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### Join NCAMC

Know a clerk or deputy clerk who wants to join NCAMC? For membership information, email committee chair Jenny Larson, CMC, of Fairmont at the following address:

[fairmontnc@yahoo.com](mailto:fairmontnc@yahoo.com)

### Now, join IIMC

If you have joined the North Carolina Association of Municipal Clerks and are wondering what else you can do to grow in your profession, you definitely need to consider joining the International Institute of Municipal Clerks. IIMC is the certifying arm for clerks worldwide. For more information go to the web-site:

[www.iimc.com](http://www.iimc.com)

### President Hammond's December Message:

## *Actions from NCLM meeting*

#### Dear Fellow Clerks,

December is my favorite time of year! Most people the world over celebrate some sort of holiday during this time, and festive moods prevail. It's a time when we turn our thoughts to friends and family, and wishes for peace and good will.

To catch you all up, the North Carolina League of Municipalities Annual Meeting was wonderful. Greenville was very hospitable to everyone. The League staff and the City of Greenville's staff worked very hard to make the NCLM 2009 Annual Meeting very successful.

The Clerk's Breakfast was very well attended. We had approximately 30 clerks and other guests that were interested in the presentation on HINI Influenza. Dr. John Morrow's presentation gave us a great deal of insight on HINI Influenza as well as information about the "common" flu. A question-and-answer period followed his presentation. One of the questions was "How long is long enough to wash your hands?" Dr. Morrow's response was to "Sing happy birthday to yourself as least two times. Just putting your hands under the water is not enough; you need to use soap as well." You can find his presentation on our webpage [www.ncamc.com](http://www.ncamc.com). Click on Document Library and then conference materials to find it.



Dr. John Morrow

Our nominees to the League for our various committees were presented and were all approved. Judy Bass, CMC, Garner, was nominated to fill the vacant position on the Planning & Services-Legislative Action Committee. Your representatives on other NCLM committees are:

- Connie Sorrell, CMC, Benson, Finance & Administration-Legislative Action Committee
- Brenda Clark, MMC, White Lake Finance & Administration-Technical Advisory Committee
- Joyce Walker, CMC, Lewisville, Planning & Services Technical Advisory Committee.
- Penelope Spicer-Sidbury was sworn in to serve on the NCLM Board of Directors as our representative.

During the Board of Directors' September meeting, Fleming Bell requested input on what the School of Government could do to prepare for tough times ahead in regards to training for Clerks. Below are the questions and the responses from both the County Clerks Association and our Association:

- What specific kinds of training (both topics and delivery strategies) would be most useful to you? For example, should we be developing webinars or teleconferences? Putting part of the certification institute on the Internet for self-study? Posting more "frequently asked questions" on ClerkNet?

Are these needs, whatever they are, specific to the current situation, or are they really general unmet needs that we should be thinking about trying to address long term?**Response from North Carolina Association of County Clerks to the Boards of County Commissioners**

# 'Days of our Lives ... Experiences of being a Town Clerk'

By Carol Ann Floyd, MMC  
District III Director

Everyone has always said I should write a book, but who has time? I really don't think people would believe it, the things we go through and deal with on a day-to-day basis. There is never a dull moment. Sometimes you've got to laugh. I have always said that it should be a requirement in life for everyone to work at least one year as a public servant and in retail, especially at Christmas time.

You know as clerk, you are information central. On the phone system directory, everyone pushes the selection for the town clerk. I'm stopped in the grocery store, the post office, church, etc. and yes, it's on my time. I once had a county commissioner standing beside of my cousin, with her brother lying in the casket at the cemetery, start questioning me about the zoning of his properties in an involuntary annexation that the town was in the process of conducting. I politely told him to contact the town manager. He continued talking, which I tried to ignore, but it is impossible with this person, you just have to know him.

While I was tax collector, there was a time that the town clerk was on maternity leave and it was just me and the town manager. So the town manager covered for me to go to lunch. One day when I returned from lunch, he was on the phone and pointed at a cloth bank bag on my desk that contained rolled pennies. He then pointed at the tax receipt book. A lovely citizen paid their taxes with the bag of rolled coins. He was being sarcastic as usual. I called our bank and asked if I could deposit the bag of coins. I told her that a citizen had paid their taxes with the bag of coins. She said let me guess it was \_\_\_\_\_ . I said yes, how did you know? She informed me that the citizen had stopped at the bank and purchased the coins from them to pay their taxes. I dumped the bag to count the rolls of coins to make sure it was correct and, of course, between the bank and the office, some of the rolls had busted, imagine that, so of course I had to re-roll some of the coins.

Also, while I was tax collector, I had a citizen call complaining about their tax bill due to an involuntary annexation. After about 30 minutes on the phone with the citizen, I knew nothing I could say was going to satisfy him. I said "Sir I can't say anything more that will help with the situation, so I'm hanging up." Next thing I know he came in the office after me. He was standing in the foyer demanding to see the manager or the mayor. Needless to say the police had to

come escort him out. It was a pretty scary time. A former elected official always addressed this particular family as the "Apple Dumpling Gang." I think they could also be labeled as "Ernest T. Bass" and "The Darlings" on "The Andy Griffith Show."

I guess the most humbling experience was years ago.

At that time there was the town clerk, police chief and myself in the office. That afternoon I was by myself in the old town hall, which was an old house. I noticed a little red truck pull up, but no one ever came in. I got concerned about what this person was doing. I looked out of the window, and he was slumped over the steering wheel. I went outside and asked the man if he was ok. He didn't respond. I tried to open his door, but it was locked. I asked if he could hear me, could he unlock the door? He leaned back and reached over to unlock his door. I asked again if he was ok. He said he was trying to make it to the urgent care. He worked at DuPont, and they had taken his blood pressure and it was high. He said he had left the plant and was trying to get to the urgent care, but he just couldn't make it. He said he was having chest pains at that point. I told the man I was going back inside to call 911. I knew the 911 dispatcher, and I told him I needed an ambulance at town hall, that I had a white male in his 40s or 50s having chest pains and that I didn't have any more information, but to please hurry. I told the dispatcher I was going back outside with the man until rescue got there.

I stayed with him and talked to him until the ambulance got to the office and transported him to the hospital. I received a phone call the next day from the man's wife to let me know he indeed had a heart attack. The wife thanked me for calling 911 and staying with him until help arrived. I don't know the man's name and never had any more contact with him. It's an incident that I will never forget.

Over the years I have been animal control, zoning official, counselor, janitor and referee. I have faxed in worker's comp claims that were outrageous and unbelievably were compensable. You really have to be a "jack of all trades" when you work at town hall. So keep in mind, you never know what you may encounter at town hall on a daily basis.

Everyday is a new story and those are the Days of our Lives!

**Carol Ann Floyd, MMC, is the Clerk for the Town of Leland.**

## NCAMC

### 2009-10 Officers

#### President

Dolores (Dee) Hammond, MMC  
Laurinburg

#### 1st Vice-President

Carmen Miracle, MMC  
Jacksonville

#### 2nd Vice-President

Sherry Scoggins, MMC  
Clayton

#### Recording Secretary

Sue Rowland, CMC  
Cary

#### Corresponding Sec./Treasurer

Kimberly S. Hibbard  
NCLM

#### Immediate Past President

Penelope Spicer-Sidbury, CMC  
Wilmington

### 2009-10 Directors

#### Region I

##### District 1

Becky Breiholz, MMC\*  
Manteo

##### District 2

Jeanne Giblin, MMC  
Morehead City

##### District 3

Carol Ann Floyd, MMC  
Leland

#### Region II

##### District 4

Rebecca Rose, CMC  
Wilson

##### District 5

Kim Worley, MMC\*  
Franklinton

##### District 6

D. Ann Gray, MMC  
Durham

#### Region III

##### District 7

Jenny Larson, CMC  
Fairmont

##### District 8

Johnsye Lunsford, CMC\*  
Rockingham

##### District 9

Dale Martin, CMC  
Kernersville

#### Region IV

##### District 10

Shirley Cannon, CMC  
Lenoir

##### District 11

Ann Sessom, MMC\*  
Kings Mountain

##### District 12

Darlene Johnson, CMC  
Spruce Pine

\* = Regional Chairperson

# Input for Clerk training sought by SOG

Continued from Page 1

1. School of Government's website is difficult to maneuver; e.g., titles such as clerks' certification are hard to find.
2. Put more information about clerks' education on clerks' listserv.
3. It would be helpful to send out information to county clerks that pertains specifically to them separately from information sent to city clerks that pertains to them.
4. Don't discontinue the events that help clerks maintain their organizational identity and that give chances for networking, such as January and regional schools and annual conferences.
5. Webinars may be a good way to provide some information. However, not all clerks have the technical capacity to handle them.
6. SOG could add topics that haven't been covered in prior schools, in order to provide optional, additional information (topics that concern county government, for example).

## **Response from North Carolina Association of Municipal Clerks**

The consensus for the training is that we still have the same input as the county clerks along with the following:

1. More technology training-but do not completely replace the person interaction
2. Breakout sessions at city/county clerks school (these sessions could address smaller municipalities or counties concerns)
3. Frequently asked questions would be an asset to clerk net and we could also post it on our website
4. Push geared toward recognizing innovative ideas/initiatives and teaching clerks about the role of the contemporary clerk in today's world
5. The clerk listserv is a valuable tool (if we use it more professionally). When a question is asked, it was good that it was shared with the entire network of clerks.

If anyone has any further thoughts, just let me know, and I'll be sure that Fleming receives them.

Don't forget the IIMC Region III meeting which is scheduled to be held January 13-15, 2010 in Orlando, Florida. It will begin at 1:00 p.m. on Wednesday, January 13 and conclude at 12 Noon on Friday, January 15, 2010. Please let me know if you need further information.

Following the IIMC Region III meeting, the School of Government will be holding our annual City/County Clerks School. The dates for the event are January 20-22, 2010. The MMC Academy and New Clerks School will be held on Wednesday, January 20 followed by the various sessions on Thursday and ending at Noon on Friday, January 22, 2010. I hope that everyone can attend the City/County Clerks School.

I would like to congratulate everyone that graduated from Clerks Certification School. Remember, if you would like a mentor, contact Diane White, Town of Butner, and she will be happy to assign a clerk to help you.

Also, I would like to wish a BELATED HAPPY BIRTHDAY to our fellow clerks that have celebrated their birthday prior to December and a very HAPPY BIRTHDAY to all who will celebrate one in December.

Again, I know that you all have worked hard this year. To clerks that have had a change in Governing Boards, a big *HATS OFF TO YOU* because all of us know that we can and will adjust to new personalities on our Boards.

Kim Hibbard, our Corresponding Secretary/Treasurer and friend, was appointed the League's General Counsel, succeeding Andrew L. Romanet, Jr. Kim is the first woman to hold this position in the 101-year history of the League.

The North Carolina Association of Municipal Clerks is very proud of Kim and supports her in her new endeavor. A big *HATS OFF TO YOU!* They could not have chosen a better person.

I was fortunate to be able to attend the retirement luncheon for Eva Brown, Richlands' Town Clerk, in Jacksonville. The Municipal Clerks in Onslow County did a fantastic job in coordinating the luncheon. There were approximately 38 clerks from all parts of the state at the affair and Eva was truly the center of attention. *Happy Retirement Eva!* We hope you will plan to attend future conferences and visit with us all after your retirement.

***Merry Christmas and Happy New Year!***



**Richlands Clerk Eva Brown, third from left, enjoys a retirement luncheon with her fellow Clerks in Onslow County.**

**Dolores "Dee" Hammond, MMC  
NCAMC President**

# 2009 Certification Class



THE 2009 GRADUATES OF THE CLERK CERTIFICATION PROGRAM sponsored by the School of Government at UNC-Chapel Hill are pictured above. They are, from left: (back row) A. Fleming Bell, Professor – UNC School of Government; Victoria Lucas, Clerk/Finance Officer – Town of Stantonburg; Leighanna Worley, Clerk/Administrator – Town of Wilson's Mills; Betsey Richardson, Clerk – City of Greensboro; Kaysie Pralle, Clerk – Town of Kure Beach; Monica Pace, Deputy Clerk – City of Saluda; Christine Thompson, Clerk – Town of Fletcher; Lora Thompson, Admin. Asst. – City of Lenoir; Cindy Morgan, Clerk – City of Havelock; Trevie Adams, Clerk – City of Roxboro; (middle row) Kristen King, Clerk – Franklin County; Jackie Hampton, Clerk – Town of Bolton; Tammy Speicher, Clerk – Town of Haw River; Terry Bullock, Clerk – South Granville Water & Sewer Authority; Michelle Hill, Clerk – Village of Flat Rock; Karen Wingo, Finance Officer – Town of Wingate; Cynthia Bennett, Clerk – City of Washington; Teresa Ricks, Clerk – Town of Andrews; (front row): Lori Hunt, Deputy Clerk – City of Trinity; Retha Gaither, Exec. Asst. to Co. Manager – Iredell County; Michelle Barber, Clerk – Council of Government Region B; Jayne Danner, Deputy Clerk – Town of Kernersville; Brenda Reaves, Deputy Clerk – Person County; April Crotts, Deputy Clerk – Cleveland County; Debbie Talbert, Clerk – Village of Bald Head Island; Joleatha Chestnutt, Clerk – Town of Murfreesboro; Janet Hill, Deputy Clerk – Town of Morehead City. Not pictured: Tracy Sullivan, Clerk – Town of Sharpsburg. (Provided by Janet Hill, Deputy Clerk, Town of Morehead City & Publicity Committee Member)

## News from around the State Clerks Association



Congratulations to **Brenda Padgett** from the Town of Holly Ridge. Brenda is the proud grandmother of twin grandsons born October 20 in Wilmington.

Carson Rowland and Deacon Bryan Padgett are the new-borns of Bryan and Kelly Padgett. Carson weighed 3 pounds and 10 ounces while Deacon weighed 4 pounds and 9 ounces. Brenda describes herself as a "Proud Meme."

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Also, **Brenda Clark** of White Lake has a new granddaughter, Ella Carroway Priest, born in November. Baby and family are doing just fine!

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Continue to keep the son of **Johnsye Lunsford**, Clerk of Rockingham, in your prayers.

Sgt. Alonzo Lunsford was among those soldiers shot in

the tragic shooting at Fort Hood, Texas. After several surgeries, he is recuperating at his Texas home.

Johnsye thanks everyone for their thoughts and prayers as he continued to recover.

\*\*\*\*\*

Congratulations to **Nelda H. Johnson**, CMC, Clerk for the Town of La Grange, on her coming retirement effective

Dec. 31, 2009. She has over 25 years of service with the Town.

Nelda anticipates spending time with her husband Bryce of 42 years, their two children, Ronald and Sharon, her five grandchildren, Ann Frances, Marr, Anderson Caleb and Whit, as well as her mother.

We all hope that Nelda gets plenty of rest and enjoys her well deserved retirement. She will be missed!



## APB ... Calling all New Clerks (and others)!

### WSOS (We Share Our Services)

*Help is only a Phone Call, Fax or Click Away!*

We all need help from time-to-time, and there is no better way to gain the knowledge needed than to utilize the expertise of "seasoned" clerks. Additionally, there's nothing more fulfilling than knowing you have helped someone in need. Help is just a phone call, fax, or email away. We hope you will take advantage of the North Carolina Association of Municipal Clerks' (NCAMC) WSOS Mentoring Program that matches new clerks with experienced clerks in cities and towns of comparable size and with similar duties. These clerks/mentors are willing, ready and able to share their expertise with those who are new to the world of clerks.

Mentors can help new clerks with a variety of questions or concerns dealing with agendas, minutes, ordinances, resolutions, and many other clerk responsibilities. In order to serve as a mentor you must have at least three years experience as a municipal clerk or deputy clerk and be committed to offering moral and professional help when needed.

If you are willing to serve as a mentor/volunteer or if you are a new clerk who would like to have a mentor assigned to you, please complete the WSOS Mentor/New Clerk Interest Form below. Completed forms should be returned to Dianne White, Town of Butner, PO Box 270, Butner, NC 27509 or via email: [dwhite@butnernc.org](mailto:dwhite@butnernc.org)

We hope you will take advantage of this wonderful service. The WSOS Committee is comprised of the following members who are willing to provide assistance and look forward to hearing from you:

Dianne White, CMC

Town of Butner

PO Box 270

Butner, NC 27509

919-575-3109

[dwhite@butnernc.org](mailto:dwhite@butnernc.org)

Ronda Lambert, MMC

Town of Indian Beach

PO Box 306

Indian Beach, NC 28575

252-247-3344

[indianbeach@bizec.rr.com](mailto:indianbeach@bizec.rr.com)

Kim Worley, MMC

Town of Franklinton

PO Box 309

Franklinton, NC 27525

919-494-2888

[kworley@franklintonnc.us](mailto:kworley@franklintonnc.us)

Myra Heard, CMC

City of Salisbury

PO Box 479

Salisbury, NC 28145

704-638-5224

[mhear@salisburync.gov](mailto:mhear@salisburync.gov)

Nancy Boyden, CMC

Town of Midland

PO Box 589

Midland, NC 28107

704-888-2232

[townofmidland@carolina.rr.com](mailto:townofmidland@carolina.rr.com)

Kim Hensley, CMC

Town of Laurel Park

441 White Pine Dr.

Laurel Park, NC 28379

828-693-4840

[khensley@laurelpark.org](mailto:khensley@laurelpark.org)

☐ I would like to mentor/share my experience with another clerk.

I have been a clerk/deputy clerk for \_\_\_\_\_ years. I have been in my current position for \_\_\_\_\_ years.

☐ I would like to be paired with a mentor clerk.

I have been a clerk for \_\_\_\_\_ months/years.

I am (check one) ☐ hired by the town manager ☐ appointed by council/board

Municipal Population: \_\_\_\_\_ NCLM District # \_\_\_\_\_

My other duties are:

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Municipality: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

# December 2009



The monthly NCAMC Calendar is prepared for you by Dawn Sparks, CMC, Deputy City Clerk, High Point.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<b>1</b> Shawna Black	<b>2</b> Catherine Tilley	<b>3</b> Cynthia Ezell Vickie Johnson	<b>4</b> Kimberly Worley Melissa Brewer	<b>5</b> Linda Noble Karen Williams
<b>6</b> Jeanne Giblin	<b>7</b> Georgia Overman Jacqueline Paylor	<b>8</b> Jamie Brown Sarah White Barbara Jones	<b>9</b> Melody Graham Luann Ellis	<b>10</b> Debbie Hinson	<b>11</b> Sharon Thompson Belinda White	<b>12</b> Sylvia Raynor Heather Kelly
<b>13</b> Victoria Lucas	<b>14</b> Sandy Hewett	<b>15</b>	<b>16</b> Eyvonne Smith	<b>17</b>	<b>18</b> Drenda Ammons Iris Smith	<b>19</b> Marie Adams
<b>20</b> Cheryl Mears Tammy Kirley	<b>21</b> Sherry Scoggins	<b>22</b>	<b>23</b> Beth Usery Betty Belle Barbara Aycock	<b>24</b> Fran Davis	<b>25</b> Sharon Evans Evelyn Howard Carrie Gordin	<b>26</b> Sabrina McDonald Christine Thompson
<b>27</b> Sue Morton	<b>28</b> Kelley Southward Brenda Brown	<b>29</b>	<b>30</b> Jenny Larson Susan Suggs Patsy Dougherty	<b>31</b> Vivian Skipper		