

Secretary's Department Newsletter

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DO WHATEVER IT TAKES...

V/C Ernest G. Marshburn, SN

"It was the best of times, it was the worst of times." With these words begins one of the greatest novels of English literature, and even those who have never opened Charles Dickens' *A Tale of Two Cities* have heard or used its opening line as they pursue their own efforts. While the tragic events of 11 September will long be remembered by every USPS member, every American and many people across the world, it has served to bring us all closer together in ways not otherwise possible. President John F. Kennedy summarized this emotion best during his 1961 inaugural address when he said, **"Let every nation know whether it wishes us well or ill, that we shall pay any price, bear any burden, meet any hardship, support my friend, oppose any foe to assure the survival and the success of liberty"**. Our hearts, sympathy, prayers and unending support go out to everyone affected by the tragedies in New York, Washington D.C., and Pennsylvania and, through our actions, we will demonstrate the single-minded determination to remain united and overcome all challenges laid before us!

It is that spirit that a personal goal has always been to challenge every USPS member to set goals high, sights long and dreams achievable to make a difference in USPS. This has often been expressed as a **"do whatever it takes"** attitude designed to encourage each of us to strive for our best in order to better meet the expectations of existing and potential USPS members.

Today, organizational visibility, recognition for accomplishments and the desire to increase membership represent our battle line as we search for ways to make that difference. In response, USPS has moved to address these tough issues through the implementation of a strategic plan. The points in our strategic plan can be found at and in the September 2001 issue of *THE ENSIGN*. Take the time to review the plan, then take the lead and become involved in creating a solution that will ensure the continued success and prosperity of USPS. Just remember that success in USPS is a journey, not a destination.

With more than 60,000 members, our organization has a rich and proud heritage of service to boaters. As in the past, we will continue to overcome the challenges before us thanks to the contributions of thousands of USPS members, who volunteer their time, energy and financial support to our organization. While the memories of 11 September will never fade, we must maintain our focus on the future. In reflecting on words borrowed from Sir Winston Churchill, let those in the future remember this as our "finest hour" as we do whatever it takes to make us proud to be members of the United States Power Squadrons.

Plan to attend the New Year's Party

On Monday, December 31, members of USPS attending the Annual Meeting, are invited to the New Year's Party sponsored by the Rosen Centre. There will be food, drinks, entertainment and music. The festive event will begin at 2200 where you will celebrate the entrance of year 2002 with USPS friends.

Make your arrangements now so you will not miss this special activity - the beginning of a new year and the 88th Annual Meeting of United States Power Squadrons.

FUN FOR ALL

DON'T MISS A COMMITTEE NEWSLETTER

R/C Angelo V. Giovaniello, SN - Information Technology Committee

Have you missed getting the USPS committee publications; such as the *Safety Bulletins*, the *Editors' News - letters*, the *PRO*, *Bright Ideas* or the *Educational Bulletins*, *Currents*? They have not disappeared; they are on the USPS website. As a cost-cutting measure, USPS is now posting all committee newsletters on the website rather than mailing them to committee chairmen. They are available for all to read. To access any of these publications log onto www.usps.org Enter the member pages (you will need your USPS membership

number) and then select the committee you wish to learn about. Here you will find much helpful and useful information for your area of responsibility or interest. You will also find names and e-mail addresses of committee members. If you have questions or want further information you can now e-mail committee members for quick answers or solutions. The web pages are prepared to help you, the members of USPS.

Try them -you'll like them!

A BRIEF TOUR THROUGH NATIONAL HEADQUARTERS

Mary Catherine Berube, Headquarters Director



USPS Headquarters is a striving operation in Raleigh, North Carolina, serving the needs of a dynamic organization. Each week employees receive hundreds of letters, faxes, e-mails and telephone calls. Responding to those communications, as well as providing Governing Board and Operating Committee support, requires the constant attention of all 24 employees. Here are some statistics for the past four years:

	Dec 31, 00	Dec 31, 99	Dec 31, 98	Dec 31, 97
Incoming mail	28,257	33,048	36,982	30,656
Incoming faxes	19,042	1,482	906	N/A
Incoming phone calls	55,008	53,06	49,143	39,881

This is a summary of some of headquarters' activities and the resources it provides.

Accounting- the constant shipping of educational and related materials from headquarters to districts and squadrons and processing dues requires collection procedures. Employees in the accounting department manage those procedures and ensure that squadrons receive correct and up-to-date statements. In addition, employees deal with variety of other responsibilities, including preparing financial statements, balancing general ledger accounts, auditing dues transmittals, managing accounts payable, administering payroll and controlling petty cash.

Customer Service - Most contact with headquarters begins with the telephone, and the three employees in the department strive to provide courteous and efficient service to both members and nonmembers. Each day the staff answers more than 175 phone calls, from Boating Course inquires to credit card purchases of Learning Guides and Ship's Store items.

Data Processing - Like any other large organization, the computer is essential for processing and storing information. An IBM AS/400 provides the hardware hub of a critical network that is maintained by a computer programmer. The computer programmer write software that enhances and maintains current applications used by headquarters employees, writes software for new initiatives and serves as a liaison with the Information Technology Committee. A computer operator manages a variety of printing jobs and oversees operations of the Windows NT® server and the headquarters e-mail system. E-mail has become an integral resource at headquarters, significantly replacing mail and telephone calls.

Membership Service Manager-Meeting the needs of an active membership requires initiating and managing a continuous flow of special projects. The membership services manager works with other headquarters employees and national officers to ensure the success of each undertaking. Responsibilities include: designing and overseeing the annual dues renewal project, preparing emeritus, 50-Year and Life Member awards; preparing informational packages for the chief representatives to district conferences; compiling District Statistics reports, maintaining the Vessel Safety check database; and commander and educational officer kits.

Education-rapid response to member requests is the main goal of the education department staff. Each year, staff members process thousands of course material orders and examination requests. Over 9,000 course material orders and 4,000 exam orders were processed in 2000. This department is responsible for all order entry and provides the warehouse with packing lists of educational, public relations, Ship's Store and other miscellaneous materials. Education department employees also process examinations, grading some and forwarding

others to correctors as appropriate. Once grading is complete, these employees process exam results and print and mail achievement stickers or vouchers. Random exams were implemented in 2000. This process involve printing exams on-demand and alleviates the need to maintain an inventory of preprinted versions of exams.

THE ENSIGN- The magazine arrives in member mailboxes each month, thanks to the work of two full-time and two part-time employees. The editor, associate editor and art director review countless articles and photographs to make selections for issues. Other responsibilities include determining the magazine's layout, desktop publishing, editing and proofreading. The magazine staff also assists other committees by working on special projects, such as the annual dinner dance program and the Ship's Store catalog.

Membership - To best meet the needs of members, membership department staff are responsible for all membership processing activities in an assigned group of districts. Staff members process new member applications, reinstatements, address changes, merit mark awards and manage several large mailings each month. They also process and distribute certificates for new members, Operations Training, Cooperative Charting and Leadership Development programs. Another responsibility of the membership department is the annual dues collection process.

Purchasing-The plethora of educational and ship's store materials makes careful purchasing an essential component of USPS activity. The purchasing agent researches and locates vendors, negotiates quotes, issues purchase orders and reviews invoices for accuracy for payment. Other responsibilities include: liaison with building and grounds maintenance providers and production and delivery of 50-Year Member, Honorary Member, Life Member and Meritorious Service, and Bowsprit plaques and certificates.

Administrative Assistant - The headquarters administrative assistant provides support for the headquarters director opens and distributes more than 200 pieces of mail and fax communications daily; responds to requests for district and squadron mailing labels; processes credit card purchases; processes incoming cash and checks; provides tours for visiting members and assumes responsibility for many mailings.

Warehouse-Many activities revolve around the warehouse, where the employees ship more than a quarter million packages and letters each year. They process bulk mailings and make two trips to the local post office and banks each day. These four staff members receive, check and store delivered materials.



R/C Ann Bailey, AP says

"We've Been Busy!"

Yes, our committee has been busy since the Governing Board Meeting in Little Rock, working with reports from sales. In spite of our location at the meeting and the difficulty some people had finding us, we had fairly good sales. Not great, but we sold \$18,000 but our target was \$25,000 or better. Oh, well, we always hope for better at our next meeting. We are answering questionnaires that members filled out with suggestions. It was suggested that nautical suspenders might be a new item. I am looking for a supplier and also for a frame for our license plates. We will have new items at the Annual Meeting in Orlando. Our updated catalog arrived in the October copy of THE ENSIGN. We are also contacting districts to see how we can help them with their Ship's Stores.

Memorial Library Planned Giving Program Great Success

The eleven alcoves have been sold thanks to the leadership of P/R/C Al Volkmann, members of the Planned Giving campaign team and THE ENSIGN staff. The Interior Designers firm of Doctor Decor is scheduled to finish both the planned Memorial Library and the Chapman Library in the near future.



THE ENSIGN is published monthly to an audience of more than 50,000 boaters. The magazine is a 48-page, four-color publication that is the primary vehicle of communication between National and all levels of the USPS membership.

Copy for THE ENSIGN is drawn from a variety of sources.

- National committees designate writers to generate material related to their specific areas of interest.
- Members of THE ENSIGN Committee produce special interest articles and book reviews.
- THE ENSIGN readers scan squadron and district publications for articles of interest.
- THE ENSIGN Correspondents, at the district level, review their district and squadron publications for articles that may merit wider circulation.
- USPS members submit articles and feature stories to THE ENSIGN Correspondents or to Headquarters (attention THE ENSIGN) for consideration.

In every case, members of USPS are the source of information and content.

The magazine is our magazine. It is improving with every issue under the able guidance of Editor Yvonne Hill and staff. The content is varied, sound and reflects the needs and opinions of our member-driven organization. Yet the committee and staff have a concern that should be of interest to every member of USPS; we need more advertising in the magazine. THE ENSIGN is the only communication vehicle that goes in to the hands of every member, and we believe that it is important to maintain and sustain it. You can "earn" money for your squadron or district by securing ads and placing them in THE ENSIGN. Visit a business or manufacturer and secure an ad. THE ENSIGN is our magazine, and we need your help. We hold its future in our hands!

SERVICE IS OUR PLEDGE

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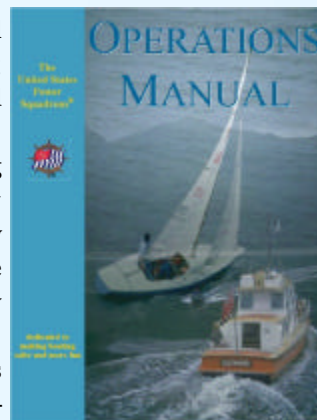
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The NEW UPDATED OM on-line

R/C Peter Mitchelson, SN

USPS is under-going radical changes and far-reaching changes in organization and structure. As a result the OM (Operations Manual) is being constantly revised. Every Governing Board brings new changes which need to be included. This is one reason why we have not produced a printed copy - the membership needs up-to-date information, not out-of-date-information.



The old 1995-97 version of the manual has been completely removed from the OM website. Only the current manual is available for download. In order to view this manual you will require Adobe Acrobat Reader (see link later in this issue if you do not have this program). Members are able to download the entire Manual (just over 6Mb) or individual chapters or appendices. As changes are made, the website will indicate which chapter/appendices need to be downloaded to keep your Manual totally up-to-date.

The OMCom is always looking at new technology in an effort to make the manual easier to use, easier to access and easier to understand. Check out the OMCom exhibit at the EXPO in Orlando for the latest developments

THE ENSIGN is Our Magazine

R/C Joyce F. Shaw, AP



HELLSAPOPPIN' AT PUBCOM

R/C Robert D. Bair, AP

There's lots of action taking place within the National Publications Committee. These are some of the highlights since the last Secretary's Newsletter.

1. A District Publications Committee Guide has been created, distributed free to all district pub chairs, and added to PubCom's USPS web pages. The guide is a comprehensive "How To" conduct a district workshop/seminar. A Power Point presentation is also available on the web for district chairs to download and use at district conferences.
2. The Committee has discontinued to label its editor liaison members as "Evaluators", preferring, rather, the designation "Advisors". Advisor better describes their primary function, that of assisting editors to produce the best possible USPS editorial products.
3. Another name change will be seen in the committee's annual Journalism awards: the word "distinction" replaces "excellence" so we now have the "Distinction in Journalism" Award. The rationale is that many publications are distinctive versus those that sincerely can be classified as excellent. New award logos and certificates have been developed.
4. All 2001 Award recommendations have been submitted by committee advisors and are currently being reviewed by the PubCom chair. Publications selected for the Award will be announced at the USPS annual Meeting in January and published in the February issue of The Ensign.
5. A "blue sky" PubCom Open Meeting program is being planned for annual in Orlando. If feasible (thus the blue sky tab), we hope to make an Internet connect to PubCom's pages on the USPS site and do a "live show" for those who attend our meeting.

And, finally, a note to Mr. and Mrs. Editor: thank you for doing what you do. I have been a commander and an editor and based on comparisons and experience, assure you that your job as a communicator, in my opinion, is truly far more important and influential than any other USPS position.

THE FUTURE OF - - INFORMATION TECHNOLOGY

as seen by

R/C Frank Dvorak, SN
Asst National Secretary

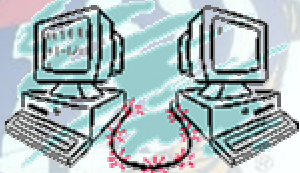
In the last three years we have seen dramatic changes in the way we conduct business in USPS. At the forefront of this change has been our endorsement of INFORMATION TECHNOLOGY. Few are the members who do not now have access to a computer and e-mail. Twenty plus years ago the government developed a nation-wise network to link computers at government research laboratories to those at selected universities. This network has grown into what we now know as the INTERNET, a worldwide network of computers all linked together in a giant web. This web has allowed squadrons, districts and national committees to create sites containing a wealth of information available to members through a web browser. With the advent of ecommerce members can purchase clothing and other items directly from the ship's Store. They can submit a resume to the committee on Nominations directly from the national website, submit a variety of departmental forms, download an Operations Manual or request a roster using the new roster program DB2000. Currently the roster is received via email, but shortly, rosters will be available directly from the web without human intervention. In the near future Americans Boating Course, a joint venture between the USCGA and USPS will be available as an interactive basic boating course on the web. This will give us the opportunity to reach those people who either live a great distance from a squadron or auxiliary or do not like to take classes in a classroom environment. This brings in the advent of 'distance learning' and I am sure that the Educational Department leadership will at some stage offer our squadron courses on the web to take advantage of this new tool, both for our membership and the public at large. E-commerce will also be coming soon to the Educational Department. When implemented, Squadron Educational Officers will be able to order course supplies, exams and other materials directly over the web. We continue to develop new ways to communicate and exchange ideas using the internet, this newsletter being a prime example. Someday we may even routinely renew our membership using the web. We are only limited by what we haven't yet imagined.

A Little Bit of News-

"E-mail has come a long way in 30 years."

Thirty years ago, a simple message launched a revolution in the history of human communications. That dispatch is now considered the first e-mail, or electronic message, to have been sent from one computer to another through a network. Devised by BBN Technologies scientist Ray Thomlinson, the system for sending e-mail was initially a demonstration of what the ARP Anet—the Internet's precursor—could do.

—CNET News Daily Dispatch



THE STORY of THE DB2000 PROGRAM

download-install-use

D/Lt S. Edward Duda, AP

Member, Information Technology Committee

DB2000, the combined replacement software for the old squadron BDU program, Merit Marks program and SIRS program, has now been released from beta testing. The latest release, which was developed by P/C Kenneth Guscott, JN, of Anna Maria Island Squadron, assisted by P/D/C John Bradley, SN, of Great South Bay Squadron, can be obtained by using the following website address:

<https://www.usps.org/national/itcom/roster/db2000r3.exe>

But be forewarned, this file is approximately 8MB in size so users with a 28.8 or 56k modem connection might experience difficulty in downloading the file. If you are unsuccessful in downloading, contact the Customer Support Center at headquarters for a version on CD-Rom.

Once downloaded and saved on the hard drive, it is a simple install. Simply find the downloaded file, using Windows Explorer, and double-click on it. This will extract the files necessary to complete the installation and take you through a series of prompts for the default location, as any other Windows software does. If you are updating a previous version of DB2000 release 3, I suggest that you use the add/remove function in your control panel to remove the old files prior to installing the new version. Otherwise you will find multiple links to the program and removing any one of them will delete the latest installed copy. Uninstalling the older copies will not affect your data files, if they are present.

Following installation, if you are simply upgrading, DB2000 will recognize the data already present, and you can continue to work as usual. If this is your first attempt at using the software, you must obtain a squadron roster from Lynnda Stevens at headquarters to create your database. Each year, shortly after the Annual Meeting, squadron commanders are mailed the squadron information and password that may be used for obtaining a current roster by e-mail. Simply log on to the following:

[http://www.usps.org/national/itcom/roster/
submit_request.php3](http://www.usps.org/national/itcom/roster/submit_request.php3)

and input the requested information and submit the form. The request will be received at headquarters and a current squadron roster, in the form of a file, called SQDxxx.ex_ (where xxx equals the squadron code) will be returned by e-mail attachment to the address indicated in the submitted request.

Do not rename this file! Simply copy it to the DB2000 directory and start the DB2000 program. Once the program has loaded, if this is your first time use of the program, you will be prompted for district and squadron information by drop-down selections. Once selected you may select "File", "Roster Options", and then "Import HQ Roster File" to read in the data from the SQDxxx.ex_file. Click on the "Check all" button, then the "OK" button, and you should see your SQDxxx.ex_file displayed in the "open" window. Double click on the file name and the file should import all records into the DB2000 database. Once completed loading, click on the "Cancel" button to close the window and return to the main screen.

Clicking on the "Roster" button will take you into the heart of DB2000 where you can update certain fields of information by selecting the "BDU" button. You can sort the records by a particular column, if you wish. This is especially valuable if you desire to determine a list of members who have not taken a specific course, or whose birthdays fall within a certain time frame, etc. Use the "TA" to tag the entire roster for use in the report functions, or tag select individual records by double-clicking in the "Tag" column adjacent to a record that you wish to select. at the main screen. If you select the "MM" button, you will be taken to the "Merit Mark" screen where last year's MMDATA.DAT file may be imported under the "File" function, or you may simply choose to import the entire roster database, using the "Add All" button.

Some default reports are already included in the program. You can print out standard mailing labels or an entire membership list using the "Reports" function, using the "Tag All" feature, or you can create a custom report using the "Report Wizard" and the "Query Roster" functions. Data can be exported in a comma delineated format for importing into any of the spreadsheets or databases that accept this format. In the Merit Mark module, all of your reports are created for you, from your "check list" to the completed multi-copy forms ready for submission to the Area Monitor or your squadron commander.

This is just a small overview of the potential power of this program. Additional information can be found on the ITCOM's FAQ pages or by posting an inquiry to the Comphelp mailing list.

Do you have these helpful software programs?

Download them - they are free!



PDF Reader



Word Viewer




PowerPoint Viewer

**Be sure to visit all of the Secretary's Department Committees' booths
at the EXPO on Friday morning during the Annual Meeting.
You will learn the newest accomplishments**

OUTSTANDING RECORD:*Keep up the good work***340 Historian Filings**

R/C Charles P. Sutter, AP



I take this opportunity to say "Thank You" to all of the members of the Historian Committee. A special "Thanks" also goes to the Squadron and District Historians. Through the combined efforts of these dedicated members, we have received 340 history filings during this current calendar, from 1 January 2001 to 22 October 2001.

The committee is striving to keep abreast of the times. We have recently established a new USPS historian website (www.usps.org/national/historian). This site includes an account of early USPS history; copy the history form H 701 (2000) plus a list of the committee members with their addresses, phone numbers and e-mail addresses, as well as the list of districts assigned to them. A diskette, with the history form, is also now available. This form can be filled out on the computer, printed and forwarded to the proper person. Please e-mail requests for the diskette. It can be obtained from dorcyhart@aol.com

The committee stands ready to assist in anyway necessary for Squadrons and Districts to file the history form. Your cooperation is greatly appreciated.



Dates of Future USPS National Meetings

2002

Annual Meeting: 2 -6 January
Rosen Centre-Orlando, FL

Spring Governing Board: 15 -19 May
Adams Mark-Houston, TX

Fall Governing Board: 11 -15 September
Marriott, Des Moines, IA

Annual Meeting: 1 --5 January
Rosen Centre-Orlando, FL

2003

Spring Governing Board: 7 -11 May
Sheraton New Orleans-- New Orleans, LA

Fall Governing Board: 3 -7 September
Reno Hilton -Reno, NV

Annual Meeting: 15-19 January
Rosen Centre-Orlando, FL

2004

Spring Governing Board: 19 --23 May
Pittsburgh Hilton -Pittsburgh, PA

Fall Governing Board: 7 --12 September
Adam's Mark-Jacksonville, FL

National Secretaries who served USPS**1947-2001**

1947	* Charles H. Leach, JN
1948-1951	* John C. Talbot, N
1952-1956	* Ellis W. Edge, Jr., SN
1957-1958	* Chester w. Newman, JN
1958-1960	* F. Gilbert McGlaughlin, JN
1961-1965	* Nick Tiburzi, N
1966-1970	Stanley Zolto, Jr., SN
1971-1975	* Harvey A. Collins, JN
1976-1980	* Selby B. Davis, JN
1981-1983	* John R. Behrens, N
1984-1986	Lorin S. Myers, JN
1987-1989	Joseph L. Kennedy, SN
1990-1992	Robert J. Abernethy, SN
1994-1996	Lance J. Jensen, SN
1996-1998	Russell K. Gray, Sr., SN
1999-2001	Ernest G. Marshburn, SN

Do You Know These Special Website Addresses?

United States Power Squadrons Home Page

<http://www.usps.org>

USPS Members Page

<http://www.usps.org/member>

USPS Secretary's Department Newsletter

<http://www.usps.org/national/secnews>**NEW YEAR'S EVE PARTY****MENU****Crudite of Fresh Vegetables**

With Pesto Herb Dip

**Cheese and Fruit Display**

International and Domestic Cheese garnished with Fresh Fruits and Berries accompanied by Fancy Crackers and Lavosh

Chafing Dishes of...

Breaded Artichoke Hearts
Spanakopita
Buffalo Wings with Blue Cheese
Vegetable Spring Rolls with Duck Sauce

Hosted Bar

Named Brands, Wine, Champagne, Domestic Beer
Imported and Premium Beers, Mineral Waters, Soft Drinks

Dancing and Entertainment