how to purchase a Heartland Clerk's shirt. We purchased them from Steve Crocker in Kearney, Nebraska.

A discussion was held on attendance of the IIMC Conference in Anaheim, California this year. At this time, no one is planning to attend.

Just a reminder, City Clerk, RaNae Edwards in Grand Island, Nebraska is having a



Liquor License workshop on Feb. 7, 2006.

Next Heartland Clerk's meeting date is April 20, 2006. This will be held in Grand Island, Nebraska at Valentino's. Heartland Clerk's president will contact RaNae Edwards with the City of Grand Island to see if she can update us on the Liquor License workshop for those who were unable to attend the meeting of Feb. 7, 2006.

There will also be the new election of officers on April 20, 2006.

Bonnie Doremus moved to adjourn the meeting. Jean Polzkill seconds the motion. Roll call: Ayes, 20; Nays, none. President Cindy Keslar declared the meeting adjourned.

*Respectfully submitted,
Connie Jo Beck, Secretary/Treasurer*



How to register for newsletter e-mail list

Here is how you sign up to have your name placed on the newsletter e-mail list. Through this list, you will be notified of when the latest *Nebraska Municipal Clerks Newsletter* is available to view online.

1) Go to the League's website at <http://lonm.org>. Click on the Sections and Committees tab that appears on the right hand side of the main page. On the Sections and Committees page, immediately under the heading "Sections and Committees," there is a paragraph, which begins with the words "Attention Municipal Clerks."

2) Click on the underlined phrase "Sign-Up," which will link you to a Newsletters Alert Sign-Up Form. Fill out the requested information and create a username and password of your choosing. Click on the box with the words "Sign-Up" in it. Your name and e-mail address is automatically added to the list. When a new newsletter is available, a notice will be sent to you.

3) Later, if you want to remove your name and e-mail address from this list or change your e-mail address, you follow the above directions, but click on the "Sign-In" link. There you can login with your existing information and make the necessary changes.

4) To access the list of newsletters, you can go to the Sections and Committees page and click on the underlined phrase "click here" in the paragraph above the list of NMCA officers. The list of Clerks Newsletters will be at the bottom of the page filed by date and title.

February Birthdays

Jennifer Carlson	Bancroft	2/1
Nancy Schaad	Leigh	2/1
Larry D. Alderson	Belden	2/2
Nicole Elwell	Palisade	2/3
Jeanie Schmidt	Campbell	2/4
Barbra Mikkelsen	Aurora	2/6
Theresa Busse	North Bend	2/6
Linda Hazen	Butte	2/7
Vicki Dancer	Sutherland	2/7
Mary May	Wallace	2/7
Mary Ann Promes	Fordyce	2/8
Linda Pankoke	Beaver Crossing	2/9
Harold M. Farrar	Kimball	2/9
Kristine Cornell	Newport	2/10
Debra McWha	Union	2/10
Marilyn True	Bloomfield	2/11
Lori Vorderstrasse	Hastings	2/11
Ann Trickler-Wessel	Hemingford	2/11
Connie Laflin	Humboldt	2/11
Joan Hanson	Concord	2/13



Sue Petersen	South Sioux City	2/14
Randy Rogers	Lyons	2/17
Todd Rothleutner	Kilgore	2/18
Devon Roesener	Cook	2/20
Susan Cook	Rockville	2/20
Linda Carroll	Fairmont	2/21
Dawn Schmidt	Yutan	2/23
Karen Hahlbeck	Ewing	2/26
Kimberly Volk	Fremont	2/26
Beatrice Kellogg	Greenwood	2/28
Victoria Ramold	Palmer	2/28
Maria Hollander	Sumner	2/28
Nancy Votta	Hickman	2/29



Municipal Legal Calendar

(All statute citations to Revised Statutes of Nebraska)

MARCH 2006

CITIES OF THE FIRST CLASS

- On or before March 1 One and six year plans are due at the Nebraska Department of Roads, Board of Public Roads, City Classification and Standards, March 1, 2006. Legal notice is required 10 days before the hearing. (39-2115 to 39-2119)
- Within 10 days following meeting or before next meeting (whichever is sooner) Clerk to have minutes available for public inspection (84-1413)
- Within 15 days of Passage Clerk publishes ordinances passed. (16-405)
- Within 30 days following Council meeting Clerk publishes official proceedings of meetings, including claims. (19-1102)
- Last Day Clerk files monthly report. (16-317)
- Last Day Treasurer files monthly financial report. (16-318)
- Each Quarter Report from Depository banks due. (16-714)
- * * Clerk must prepare agenda prior to next Council meeting. (84-1411)

CITIES OF THE SECOND CLASS AND VILLAGES

- On or before March 1 One and six year plans are due at the Nebraska Department of Roads, Board of Public Roads, Classification and Standards, March 1, 2006. Legal notice is required 10 days before the hearing. (39-2115 to 39-2119)
- Within 10 days following meeting or before next meeting (whichever is sooner) Clerk to have minutes available for public inspection. (84-1413)
- Within 15 days of Passage Clerk publishes or posts ordinances passed. (17-613)
- Within 30 days following Council meeting Clerk publishes official proceedings of meeting including .. claims. (19-1102)
- Last Day Treasurer files monthly financial report. (17-606)
- * * Clerk must prepare agenda prior to next Council meeting. (84-1411)

VILLAGES

- On or before March 1 One and six year plans are due at the Nebraska Department of Roads, Board of Public Roads, Classification and Standards, March 1, 2006. Legal notice is required 10 days before the hearing. (39-2115 to 39-2119)
- Within 10 days following meeting or before next meeting (whichever is sooner) Clerk to have minutes available for public inspection. (84-1413)
- Within 15 days of Passage Clerk publishes or posts ordinances passed. (17-613)
- Within 30 days following Board meeting Clerk publishes official proceedings of meeting, including claims. (19-1102)
- Last Day Treasurer files monthly financial report. (17-606)
- * * Clerk must prepare agenda prior to next Board meeting. (84-1411)