

**Twenty Questions Answer Sheet**  
**Session at NC Association of Municipal Clerks 2011 Summer Academy**

**Round 1: Based on the MORE Manual**

Question 1: What ceremonial document may be issued by the governing board to honor individuals or groups?

- a) Email
- b) Resolution
- c) Proclamation**
- d) Key to the City

Question 2: What is a statement made by the municipal clerk (usually in writing) that something is a true and exact copy of an original document?

- 1. Oath
- 2. Certification**
- 3. Agreement
- 4. Resolution

Question 3: The MORE Manual describes writing in four easy steps. Step 1 is “get ready”. Step 2 is “get set”. Step 3 is “go”. What is Step 4?

- a) File
- b) Send
- c) Finish Line**
- d) Run the race

*Get ready includes our preparation – getting our ideas together.*

*Get set is our first draft.*

*Go is the bulk of our work and it's at this stage that we're perfecting the work product.*

*Finish line includes proofreading, making corrections, and perfecting the work product.*

Question 4: What is the equivalent of shouting in an email message?

- a) Exclamation Marks
- b) All caps**
- c) The “urgent” feature
- d) Red letters

Question 5: What NCAMC affiliate organization is affiliated with a University?

- 1. NC League of Municipalities
- 2. Archives & History
- 3. UNC School of Government**
- 4. International Institute of Municipal Clerks

*Also, if you haven't already done so, check out the SOG's blogs. They're on hot topics, many of which are applicable to the work of the clerk.*

Question 6: What State “**department**” is responsible for the Records Retention and Disposition Schedule?

- a) Cultural Resources**
- b) Notary Public
- c) Archives & History
- d) Consumer Protection

Question 7: What document serves as the official record of the proceedings of a meeting?

1. Agenda
2. Audio Recording
- 3. Minutes**
4. Ordinance

*Archives & History strongly encourages us to have a paper copy and microfilm copy of our minutes. It's interesting that G.S. 143-318.10(e) allows us to use sound or video recordings as our official minutes (instead of paper) if our governing board permits this. However, think twice before you do this! One practical reason we shouldn't rely on sound or video recordings as our official minutes is that technology changes. If our official minutes are recorded on an audio cassette tape or a VHS video tape, and over time these types of technology are phased out of our culture, then we must migrate that technology to a more modern technology in order to access the minutes. Also, the shelf life of a cassette tape or cd/dvd is not anywhere near as great as paper or microfilm. Some of you are my age and remember our prize possession of our youth – the record player with the needle and arm. Unfortunately, most of us can't listen to our old collection of "albums" today because we no longer have record players. Same is true for some of you who are a little younger with the cassette tapes. Tape recorders have become dinosaurs.*

Question 8: The MORE Manual describes three different types of minutes, two of which include "action only" and "verbatim". What is the third type of minutes outlined in the MORE Manual?

- a) Closed Session
- b) Abbreviated
- c) Electronic

**d) Summary**

*Hopefully the times we have to do verbatim minutes are minimal. Summary minutes are not he-said/she-said but give us a little background that we might find helpful. Action only minutes basically include the action taken. In Fleming Bell's book – Suggested Rules of Procedure for a City Council, he tell us: "To be full and accurate, they must include all actions taken by the council and must note the existence of conditions needed to take action, such as the existence of a quorum. However, the minutes need not record the council's discussion. Particular comments by members or other persons may be included in the minutes if the council so desires. Since the council usually takes action by motion, all motions that are made must be included in the minutes, along with a record of the motions' disposition. G.S. 160A-72 also allows any member to request that the minutes include a record of how each member voted."*

*How do we know what we need to include in our minutes? Bottom line, we include what our governing board wants us to include – the minutes are theirs.*

Question 9: What special procedures must be followed to call for a closed session?

- a) Approved motion in open session**
- b) Newspaper publication
- c) Notification to sunshine list
- d) None

*General Statute section 143-318.11 very specifically outlines allowable purposes for closed sessions.*

Question 10: How many regions are there represented in the NCAMC?

1. Three
2. Twelve
3. Two

**4. Four**

Question 11: How many total districts are there represented in the NCAMC?

- 1. **Twelve**
- 2. Four
- 3. Sixteen
- 4. Two

Question 12: A Notary may perform four acts, three of which are: (1) oaths and affirmations, (2) execute jurats and (3) verifications or proofs. What is the fourth?

- a) Filing Documents
- b) Legal Services
- c) **Acknowledgements**
- d) Certifications

*If we're Notary Publics, we should all have the Notary Public Guidebook, which also includes this information.*

Question 13: There are four basic kinds of governing body meetings, three of which are: (1) regular, (2) emergency and (3) recessed. What is the fourth?

- 1. Public Hearing
- 2. Closed Session
- 3. **Special**
- 4. Organizational

*In the 2011 spring regional sessions, Professor Bell did a great job explaining to us that public hearings, closed sessions and organizational meetings are all parts of a regular, recessed, special or emergency meeting and are not themselves independent meetings.*

Question 14: How many hours (minimum) in advance of a special meeting must we provide the legally required public notice?

- a) 6
- b) **48**
- c) 72
- d) 12

Question 15: Generally, when determining the time period for a notice to be published in a newspaper of general circulation, do we count the first day of publication, or the last day of publication, or both the first and last day of publication?

- First
- Last**
- Both

*G.S. 1A-1, contains the rules of civil procedures. Rule 6 states: "In computing any period of time... respecting publication of notices, the day of the act, event, default or publication after which the designated period of time begins to run is not to be included. The last day of the period so computed is to be included, unless it is a Saturday, Sunday or a legal holiday when the courthouse is closed for transactions, in which event the period runs until the end of the next day which is not a Saturday, Sunday, or a legal holiday when the courthouse is closed for transactions. When the period of time prescribed or allowed is less than seven days, intermediate Saturdays, Sundays, and holidays shall be excluded in the computation. A half holiday shall be considered as other days and not as a holiday."*

Question 16: According to NCGS 160A-31, we must publish a notice once and at least how many days prior to a public hearing for a voluntary annexation of contiguous property?

- a) 14
- b) 10**
- c) 30
- d) 7

Question 17: When we administer an oath to an individual, which hand should we ask them to raise: Left, right or neither?

- 1. Left
- 2. Right**
- 3. Neither

Question 18: In what NC document do we find mandatory oath language that **must** be administered to our governing board members (in addition to the oath in G.S. 11-7, which may also be required)?

- 1. NC Government for Dummies
- 2. Records Retention & Disposition Schedule
- 3. NC Constitution**

*The oath from the NC Constitution reads: I, \_\_\_\_\_, DO SOLEMNLY SWEAR (or affirm) THAT I WILL SUPPORT AND MAINTAIN THE CONSTITUTION AND LAWS OF THE UNITED STATES, AND THE CONSTITUTION AND LAWS OF NORTH CAROLINA NOT INCONSISTENT THEREWITH, AND THAT I WILL FAITHFULLY DISCHARGE THE DUTIES OF MY OFFICE AS \_\_\_\_\_, SO HELP ME GOD (or without so help me God).*

*On a related note, G.S. 11-7.1 outlines who may administer oaths of office.*

- (1) A justice, judge, magistrate, clerk, assistant clerk, or deputy clerk of the General Court of Justice, a retired justice or judge of the General Court of Justice, or any member of the federal judiciary;*
- (2) The Secretary of State;*
- (3) A notary public;*
- (4) A register of deeds;*
- (5) A mayor of any city, town, or incorporated village;*
- (5a) A chairman of the board of commissioners of any county;*
- (6) A member of the House of Representatives or Senate of the General Assembly;*
- (7) The clerk of any county, city, town or incorporated village.*

Question 19: What are the written laws of a municipality that have been adopted by its governing board?

- 1. Resolutions
- 2. Proclamations
- 3. Session Laws
- 4. Ordinances**

*The General Assembly adopts session laws.*

Question 20: What is a formal document adopted by the governing board whenever a formal written record of action taken is required or when certain findings must be made?

- 1. Ordinance
- 2. Resolution**
- 3. Certification
- 4. Policy

*We're all familiar with what we might refer to as the "formal" resolutions. They're often printed in fancy font on pretty paper and use a lot of "whereas" language. A resolution can also be an actual motion that was approved that's part of written minutes.*

**Round 2: Based on the Clerk's Reference Guide**

Question 1: What type of ordinance must be passed at two regular meetings before being finally adopted?

- a) Technical
- b) Franchise**
- c) Land Development
- d) Budget

*On a related topic, General Statutes also tell us that no ordinance may be finally adopted on the date on which it is introduced except by an affirmative vote equal to or greater than 2/3 of all the membership of the governing body (excluding vacant seats). It further tells us that an ordinance is "introduced" on the date the subject matter is 1<sup>st</sup> voted on.*

Question 2: Two things must occur before an ordinance may be admitted as evidence in a court. First, the ordinance must be filed. What is the second requirement?

- 1. Codified
- 2. Put on website
- 3. Printed

**4. Indexed**

Question 3: The original act and all subsequent amendments incorporating a municipality should be part of what document that the clerk maintains?

**a) Charter**

- b) Town Code
- c) Minutes
- d) Ordinances

*G.S. 160A-101 outlines the few changes that governing boards may make to its charter without general assembly approval (a few of which include the name of your municipality, whether you're a city, town or village, whether your board is called commissioners, aldermen or council, etc.). Any changes to the charter not included in 160A-101 require general assembly approval. The clerk's reference guide also recommends that we file any special legislation that the general assembly grants to our municipality with our charter. In Cary, we do this after each legislative session and we include it as an appendix to the charter.*

Question 4: Amendments to a municipal charter should be sent to two entities. One of those entities is the Legislative Library. What's the second entity?

a) Governor's Office

**b) Secretary of State**

- c) County Clerk
- d) Archives & History

Question 5: What state government agency oversees the finances of municipalities, counties and other governmental entities?

- 1. Governor's Office
- 2. Office of Finance and Fiscal Responsibility

**3. Local Government Commission**

4. State Auditor's Office

Question 6: In municipalities with council-manager form of government, state law requires which position to act as the budget officer?

a) Finance Director

**b) City or Town Manager**

- c) City or Town Clerk
- d) Mayor

Question 7: What is the deadline each year for department heads to file budget requests and revenue estimates with the budget officer for the fiscal year?

1. June 30
2. December 31
3. January 1

**4. April 30**

Each the NCLM distributes a calendar that contains every imaginable deadline date for municipal government. This information is included on their website – [www.nclm.org](http://www.nclm.org); click on the “resource center tab” and select “publications.

Question 8: Which position in local government is responsible for maintaining accounting records, disbursing funds and preparing financial reports?

**a) Finance Officer**

- b) City or Town Manager
- c) Budget Officer
- d) City or Town Attorney

Question 9: By what day/month each year must the tax collector report to the governing board the amount of unpaid taxes for the current fiscal year that are liens on real property?

- a) Last Mon. in June
- b) 1st Fri. in July
- c) Last day in Dec.

**d) 2nd Mon. in Feb.**

Question 10: Each municipality is authorized to impose what kind of tax on real and personal property located within its corporate limits?

1. Gas Tax
2. Occupancy Tax

**3. Ad Valorem Tax (or Property Tax)**

4. Local Option Sales Tax

Question 11: What “Act” establishes minimum wage, overtime pay, comp time and record-keeping standards that are applicable to local government employees?

1. Position Classification & Pay Plan
2. US Equal Employment Opportunity
3. Americans With Disabilities

**4. Fair Labor Standards**

Question 12: Formal bids for construction or repair work must include a deposit equal to not less than what percent of the bid amount?

**a) 5%**

- b) 10%
- c) 1%
- d) 25%

Question 13: If formal bids are required for a construction or repair contract, how many bids must be received in order to award the bid after the initial advertisement?

**1. Three**

2. One
3. Two
4. Five

*If fewer than 3 bids are initially received, we must readvertise. After the 2<sup>nd</sup> readvertisement, the contract may be awarded even if only 1 bid is received.*

Question 14: Four of the five ways of disposing of surplus property include: (1) private negotiation/sale; (2) advertisement for sealed bids; (3) negotiated offer, advertisement and upset bid; and (4) public auction. What's the 5th method?

- a) Lease
- b) Exchange**
- c) Recycle
- d) Craig's List

Question 15: Three of the four methods of election authorized for municipalities include: (1) partisan primary & election; (2) nonpartisan election & runoff; and (3) nonpartisan primary and election. What's the 4th?

- Partisan Election & Runoff
- Nonpartisan Plurality**
- Partisan Plurality

Question 16: If the council receives a valid protest petition with respect to a proposed rezoning, what is the vote needed to approve the rezoning request?

- (1) Simple majority;
- (2) 3/4 of entire board membership (excluding vacancies and members excused from voting); or**
- (3) 3/4 of board members who are present at the meeting.

Question 17: Municipalities must make an annual report to which agency providing information about all annexations effective during the fiscal year?

- 1. Office of State Budget & Management**
- 2. Secretary of State
- 3. Department of Administration

*We file adopted annexation ordinances no later than 30 days following the effective date of the annexation ordinances with the Secretary of State. However, we make an annual report to the Office of State Budget & Management.*

Question 18: By what date each year must municipalities submit "Gender Equity Appointment Reports" to the Secretary of State's Office?

- 1. Jan. 1
- 2. Sept. 1**
- 3. July 1
- 4. Apr. 15

Question 19: State law requires the Dept. of Transportation to annually send which municipal government official the Powell Bill forms and instructions?

- 1. City or Town Clerk
- 2. City or Town Manager
- 3. Mayor**
- 4. Finance Officer

*The Powell Bill information is very time sensitive. It's really important that we get it in the appropriate hands and meet the deadlines.*

Question 20: A resolution of intent to close a public street must be published once a week for how many consecutive weeks?

1. Two
2. Three
- 3. Four**
4. Six

**Round 3: Based on Laws That Affect the Clerk**

Question 1: When shall the organizational meeting be held if the governing board fails to fix the date and time of this meeting?

- a) 1st regular meeting in Dec. after election results certified**
- b) 1st regular meeting immediately after election
- c) At a special called meeting after Jan. 1
- d) At a special called meeting held prior to Nov. 30

*G.S. 160A-68*

Question 2: At the organizational meeting, how does the governing board select the mayor pro tem?

- 1. Mayor appoints
- 2. Board elects from its members**
- 3. They rotate and take turns
- 4. Member who wins election by greatest percentage

*G.S. 160A-70*

Question 3: If the governing board does not set the time/date of regular monthly meetings, then when will those meetings be held?

- a) 6 p.m., 1st Tues. of month
- b) Noon, 1st Fri. of month
- c) 10 a.m., 1st Mon. of month**
- d) 9 a.m., 2nd Thurs. of month

*G.S. 160A-71*

Question 4: The mayor or the mayor pro tem may individually call for a special meeting. How many regular board members does it take to call for a special meeting?

- a) Two**
- b) Majority
- c) One
- d) They're not allowed to call a special meeting

*G.S. 160A-71*

Question 5: How are votes recorded at a meeting for a board member who fails to vote and has not been excused from voting?

- 1. "No" Votes
- 2. Not Counted at All
- 3. Counted as "Abstained"
- 4. "Affirmative" Votes (or "Yes" Votes)**

*G.S. 160A-75*

Question 6: What book is the municipal clerk required to maintain for public inspection that includes an index and is separate from the minute book?

- a) Resolution Book
- b) Ordinance Book**
- c) Proclamation Book
- d) Budget Amendment Book

*G.S. 160A-78*

Question 7: As of July 1, 1974 every municipality with more than a certain population was required to adopt and issue a Code of Ordinances. What is that population?

1. 10,000
- 2. 5,000**
3. 2,500
4. 500

*G.S. 160A-77*

Question 8: An oath of office may be amended in 2 ways. In addition to substituting the word “affirm” for the word “swear”, what other change to the oath may be made (according to G.S. 11-4)?

- a) Delete the words “support the Constitution”
- b) Delete the words “not inconsistent therewith”
- c) Delete the words “so help me God”**
- d) Substitute “so help me God” with “so help me Higher Power”

Question 9: If a governing board votes on an issue by “written” ballot, each member must sign his/her ballot, and the clerk includes each member’s vote in the minutes. How long must the clerk maintain the actual ballots for public inspection?

- a) 2 years
- b) Permanently
- c) 1 year
- d) Until the meeting minutes are approved**

Question 10: State law allows us to charge a “minimal cost” for reproducing public records. How does the statute define the term “minimal cost”?

- 1. Actual Cost**
2. Labor Cost
3. Actual Cost Plus Labor Cost
4. Not to exceed \$10

*G.S. 132-1. We may want to include actual costs to produce the various types of public records in our fee schedule that’s part of our budget document.*

Question 11: A person is guilty of what type of crime if he removes a public record from the office where it is usually kept, or alters, defaces, mutilates or destroys it?

1. Class 1 Felony
2. Class 1 Misdemeanor
- 3. Class 3 Misdemeanor**
4. Crime of Negligence

*G.S. 132-3*

*Also, when an elected official’s term of office ends, G.S. 132-4 tells us what to do with that person’s public records. The official is to deliver them to his/her successor; if there is no successor, the official is to deliver them to Cultural Resources. Practically, we may want to require our outgoing officials to provide us with all their public records. It may be easier if we have them and can respond to records requests. We need to make sure our elected and appointed officials are aware of this requirement.*

Question 12: Which one of the following records requests may we require in writing: (1) request for emails; (2) request for computer databases; (3) any record request; or (4) request for minutes?

1. Emails
- 2. Computer databases**
3. Any record request
4. Minutes

*G.S. 132-6.2 states: "Persons requesting copies of computer databases may be required to make or submit such requests in writing..." The G.S. does not give us authority to "require" these other record requests to be made in writing. We may ask for it in writing, but if the person refuses to put the request in writing, then we still must consider it a valid record request and we must provide those records even if only verbally requested.*

Question 13: What is the type of "sale" in which it is implied that going out of business is possible or anticipated or referred to in any way?

1. Store Closing
2. Drastic Reduction
3. Closing Out

**4. Distress**

*G.S. 66-76*

*Some municipalities have local special legislative approved by the general assembly to allow someone other than the clerk to handle closing out and distress sales. So, if you're sitting there thinking that in your municipality it would make more sense for another staff member to do this, then by all means have this conversation with that person and during the next general assembly session consider having your municipality added to this legislation.*

Question 14: How many days (minimum) in advance of a closing out sale must the clerk issue a license for the sale?

- a) 14
- b) 7**
- c) 10
- d) 30

Question 15: The original license for a going out of business sale is valid for how many days?

- 45  
 60

30

*G.S. 66-77 specifically allows us to issue 2 30-day extensions if requested. The statute calls it an extension, but also refers to it as a new permit.*

Question 16: A person who willfully disrupts an official meeting and who refuses to leave after being asked is guilty of what type misdemeanor crime?

- Contrarian
- Class 2**
- Class 3
- Obstructing Justice

*G.S. 143-318.17*

*Also, it's good to have a plan in place so your meeting presider is comfortable with what to do if a speaker or a group of people disrupt an official meeting. Likewise, we're all shocked and saddened when we see on the news a tragedy at a government meeting. Be prepared and proactive. Make sure to involve your police*

*staff and attorney and carry out the appropriate training so everyone understands the gameplan for the elevated levels of meeting disruptions.*

Question 17: If your governing board has adopted a schedule of regular meetings specifying date, time and place of meetings, where should this schedule be kept?

- 1. Municipal Clerk's office**
2. Town/City Manager's office
3. Register of Deed's office

*G.S. 143-318.12*

Question 18: We're required to keep a record of closed sessions in a manner that would provide some description of what occurred in that meeting to persons who didn't attend. What is the term that describes this?

1. Verbatim Minutes
2. Action Only Minutes
3. Audio Recording

**4. General Account**

*G.S. 143-318.10*

Question 19: Which of the following is **NOT** an allowable closed session topic: (1) to consult with attorney; (2) to discuss economic development incentives; (3) to discuss pay raises of elected officials; or (4) to hear a complaint against a public employee?

1. Consult with attorney
2. Discuss economic development incentives

**3. Discuss elected official pay raises**

4. Hear complaint against employee

*G.S. 143-318.11*

Question 20: Which of the following meetings is **NOT** a public meeting: (1) Planning Board meeting; (2) Town Council Committee meeting; (3) Department Director Staff Meeting; or (4) Town Council Budget Work Session?

1. Planning Board
2. Town Council Committee

**3. Department Director Staff meeting**

4. Town Council Budget work session

*G.S. 143-318.10(c) tells us that the words "public body" does not include meetings solely among the professional staff of a public body.*

**Round 4: Based on Records Management Resources Provided by the NC Division of Archives & History**

Question 1: What authority must adopt the Records Retention and Disposition Schedule in order for a municipality to use it?

- a) State Legislators
- b) Municipal Governing Board**
- c) NC Dept. of Cultural Resources
- d) NC Governor

*We just need to put this on an agenda for our governing board to approve. But, our responsibility does not stop once it's approved. Someone has got to educate the elected and appointed officials and the staff about this document so everyone is managing records appropriately and consistently.*

Question 2: If a municipality does not adopt the Records Retention and Disposition Schedule, what department must grant permission for that municipality to destroy *any* record (no matter how insignificant)?

- 1. Town Clerk's Department
- 2. Town Attorney's Department
- 3. NC Department of Cultural Resources**
- 4. Secretary of State's Department

Question 3: Permanent records must have a preservation duplicate in one of two formats. One of the acceptable formats is paper. What is the second acceptable format for the preservation duplicate?

- a) Scanned
- b) Microfilmed**
- c) Electronic
- d) TIFF

*Some of us may scan records. We may certainly scan permanent records to make them more accessible to others, but we must also have them in paper and/or microfilm (and many of us have them in both paper and microfilm).*

Question 4: Listed below are 4 of the 5 acceptable methods of destroying records. What's the 5th method?

- Burning
- Shredding
- Placing in Acid vats
- Burying (i.e., landfill)
- a) Boxing up and putting away
- b) Sending to NC Division of Archives & History

- c) Recycling (sold as waste paper)**
- d) Scanning so you'll have them if you ever need them and then putting them in the trashcan

*There is a caveat to recycling our records. The purchaser must agree in writing that the documents will not be resold as documents or records. Consider including this statement in your contract with the recycling vendor. Also, remember that records that contain confidential information must be shredded.*

Question 5: When may we dispose of records with short-term value (i.e., fax cover sheets with only transmittal information, reservations, meeting requests, etc.)?

- 1. After 3 years
- 2. After we've scanned them
- 3. After 1 year
- 4. When reference value to us ends**

*For example, if I send an email to a staff member reminding them of our meeting tomorrow, that message likely has no more reference value to me after the meeting has occurred. In this instance, I'd delete it.*

Question 6: What determines the length of time we must retain an email message?

a) N/A; we do not retain email messages

**b) The content of the message**

c) If it was sent from staff or a citizen

d) The date of the email message

*Email is not a record series. The content of the email message determines how long we keep it.*

Question 7: What's the minimum time we're required to maintain "appointments reporting records"?

**1. 2 years**

2. Until we do the next year's report

3. 5 years

4. Permanently

Question 8: What's the minimum retention requirement for public record correspondence (including emails) that are not historical or permanent records and are not considered records with short-term value?

a) 1 year

**b) 3 years**

c) 5 years

d) 10 years

*Most of my emails that are not transient fall into the category of "memoranda/correspondence", and according to the Schedule, we maintain these records for a minimum of 3 years.*

Question 9: Email messages may have one of three different record values depending on the content and function of the message to the agency. Two of these values include (1) short term record, and (2) long term record. What's the third record value?

a) No value

b) Medium Term Record

**c) Permanent Record**

d) Confidential Record

Question 10: What word is defined as "data about the email message"?

1. Header

2. Subject

3. Code

**4. Metadata**

*The SOG has many good and recent blog posts about this topic.*

Question 11: If you receive an email message and reply to it -- and that email record must be retained according to the Records Retention and Disposition Schedule, which record should you maintain? (1) The one in your inbox only; (2) The one in your sent box only as long as it contains the complete email trail; (3) None -- all emails are short-term and can be deleted; (4) Always maintain both the record in the inbox and sent box.

1. #1, inbox only

**2. #2, sent box only as long as it contains the complete email trail**

3. #3, none; we delete emails

4. #4, always keep inbox AND sent box email

Complete email trail includes the header information (i.e., who the email is to/from, any CCs and/or BCCs, the date/time the email was sent, any attachments, etc.)

Question 12: Which of the following are not public records: (1) Town related emails sent/received from your personal computer; (2) Town related text messages; (3) personal emails sent from your Town's computer; (4) Town related emails on your Town computer that you deleted that currently reside in your deleted folder?

- a) #1, Town related emails on personal computer
- b) #2, Town related text messages
- c) #3, personal emails on Town computer**
- d) #4, Town related emails on Town computer in the deleted folder

Keep in mind that although personal emails on town computers are not Town public records, we should understand that supervisors can access and monitor anything an employee sends/receives on Town technology. Even though personal emails are not considered public record, these emails may be accessed and monitored and it could be considered a personnel issue.

Question 13: What is the word that Archives and History uses to describe email etiquette?

- 1. Netiquette**
- 2. Common-Sense
- 3. Politeness
- 4. Praeclarus

FYI, *praeclarus* is a Latin word for distinguished or excellent.

Question 14: What word describes "sending an email message purporting to be from a valid financial or eCommerce provider" under the following circumstances: "The message entices the victim to visit a fraudulent Web site, and instructs the victim to enter sensitive financial information (i.e., bank PIN number, Social Security number, etc). This information is then secretly sent to the attacker who then uses it to engage in credit card and bank fraud or identity theft"?

- a) Worm
- b) Trojan
- c) Phishing**
- d) Spelunking

Spelunking means "caving" (exploring caves).

Question 15: What word describes "unsolicited commercial (or bulk) emails"?

- Spam**
- Unfiltered
- Friend Requests

Question 16: What is the minimum length of time we must keep going out of business sale licenses?

- 1 year
- 1 year after expiration**
- 5 years
- Permanently

Question 17: What's the minimum time period we're required to keep public records disclosure files (public records requests)?

- 1. 2 years after date of request
- 2. 2 years after resolution of request**
- 3. Delete immediately after responding

Question 18: What is the minimum length of time we must keep accounts payable and receivable records?

1. 1 year
- 2. 3 years**
3. 5 years
4. 7 years

Question 19: What is the minimum length of time we must keep escheat and unclaimed property file records?

1. 3 years
2. 5 years
3. Permanently

**4. 10 years**

Question 20: When may we destroy the official copy of an employee's personnel record?

1. Never; it's permanent
2. 20 years after separation

**3. 30 years after separation**

4. 40 years after separation