

Chapter Secretary Manual

2013 Edition

LEADERSHIP ACADEMY

“Shop Til You Drop”



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Preface

Additions, deletions and revisions in the 2013 Edition

Significant additions or revisions are highlighted in yellow in this manual

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1 The Chapter Secretary

This manual provides an outline of the chapter secretary's tasks. A separate booklet entitled *Chapter Secretary EXHIBITS* contains a copy of frequently used forms and documents for reference. On-line services may be obtained at <https://ebiz.barbershop.org/ebusiness/>. Chapter secretaries using ebiz may receive instructions for its use on the Society website or Chapter 10 in this Chapter Secretary Manual. Keep the Society phone number handy. *Remember: 1-(800) 876-SING (7464)*. Chapter secretaries are encouraged to use the staff for help when needed.

Chapter secretaries are also encouraged to use the Society website <https://ebiz.barbershop.org/ebusiness/> whenever possible for reports, form completion and submission, and downloadable documents.

The 2013 Edition of the Chapter Secretary Manual is to be used as a reference beginning on January 1, 2013. Previous editions may be stored for reference or discarded.

1.1 What the chapter secretary does

The chapter secretary is, in essence, the chapter business manager who keeps the chapter organized and current in correspondence, report filing and all paperwork related to the operations of the chapter. The chapter secretary:

- Maintains accurate membership records, including submission of new member applications and ensuring through ebiz that all member information is current and accurate.
- Reports new chapter officer names and addresses by updating the ebiz component of the <https://ebiz.barbershop.org/ebusiness/> website. This information is then supplied to the district and Society officers.
- Takes all board meeting minutes, including any special or non-scheduled meetings and Annual Chapter meeting at which election of officers takes place.
- Files for show clearances with district secretary and completes and submits BMI/SESAC, ASCAP or SOCAN (Canada) license application.
- Orders chapter supplies.
- Maintains chapter legal files (including laws and regulations, charter and State or Provincial incorporation documents, bond and insurance certificates etc.)
- Is an active chapter board member.
- **Remember: Society phone number 1-800-876-SING (7464) and website - www.barbershop.org and <https://ebiz.barbershop.org/ebusiness/>**

1.1.1 Interface between Society IT system and chapter secretary

The chapter secretary is the primary communications link and contact person between the Society and district and the chapter. While chapter responsibilities center on efficient operation and procedures, the Society and district depends on the chapter secretary to:

- Maintain the most current information regarding all chapter officers' contact information in ebiz.
- Disseminate in a timely manner to all members and officers information coming from the Society about programs, promotions and events.
- **Clearly understand and educate the members how to utilize the Internet to update member's information and profiles and navigating the Society website.**
- Safeguard against unauthorized use of member information for non-barbershop promotion.

- Report all members deaths to the Society membership department by email or phone.
- Change the address in ebiz of all members who move.
- Keep the special needs of the member as a primary function of the office.

1.2 Chapter secretary supplementary training supplies

Commonly provided to the chapter secretary at each COTS/Leadership Academy, either in CD or in hard copy, the chapter secretary also will find additional supplies online at the Document Center of the Society website www.barbershop.org.

- A small number of **Membership Application forms** (Stock no. 3010) **[See Chapter Secretary EXHIBITS 2.5.1a. – c.]**.
- A **BMI/SESAC License form** (Stock no. 3016) **[See Chapter Secretary EXHIBITS 7.2.1]** for US chapters **or the SOCAN License form** (Stock no. 3018) **[See Chapter Secretary EXHIBITS 7.3.1 a.]** for Canadian chapters.
- A **Request for Chapter Show Appearance form** (Stock no. 3013) **[See Chapter Secretary EXHIBITS 7.3.4]**.
- A list of Society staff contacts for future reference by chapter secretary.
- A copy of the one-day or two-day Chapter Secretary COTS/Leadership Academy Training Schedule.
- A copy of the brochure “What’s Your House Made Of?” **[Supporting 4.8.4]**
- A copy of copyright information from Joe Liles. **[Supporting 4.9]**

1.3 Chapter Secretary Schedule

Shown on the next page is Table 1, provided to assist the chapter secretary in organizing his activities and fulfill his service responsibilities to the Society, district, chapter, and individual members (see next page).

| | | |
|--|---|---|
| <p align="center"><u>January</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Chapter President appoints Nomination and Financial Review Committees.</p> <p>Bondable members listed in Chapter Board minutes.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>February</u></p> <p>New & dual Membership information/applications to Society.</p> <p>Remind Chapter Treasurer that copy of Form 1098/1099 due to IRS, Director and show quartets by 2/28.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>March</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> |
| <p align="center"><u>April</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>State or Provincial Incorporation fee due (may vary by State or Province) (Continuation of Existence); check with Resident Agent for chapter.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>May</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Remind Chapter Treasurer that Financial Review and IRS 990 due on 5/15.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Share International Convention information with chapter members.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>June</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify that IRS 990 and Audit information have been sent.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> |
| <p align="center"><u>July</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Distribute membership renewal cards.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>August</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify Nomination Committee functioning.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>September</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Set date for Annual Membership Meeting and elections.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> |
| <p align="center"><u>October</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Conduct elections by 10/15.</p> <p>Complete New Officer Report in eBiz</p> <p>Register new officers for Leadership Academy.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Any dues changes must be completed online by Nov 1st</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> | <p align="center"><u>November</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Assist new chapter secretary in transition.</p> <p>Determine date and location of Installation Dinner.</p> <p>Order new/past officer lapel pins.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received..</p> | <p align="center"><u>December</u></p> <p>New & Dual Membership information/applications to Society.</p> <p>Verify Society Invoice with Chapter Treasurer.</p> <p>Assist new chapter secretary in transition.</p> <p>Share information about Installation Dinner with membership.</p> <p>Check chapter roster in eBiz for delinquent membership renewals and distribute membership cards received.</p> |

Table 1

2 Member Reporting

2.1 Requirements for chapter membership

There's no minimum age requirement, but the Society Youth Policy Statement (Section 6) recommends a minimum age of 16. Chapters with young members must conduct their meetings in an atmosphere appropriate to the young members. Whether or not minors are present, the use of alcoholic beverages at chapter meetings is strongly discouraged, and in all events, whenever permitted at any chapter, must strictly comply with local laws.

A chartered chapter requires a minimum of 12 members, with a minimum of 50% new or new reinstated members required for new chapter chartering.

The licensed chapter requirements are contained in the instructions found in the *Society Rules and Regulations Handbook*, Section: **Chapter License and Charter Policy** (As of November, 2009.)

2.2 Chapter and chapter secretary responsibilities to youth members under 18-years old

Each chapter must adhere to the Youth Policy Statement of the Barbershop Harmony Society **[See Chapter Secretary EXHIBITS 4.2 a.]** and each youth member must complete two forms (**Youth Participation form** and **Youth Membership form [See Chapter Secretary EXHIBITS 4.2 b. & c.]**) and have them signed by a parent or guardian. These completed forms are stored by the chapter secretary in the Chapter Legal File and authorizes the youth to participate in chapter activities at the chapter meeting location, other locations where activities will take place, and traveling to those activities. The inclusion of youth under 18 years old requires that an adult member of the chapter will be responsible for and supervise the youth **at all times** when he participates in any chapter activity.

2.3 Member Categories (with Codes)

All members fall into one of the following classifications followed by current coding designation.

2.3.1 Regular Member [RG]

A member who is neither a Youth Member nor a Senior Member is considered a Regular Member.

2.3.2 Senior Legacy [SL]

A member who turned seventy (70) years old on or before January 1, 2010 and was a Society member for ten (10) years or more, qualified as a Senior Legacy Member. As a Senior Legacy Member his Society dues are at a rate of **50%** of the current regular dues. Some districts and chapters may also have special rates for Senior Members.

2.3.3 Senior Member [SN]

A member who turned seventy (70) years old after 1 January 2010, and has been a member of the Society for ten (10) years qualifies as a Senior Member. As a Senior Member his Society dues are at a rate of **75%** of the current regular member [RG] dues. Some districts and chapters may also have special rates for Senior Members. A regular member who meets the Senior Member requirements will automatically be reclassified by the Society Membership Department upon reaching 70-years old.

2.3.4 Youth [Y1] (No prior membership)

New youth members with no prior Society membership must be under 26 years of age at the date of enrollment; Society dues for new Y1 youth members are waived for the first year of membership (but subject to a \$10.00 enrollment fee); appropriate Chapter and District fees apply.

2.3.5 Youth [Y2]

Dues for Y2 (youth members under age 26 at the effective date of renewal or reinstatement) are set at the rate of 50% of the dues for the Society's regular membership dues category.

2.3.6 Life Member [LF]

A member who pays a fee twenty (20) times the current regular dues rate may become a Life Member of the Society. Upon becoming a Life Member the member ceases to pay annual Society dues, but is still responsible for district and chapter dues.

2.3.7 Life Senior [LS]

A life member who meets the requirements of Senior member classification.

2.3.8 Regular/Senior 50-year [R5/S5]

A member who meets the requirements as a Regular or Senior and is a 50-year [or greater] member of the Society

2.3.9 Regular [PR]

A new regular member who joins under a promotional plan that is not covered in other classifications

2.4 Active Non-Member status

There may be positions in the chapter operations that are held by female non-members of the Society. These may include Director, Assistant/Associate Director, Bulletin Editor, Webmaster, etc. For reporting purposes, a special active non-member number may be obtained by contacting the Society Membership Department. Under no circumstances should males be considered for the active non-member status.

2.5 Application process for new and reinstated members

2.5.1 Application process

The chapter secretary completes all new, reinstated and transfer member application forms and forwards the information to the Society office. As part of the procedure, the secretary should:

- Have the applicant complete Sections I and sign Section IV of the **Membership Application form** (Stock no. 3010). **[See Chapter Secretary EXHIBITS 2.5.1 a. – c.]**.
- Complete Section II, III (Transfer), and IV (if applicable), once the chapter accepts the member and the member pays applicable dues. Enter Credit Card info or make checks payable to Barbershop Harmony Society. Canadian chapter members make payments for Society and district dues to BHS in Canadian funds at the applicable exchange rate, and to the chapter for chapter dues.
- Issue a dues receipt, when full dues are paid, that serves as proof of membership until the member receives a membership card.

- Retain a copy for chapter records and forward a copy of the **Membership Application form** (Stock no. 3010) to the Society office once the member pays his dues and the chapter accepts him. Membership Application can be found on line at: <http://www.barbershop.org/document-center/category/1-membership-documents.html>
- For reinstated members, complete the **Previous Member Application** (Section I) boxes that ask for years of past service. Also, in the adjacent boxes, show his previous member number, if available, and the name of his last chapter. This information will help locate records such as Man of Note credits. Note that the sponsor of a reinstated member will receive a Man of Note credit only if the reinstated member has been out of the Society at least two (2) years before reinstatement.
- For Transfer members complete Section III and include the chapter to which the member is transferring and the previous chapter he is leaving. **There is no fee for transferring membership to a new chapter.**
- Issue all appropriate items and documents to the new or reinstated member including: new member kit, membership card, membership certificate and lapel pin.
- The Society accepts fees payment by credit card using MasterCard, Visa, Discover, or American Express. **(Note: The Society does NOT accept American Express for EZDues)**

2.5.2 New Member Kit

This kit contains a songbook, individual song sheets and welcoming information. It is mailed with the membership certificate and card by the Society office directly to the chapter secretary, once the application has been processed, and should be presented to the new member along with his certificate and lapel pin.

2.5.3 Membership Certificate, Membership Card, and lapel pin

The chapter secretary receives a New Member Kit, Membership Card, Membership Certificate, and lapel pin **[See Chapter Secretary EXHIBITS 2.5.3 a. & b.]** (including Man of Note award, if applicable) from the Society. Use the membership card to determine the member's identification number. Enter his number on the chapter's copy of his application, as permanent record. All subsequent correspondence concerning the member should always contain the member's identification number. The Membership Services Department assigns the expiration date, which is one year from the date the application was signed and payment is received. For example, if the **Membership Application form Application** (Stock no. 3010) is signed on July 21, the expiration date is July 20 of the following year.

A chapter leader or chapter secretary should present the New Member Kit, membership certificate (it is recommended that it be framed) and lapel pin to the new or reinstated member at a ceremony during the chapter meeting. The Man of Note award, if applicable, should be presented to his sponsor at the same time. Be sure the chapter secretary signs the membership certificate before it is framed.

2.5.4 Frank H. Thorne Chapter at Large

Men who are unable or who do not wish to participate actively with a chapter (comply with minimum attendance requirements, for example) may join the Frank H. Thorne Chapter at Large. A member of this chapter pays applicable district and Society dues and fees directly to the Society office. For the rules and regulations governing Frank H. Thorne Chapter at Large,

consult the *Society Rules and Regulations Handbook* (Also available in the Document Center of the Society website www.barbershop.org)

2.6 Membership dues

2.6.1 Annual Society Dues

The annual Society dues for **2013** -- \$ **115.00** (USD)

2.6.2 District Dues

The Society collects the district dues when it invoices the member at his time of annual renewal. The district dues amount collected is remitted to the district treasurer. As of November 2009, the rates for regular members are shown in **Table 2** below.

Current Regular Member District Dues

(Rates subject to change up to date dues may be found in the Document Center of the Society website)

| | | | | |
|------------------------------------|--------------------|--|-----------------------|---------------|
| Cardinal | \$35.00 | | Mid-Atlantic | \$25.00 |
| Central States | \$25.00 | | Northeastern | \$25.00 |
| Dixie | \$30.00 | | Ontario | \$65.00 (CAN) |
| Evergreen | \$41.00 | | Pioneer | \$20.00 |
| Far Western Hawaii dues | \$25.00 \$12.50 | | Rocky Mountain | \$33.00 |
| Illinois | \$35.00 | | Seneca Land | \$28.00 |
| Johnny Appleseed | \$25.00 | | Southwestern | \$45.00 |
| Land O' Lakes | \$24.00 | | Sunshine | \$25.00 |
| Carolinas | \$25.00 | | | |

Table 2

2.6.3 Chapter Dues

The Society office handles all renewal dues for U.S. chapters by e-mailing or mailing a dues invoice directly to the member. **Canadian** chapters refer to 2.8.2 for renewal procedures [See: Renewals, below]. New, dual and reinstated membership dues are initially collected by the chapter and sent to the Society office along with the second (yellow) copy of the **Membership Application form** (Stock no. 3010). Please note: in the future the Barbershop Harmony Society may be admitting new members online and Instructions will follow when that procedure is finalized.

2.6.4 Special dues categories

The Society has special membership categories providing reduced dues for youth and senior members who qualify, and a single lump sum payment for a Life Membership. The chapter secretary should check with the district secretary for current district policy regarding reduced, discounted or Life Member district dues.

2.6.5 Life Membership

Life Membership in the Society is available for a one-time fee of twenty times the current Society Regular Member dues rate. Life members continue to pay chapter and district dues annually, where applicable, and will be renewed in the usual manner. Life Membership fees are not refundable. For the rules and regulations governing Life Memberships, consult the Society *Rules and Regulations Handbook*.

2.7 Membership activity and programs

2.7.1 Dual Membership

A dual member is a member of one chapter who joins a second, or more, chapters. In this case, the member completes a **Membership Application form**, the chapter officially accepts the dual member and the chapter secretary collects a \$10.00 enrollment fee from the new dual member as well as, if applicable, chapter and district (if the chapter is in a district different from his original district) dues. He must also report him as a dual member on the **Membership Application form** (Stock no. 3010). Upon payment of the enrollment fee, a dual member will not receive a Society lapel pin or New Member Kit. However, he will receive a Membership Card for the added chapter(s) with his same membership number and will keep the same dues expiration date as his original chapter. No one may receive Man of Note credit for his enrollment as a dual member.

2.7.2 Man of Note Award

Through this program chapter members are recognized when they sponsor new and reinstated members (so long as the reinstated member has been out of the Society for two (2) years before reinstating). The program began in 1965, and Man of Note credits are accumulated from this date forward, but not before. No credit is given for enrolling dual or transfer members. Awards are as follows:

- Numbered tie tacks for credits 1-20
- Numbered tie tacks for subsequent increments of five credits: 25, 30, 35, etc.

2.7.3 Resignations/Non-Renewal

The chapter secretary does not need to report resignations. If he is not reported as a renewal, a member will automatically drop from the records six (6) months after his dues expiration date. During those six months of non-renewals a member is carried on the roster as “suspended”. *There are no full or partial refunds of dues or fees.*

2.7.4 Follow-up on non-renewing members

The loss of a non-renewing member should always prompt a follow-up because retaining members is an important aspect of continued membership growth and general health of the chapter. Sometimes the non-renewing member is unaware that his membership has lapsed. A wise chapter secretary and chapter development vice-president should contact non-renewing members thanking them for having been members and learning what the chapter might learn from their experiences. The lapsed member may, or may not, renew later, but they will talk to others. It is preferable for them to leave your membership with a positive last impression.

2.8 Renewals and late renewals

2.8.1 U.S. renewals

The Society office sends membership dues invoices directly to the member by e-mail (if the member has an e-mail address on record) or first class mail about six (6) weeks before each member's dues expiration date **[See Chapter Secretary EXHIBITS 2.8.1 a. & b.]**. A

reminder/second notice is sent via first-class mail or e-mail. The chapter secretary should also monitor member's renewals via the ebiz roster. Members pay the Society office directly and may charge their dues on an AMEX, Discover, Visa, or MasterCard. Each month, the Society will send the chapter treasurer a check for all chapter dues money collected along with a list of members who renewed during the month. The chapter treasurer should provide a copy of this list to the chapter secretary. Membership cards will be mailed to the chapter secretary for appropriate presentation to the renewed member. If a member pays by check, his membership is considered valid for contest purposes when the chapter secretary notifies Society headquarters the member has paid and BHS has acknowledged that notification.

2.8.2 Canadian renewals

A member with a Canadian address will receive his renewal notice by e-mail (if the member has an e-mail address on record) or first class mail about six (6) weeks before each member's dues expiration date showing his dues in Canadian funds.

Paying by credit card is the preferred method for membership renewal. A Canadian member wishing to pay his dues by credit card (Visa, Master/Card or American Express only) may pay online through ebiz and the payment will be made in US funds at the daily rate computed by the credit card. His membership card will be issued on receipt of payment and forwarded to the chapter.

If payments must be made by cash or check, the member may pay his chapter secretary in appropriate Canadian funds. The chapter secretary will forward the appropriate funds and the appropriate renewal notices to the Society Office. Exchange rates are posted at www.barbershop.org and updated quarterly. Membership cards will be issued and sent to the chapter secretary when payments are received from the chapter.

2.8.3 Late renewals

The designation "late renewal" applies only if the member renews after his expiration date, but within six (6) months following his expiration date. If his renewal reaches the Society office following the expiration date, it will be considered late. Late renewals follow the renewal procedure.

- The expiration date always extends one (1) year from the member's previous expiration date, regardless of whether he is an on time renewal or late renewal.
- A late renewing member is not given a full year of membership from the time he renews.
- A member who renews after being out of the Society for more than 6 months is classified as a "reinstated" member and will pay the \$10 enrollment fee.

2.9 Annual Dues Payment

Members pay annual dues in a single payment at renewal time.

2.10 EasyDues Plans

- Make membership renewals easy.
- Reduce paperwork for chapter secretaries and treasurers.
- Provide marketing flexibility for special promotional pricing for membership drives.
- Simplify tax-deductible gifts to the Harmony Foundation Annual Fund or Endowment Program.

2.10.1 EasyDues Autodraft

This plan allows a member to prepay dues for the next year and avoid a large single payment at renewal time. Once the member is a fully paid member for one year, the Society then begins billing the member's credit card (MasterCard, Visa or Discover only) in equal, monthly amounts, either 1/12th of his dues or an amount that will pay his dues fully by his next expiration date. No service charge is made to the member by the Society. There is an *EasyDues* Autodraft application form to be completed and sent to the Society [*See Chapter Secretary EXHIBITS 2.9.2*].

2.10.2 EZDues Payment Plan – OK. Joe Barbershopper has decided to join the Society. Lets do it.

Step 1: The first month that Joe joins he pays the membership enrollment or reinstatement fee of \$10. Plus he pays for his first membership year at **HALF THE PRICE**. (*Yep you read that right*) So, the first month he pays for his enrollment fee and membership dues (at half the price) and that sets him up for the entire year.

Step 2: The next month Joe starts paying monthly toward his next year of membership when you are on this payment plan, you are paying toward the future year of membership so you are always up to date with your membership dues.

FAQ???

HOW can I play? Credit card is best (Visa, Mastercard or Discover - NOT American Express). If you pay by check you must pay using 2 checks. 1 for the first year's payments and a voided check for all future payments.

When should I see the money withdrawn from my account? EZDues withdrawals are taken out of your account near the end of each month. For specific changes to your account (Exp Date, Acct #, etc.) Contact the membership department at: membership@barbershop.org or 800-876-SING.

If my bank changes my account information does this automatically update my BHS membership account? NO. Please contact us directly.

Can I make a payment or changes to my account information on the web site? NO. Not as of right now.

Can current members pay monthly? Yes, existing members can pay towards a future year. Please contact the membership department at: membership@barbershop.org or 800-876-SING

Joe Barbershopper monthly breakdown. In this example, his TOTAL dues (Society, District and Chapter) are \$150/yr.

Let's say Joe joins on 1/1/2013. His EZDues would be:

Jan - \$10 enrollment + \$75 (half dues) [\$85 total coving 2013].

Feb - \$13.64 Mar - \$13.64 Apr - \$13.64 May - \$13.64

Jun - \$13.64 Jul - \$13.64 Aug - \$13.64 Sep - \$13.64

Oct - \$13.64 Nov - \$13.64 Dec - \$13.60

Feb – Dec payments are applied to the 2013 year. At the end of Dec, Joe is paid up through the end of 2013

2.10.3 Dues Escrow (Chapter-based *EasyDues* program)

A few chapters have a "Pay As You Sing" program for some members. With this option, members pay dues weekly or monthly. The chapter treasurer or designee collects and keeps account balances for each participant. When the participant's renewal is due, the chapter treasurer coordinates with the participant to arrange for payment of the accumulated funds to the Society, from the participant's chapter account. It is important for the chapter secretary to provide the chapter treasurer with correct information about renewal dates and members participating in this program.

2.11 Reinstated members

When a man from your chapter, or another chapter, presents a membership card that expired more than six (6) months ago, or states that he was once a member of your chapter or another chapter, the secretary should:

- Have him complete the **Membership Application form** (Stock no. 3010).
- Follow the application process [See Section 2.4.1].
- After acceptance by the chapter, collect dues and reinstatement fee (\$10.00).
- Report him as a reinstated member on the **Membership Application form**.
- Identify his former chapter and past years of service.
- Include his old identification number, if available.

The Society sends the chapter secretary a new membership card. The expiration date will be one year from the date the application was signed and payment is received.

2.12 Member transfers

A member in good standing of one chapter who wishes to transfer membership to another chapter must complete the new member application process of the chapter into which he seeks to transfer. Following is the transfer procedure:

- Member submits application to chapter into which he wishes to transfer by completing Section I, III and IV of the **Membership Application form** (Stock no. 3010). A copy of the **Membership Application form** is retained by the new chapter and a copy is sent to Society headquarters.
- Note: A chapter should only disapprove a transfer in accordance with provisions of Articles 3.01(a) and (b) of the Society Bylaws.). Failure to respond to the request within thirty (30) days is considered approval, but it is preferable to reply to Society as quickly as possible.
- Upon approval, Society sends the chapter secretary a new membership card, completing the transfer. The expiration date remains the same when a member transfers from one chapter to another. Renewal and late renewal policies apply when a member renews from one chapter to another. A membership certificate is not sent for transferring members.

2.13 Renewals when transferring from another chapter

Occasionally, a member requests a transfer just before his membership expires. In such cases, it is likely that his membership will expire by the time the transfer is complete. If the member's card shows that his membership expires in a month, the chapter secretary should:

- Complete the **Membership Application form** (Stock no. 3010)
- Collect applicable renewal dues from him and send the payment to the Society office along with the **Membership Application form** (Stock no. 3010).

The Society office will process the transfer and the renewal at the same time.

2.14 Chapter roster

The chapter secretary can print/download a chapter roster on *ebiz*. **[See Chapter Secretary EXHIBITS 2.13]**. The roster is a list of all current members. There is also a Data Download option that at present it will also include past members. Processing of the Excel or Access data will be necessary in order to eliminate undesired fields and limit it to current members. The secretary should provide this information to the Chapter Development Vice-President (or other officer responsible for membership matters) for follow-up purposes.

From the roster, the chapter secretary may prepare a member roster handout - a listing of all members including their addresses, phone numbers, e-mail addresses and other pertinent information as shown in the exhibits **[See Chapter Secretary EXHIBITS 2.132 a. & b.]**. The Society website <https://ebiz.barbershop.org> link can be used to prepare the chapter handout roster for the chapter in a portrait or landscape format. This listing should be established to facilitate communications among members.

2.15 Member Information/Personnel changes

A chapter secretary should report all member address and information changes to the Society Member Services Department online by updating the member's profile.

In the case of a member who dies, the chapter secretary should email or phone the BHS membership department. Upon receipt of notice of the death of a member, the Society Chief Executive Officer/Executive Director will send a personal condolence letter to the next of kin, and all Society mailings to the member will be discontinued, except for *The Harmonizer*, which, at the option of the next of kin, will be mailed until the deceased member's regular membership expiration date. There will be no refund of dues or fees.

Note: It is *essential* that information sent to the Society office regarding a member's death be *accurate* to ensure that the Society's response to the next of kin is appropriate. Please correct all information on the member's profile and ensure accuracy.

3 Board Meeting Responsibilities

3.1 Announce meetings

The chapter board of directors should meet no less than once a month. The chapter president is responsible for scheduling meetings in advance and on a regular basis to encourage maximum attendance (i.e. the first Tuesday of each month, the fourth Wednesday, etc.). The chapter secretary is responsible for inviting chapter members to attend. He should make an announcement at a chapter meeting just prior to the board meeting so that all members are aware of the meeting location and time.

3.2 Assist in agenda preparation

The chapter secretary should assist the president in preparing an agenda at least one (1) week in advance of the board meeting to prepare board members for items to be discussed. He should cordially invite all interested members to attend the meeting.

3.2.1 Classic Board Meeting Agenda

Below is a *sample agenda* that may be helpful in organizing the agenda for your monthly board of directors meeting [*See Chapter Secretary EXHIBITS 3.2.1*].

- Call to order/“*The Old Songs*”
- Review and approve the meeting agenda (motion required)
- Secretary’s Report
 - Report the existence of a quorum
 - Read and approve previous meeting minutes (Motion required)
- Treasurer’s Report [This report is “received” by the board of directors] (Motion required)
- Consent Agenda (written reports)
 - Functional Vice-Presidents (Chapter Development, Music and Performance, Marketing and Public Relations, Program, YIH, etc.)
 - Standing Committees (i.e. Show, Nominating, Audit, Music, etc.)
 - Special Committees (i.e. Riser Discipline, Golf Tournament etc.)
- Communications/Correspondence for the month
- Old or Unfinished Business
- New Business
- Announcements/Good of the Order
- Set time and place of the next meeting
- Adjournment t/“*Keep The Whole World Singing*”

3.2.2 Expectations

To expedite the running of the meeting there is an expectation that all reports from functional vice-presidents and standing and special committee chairmen will be in writing. The written reports become a part of the permanent record (minutes) of the meeting. The written reports are filed with the chapter secretary and shared with other members of the board of directors well ahead of the meeting. Minor amplification of each written report is to be expected, but should be kept to a minimum. These reports are received en masse as part of the Consent Agenda.

3.3 Take minutes at chapter board of director meetings

The chapter secretary records the minutes at all chapter board meetings to provide a complete and accurate record for the chapter. The secretary should promptly send a copy of the minutes to the chapter president to alert him of unfinished business and to get confirmation of its accuracy. Once approved by the board at a subsequent meeting, he retains these minutes as

part of the chapter's permanent record in the Chapter Legal File. If the chapter secretary is unable to attend a meeting, he should arrange for someone else to record the minutes [**See Chapter Secretary EXHIBITS 3.3**].

3.3.1 Include important details in minutes

The minutes should record all the important approved actions (motions), consensus decisions, policies established or changed, and reports presented at the meeting. Based on current practice, it is unnecessary to report the maker and second of a motion or the resulting vote, unless a roll call vote is called for or a minority voter requests that it be so noted. The names of board members attending and not attending are included. It is important to remember that all officers, whether they attend or do not attend the board meeting, are responsible for all actions taken by the board. Include the date, time, and location of the next meeting and note that all members are encouraged to attend. A template is available [**See Chapter Secretary EXHIBITS 3.3.1**] to assist the chapter secretary in the writing of the meeting minutes.

3.3.2 Actions for spending chapter money

It is strongly recommended that all actions requiring the spending of chapter money be approved by the board of directors through a motion and noted in the minutes specifically authorizing the expenditure and the person(s) authorized to spend the funds.

3.3.3 Treasurer's report

The chapter treasurer should submit a complete financial report at each chapter board of directors meeting, and at other times as requested by the chapter president. The chapter secretary should retain a copy of the monthly treasurer reports in the chapter legal file (See the [Chapter Treasurer's Manual](#) for examples). The treasurer's report cannot simply state the amount in the bank, but must include explanations about financial activity (monthly expenditures and income). Since the financial report is not audited, it is "received" instead of "approved" by the board of directors.

3.3.4 Current membership status

The chapter secretary should report the names of renewed members, members dropped for non-payment of dues and those whose memberships will come due at the end of the quarter. At this time, he should also report members who have missed meetings or activities without an excuse for follow-up. A [Chapter Attendance Record form](#) (Stock no. 3006) may be used for this purpose and is downloadable from the Society website www.barbershop.org through the Document Center.

3.4 Publish and distribute minutes

To enhance chapter communication, the chapter secretary should distribute copies of the minutes to members (consider editing them into a more readable form for the bulletin). Keep the bulletin editor informed so that board actions are not misunderstood or misquoted. This also helps to avoid lengthy business discussion at regular meetings and may encourage inactive members to take a more active role. The minutes are not approved until the following Board of Directors meeting, but an unofficial (noted) copy may be distributed. The wise chapter secretary will solicit input and correction to the minutes prior to final approval by the board of directors.

3.5 Robert's Rules of Order

The chapter secretary should be familiar with Robert's Rules of Order in order to assist the chapter president when needed. (*ABCs of Parliamentary Procedures*, Stock no. 4285)

- Debatable motions must receive full debate. Debate can only be suspended by a two-thirds vote of the members present.

- Use general consent when possible. When the group is in agreement, a formal vote or a formal motion may be unnecessary, except when spending chapter funds.
- When a member begins discussion of a subject without making a motion, the chair may interrupt the dialogue to help the member frame a motion.
- The chair restates the motion before voting so that the proposal is clear to the members.
- Restate the motion on the floor whenever discussion is wandering from the subject.
- Main motions require a second, can be debated, can be amended and require a simple majority vote.
- An amendment to a motion is voted on first.

3.6 Quorum

The Standard Chapter Bylaws (Article IX, 9.01) states that at a Board of Directors meeting a simple majority (greater than 50%) is required to constitute a quorum. A meeting of the general membership only requires 30% of the members to constitute a quorum.

3.7 Motions

Actions passed by the board of directors, especially those dealing with chapter money expenditures, should be done through a motion. It is unnecessary to have a motion for decisions that can easily be handled by a consensus of the body. A wise chapter secretary will insist the maker of any motion place it before the body in writing. Motions should be conducted through a vote by voice, hands, ballot or roll call. Except for a roll call vote, it is unnecessary to record the results of the vote in the minutes, unless a minority voter requests that he be so noted, although, the passed motion should be noted in the minutes. Voting ties are broken by the chapter president's vote.

4 Legal Matters

4.1 Chapter secretary's responsibilities

There are a number of practices, procedures and legal policies that are designed to protect each chapter and keep it running effectively and smoothly. The chapter secretary should know about them. The Society Bylaws, Statements of Policy (see Part 10), rules and regulations, and other governing documents are contained in the *Society Rules and Regulations Handbook* are available for downloading in the Document Center on the Society website www.barbershop.org.

4.2 Youth Policy Statement Records

With only limited exceptions, youth (including members) under 18-years of age participating in chapter activity **must** have a **Youth Participation form** on file. Members also must have a **Youth Membership form** on file as noted in section 2.2 **[See Chapter Secretary EXHIBITS 4.2 b. & c.]**. The forms, signed by a parent or guardian, outline the chapter's responsibility for supervision of the youth while under their care at all chapter activities. It is also recommended that the chapter obtain the permission of a parent or guardian whenever the youth is taken to an activity overnight or outside the geographic location of the chapter (i.e. convention). A copy of the **Youth Membership and Participation forms** and Youth Policy Statement **[See Chapter Secretary EXHIBITS 4.2 a.]** may be obtained on the Society website (www.barbershop.org) in the Document Center.

4.3 Society liability insurance program

The Society carries commercial general liability (bodily injury, property damage) and non-Society-owned property insurance. Questions regarding vehicle liability should be referred to the Director of Finance and Administration for detailed information. ***The primary purpose of the coverage is to protect the Society, districts and chapters from third party claims and judgments arising out of negligence on the part of the Society, districts or chapters. It does not provide personal coverage for any individual chapter member or officer arising out of his own negligence.*** The total limit of coverage (including an umbrella) is \$10 million for each occurrence and in the aggregate **[See Chapter Secretary EXHIBITS 4.3]**.

The Society liability insurance covers "afterglows," including products liability for serving of food and beverage. If you serve liquor, contact the Society office regarding legal liability requirements.

Further, it cannot be overemphasized that chapters are **not** fully covered by the Society Liability Insurance program unless they're in compliance with the Non-Profit Corporate status in their own State or Province (See **4.7.1 Incorporation Records** for details). **Each chapter must be incorporated in their State or Province of residence.**

The Society liability insurance coverage is required and automatic on an annual basis and protects the chapter or district for all chapter or district functions during the insured year, which is January 1 through December 31. The Society prepays the annual premium for all chapters and districts and in turn bills each on a December invoice that reaches all chapter treasurers shortly after January 1 every year. The cost is determined and announced annually.

4.3.1 Certificate of insurance/hold harmless

Many owners or managers of premises used by chapters or districts for their meetings or performances require that they be held harmless in case of any claims regardless of negligence. In addition, the owners and/or managers may require that they be named as an additional

insured under the liability insurance policy that covers the chapter or district, and that they be provided a certificate issued by the insurance company to evidence that coverage. That coverage has been included in the Society's liability insurance program, as a special accommodation to the Society. To obtain the standard certificate of insurance for chapter or district shows or other events, visit the Society's Web site, contact the Director of Finance and Administration at the Society office, or directly contact: **[See Chapter Secretary EXHIBITS 4.3.1 a. & b.]**

The Crichton Group
3011 Armory Drive Suite 250
Nashville, TN 37204

615-383-9761 (attn: Phil Barnes)

For Certificate...
INFO TO FOLLOW

EFFECTIVE 01/01/2013 until 01/01/2014

Make the request for the certificate of insurance as soon as the need is determined.
There should be no charge for this service.

4.3.2 Filing a claim

In the event the chapter receives notification of a possible liability claim, contact the Director of Finance and Administration at the Society office immediately. Give the time, date, place of accident, the name of the person or persons involved, and other pertinent details. Any third parties involved in any accident or incident should be given the name, address and telephone number of the Society's insurance agent, but in no event should statements (written or otherwise) be given to, or details discussed with, anyone other than the Society office or properly identified representatives of the Society's insurance carrier. The staff will follow-up expeditiously.

4.4 Bonding service

A fidelity bond in the amount of \$50,000 covers all chapters and districts. This protects each chapter and district in the event their money or property is misappropriated by an officer, director, show chairman, ticket chairman, ticket seller, dues collector or anyone acting in a similar capacity. Fidelity claims are subject to a per claim deductible of \$1,000 and require documented proof of loss from the chapter or district.

The chapter and district officers and director positions specified in the chapter and district bylaws are automatically covered under the fidelity bond. In order to be covered under the bond, any other individuals holding positions in which money or property is handled (show chairman, ticket chairman, uniform chairman, chorus property manager, convention registration chairman, etc.) must be expressly authorized (by name and position) to handle money or property of the chapter or district, and minutes of the chapter or district board meeting must expressly record that authorization, which is done annually at the first board of directors meeting of the year. During the year the list of bonded individuals should be updated as necessary in subsequent meeting minutes.

This required and automatic coverage is provided on an annual basis. The Society pays the premium in advance and bills each chapter and district on an annual basis in December.

4.5 Chapter-owned property insurance

The **Society Liability Insurance program does not in any way provide coverage for real or personal property belonging to a chapter.** The chapter should obtain separate coverage for its own property. That coverage is separately obtainable through a local source or through the Society for an additional charge. A downloadable brochure discussing this insurance is available from the Society website www.barbershop.org Document Center.

4.6 Accidental medical expenses plus AD&D Insurance

Individual chapter members are not covered under the liability insurance program.

However, a chapter may obtain this coverage for its members through the Society for an additional charge. A downloadable brochure discussing this insurance is available from the Society website www.barbershop.org Document Center.

4.7 Safety First

The Society and its chapters have a responsibility to provide safe facilities for the general public, non-members and members. Each chapter can help secure safe facilities through self-inspection. Chapters should discuss with its members an Emergency Evacuation Plan from the meeting location and with the facility's auditorium manager (i.e. Location and best route to storm shelter and fire exits) at a performance/show venue **[See Chapter Secretary EXHIBITS 4.7].**

4.7.1 Inspector

The chapter president should appoint a member whose duties include premises inspections. He conducts inspections well before any event and on the day of the event. Contact a facility representative at non-owned event locations to correct any potential hazard.

4.7.2 Liabilities

It is a common belief that the management or owner of the building or other facility is responsible for safety at that facility. However, this does not mean that the chapter, district or Society using the facility (as the case may be) has no responsibility. As the user of a facility, a chapter or district will be responsible for the negligence of its officers, members and others acting on its behalf, and may have some legal responsibility for the condition of the premises during the use. Additionally, most leases or rental agreements will contain a clause that shifts the liability for accidents, occurring during the use of the facility, from the management or owner to the user of the facility, in this case, the chapter or district.

4.8 Legal files

The chapter secretary must keep abreast of legal status and requirements and maintain a legal file that he can refer to and store important documents for chapter operation.

4.8.1 Incorporation records

The chapter secretary must maintain and guarantee incorporation of the chapter in its State or Province. The Society is committed to the policy of each chapter being incorporated. The failure of a chapter to be incorporated may be grounds for suspension of the chapter charter.

In addition, he should examine chapter records to determine whether the original articles of incorporation have been amended to conform to the stated purposes of the Society. Amendments to original articles of incorporation will bear a date after August 18, 1965. Contact the Society office if you discover non-conformance or require assistance.

Society Bylaws and Statements of Policy require that all chapters be incorporated in U.S. states or Canadian provinces for the following reasons [*See Chapter Secretary EXHIBITS 4.8.1*]:

- **Incorporation provides chapter members individual protection from a lawsuit that might be brought against the chapter as a result of damage or injury for which the chapter might be deemed liable.**
- A corporation's liabilities, either under contract or tort, are limited to the assets of the corporation. Individual members of the corporation have no personal liability to third persons. If a chapter is not incorporated, all members may be held personally liable for claims against the chapter and debts incurred by the chapter. In the U.S., incorporation is required as a condition of the Society's tax-exempt status. As a result of proving to the Internal Revenue Service (IRS) that the Society, its districts and chapters are both educational and charitable in nature, IRS has ruled that the Society and all of its subordinate units are exempt from the payment of income tax under Section 501(c)(3) of the Internal Revenue Code. The IRS has also ruled that contributions to the Society and its subordinate units are deductible for income tax purposes under Section 170 of the Internal Revenue Service. The IRS granted the exemption on several conditions.
- One requires that chapters incorporate and state, in the "purposes" clause of the articles of incorporation, the specific purposes for which the chapter was organized as set out in the Standard Chapter Bylaws. All chapters are required to adopt the Standard Chapter Bylaws. Chapters may **not** vary or amend the Standard Chapter Bylaws without prior approval of the Society Governance and Bylaws (G&B) Committee.

4.8.2 Statement of continued existence (U.S. chapters)

Some states require non-profit corporations to file a Statement of Continued Existence annually. More commonly, states require corporations to file an annual report that lists the most recently elected officers and directors. In both instances, a small filing fee may be required. The information provided is used to keep state records up to date. The filing of continued existence is frequently done in April of each year, but may vary by state. If the chapter secretary is unsure whether the chapter incorporation records are up-to-date, he should contact the office of the secretary of state or state corporation commission for information and assistance on state requirements for report filings.

4.8.3 Resident agent identification

Most states also require corporations to name and maintain a "resident agent" who is a resident of the state where the chapter is incorporated, and who is designated as the person upon whom legal process or notices may be served. The designation of resident agent is usually filed with the office of the secretary of state or state corporation commission, and many states require that the designation be confirmed (or updated) at the time of the Statement of Continued Existence or annual report is filed.

Generally, it is not required that the resident agent is a qualified member of the chapter, but it should be a qualified person who maintains contact with the chapter. Some chapters have assumed that it is required that the current chapter secretary be designated as the resident agent; however, other chapters have designated another person who is no longer a member, or is no longer in contact with the chapter. Both of these situations present problems for the chapter. In one case the designation of resident agent will have to be changed and a new filing made (and fees paid) each time the chapter secretary changes; in the other, the designation is outdated and ineffective.

The Society Governance and Bylaws (G&B) Committee strongly recommends that chapters make a more permanent arrangement for their resident agent, such as an attorney or businessman who is a chapter member and can be counted upon to remain active for a long time, or who may not be a member but who is a friend of the chapter and will remain in contact with the chapter.

4.8.4 Records of Community Service

In the United States, the Society, and their affiliated districts and chapters, have special status as a Non-Profit Educational Organization (501 (c)3). A requirement for this status includes sharing our hobby with others through gratis performances (“sing-outs”), community service and performances and activities that educate and promote barbershop harmony and the Harmony Foundation to the public. **It is very important to keep a continuing and accurate record of these activities in the permanent chapter legal files that can be shared with the IRS if requested.**

4.8.5 Permanent Chapter Records

The chapter secretary should retain the following documents as part of the chapter's permanent files: It is strongly recommended that these documents be kept together in a file box that can be maintained and passed to the next chapter secretary. The files should contain the following:

- State or provincial Incorporation and Statement of Continued Existence papers
- Chapter Charter
- Chapter Bylaws (or Standard Chapter Bylaws furnished by the Society)
- Chapter Rules and Regulations
- Chapter statements of policy, including performance policy, director's contract etc.
- Copy of all transactions and minutes since chartering
- Resident agent or statement of continued existence
- Insurance and bonding papers
- Year end treasurer forms, including forms 990 (tax return)
- Annual financial reports
- Chapter member reports
- Membership applications (all current members)
- Approved Application for Show Clearance and ASCAP, BMI/SESAC or SOCAN License
- Contracts (e.g., quartet, theaters, afterglow agreements, etc.)
- Chapter performance evaluation forms [Standing Ovation and/or Achievement Award]
- **Youth Membership forms** on record for all members under 18-years old
- **Youth Participation forms** for **any** youth participating in chapter activities
- A running list of gratis performances, community service and community activities that the chapter has participated in, if requested, by the IRS (US chapters).
- Society Rules and Regulations Handbook (downloadable from Society website (www.barbershop.org) Document Center), which contains Society Bylaws and Statements of Policy, the Standard Chapter Bylaws, and other rules and regulations applicable to chapters, chapter members and chapter operation.

4.8.6 Storage and Disposal of Chapter Records

It is the responsibility of the chapter secretary to properly store and protect all chapter records until they are legally destroyed or discarded. The chapter documents may be stored as hard copy or electronically. It is strongly recommended that a **copy** (hard copy or electronic) of all records and documents be stored in a location that will protect the documents from man-made (i.e. fire) or act of God (i.e. flood, hurricane, tornado, earthquake, etc.) catastrophes. A suggested location could be a fireproof or fire resistant file, a home safe or Safety Deposit Box in a bank.

Storing chapter records electronically has certain advantages. They take up less space when stored, may be organized keeping each year's records together for easy reference, and can be retrieved easily or copied in the event of a disaster that may destroy the originals. The electronic copy may be on CD ROMs or a computer flash drive memory stick. Many pages of hardcopy may be scanned. However, it is important that the electronic version be protected from heat, magnetic devices, and the natural elements that may be associated with catastrophic occurrences. It may be possible to electronically store the documents on a mainframe computer in a location that provides protection at a great distance from your chapter's location. There are costs associated with providing adequate protection of chapter records, but they far outweigh the costs of time and energy trying to restore or reconstruct records lost after a catastrophic occurrence.

The following table may be helpful in determining the required length of time that chapter documents or records should be stored in the chapter legal files before discarding.

| Year-to-year/revisions | Three-years | Seven Years | Forever |
|--|---|---|--|
| Liability Insurance Certificates Bonding Insurance information Unused Membership Application Forms - discard Society Rules & Regulations Society Policy Manual Society Aims/Goals District Events Manual District Policy Manual District Bylaws or SOPs Chapter Rules & Regulations Harmony Marketplace Catalogues Harmony Marketplace Orders Chapter property insurance Chapter Secretary Manual Chapter Secretary Exhibits | Approved ASCAP , BMI/SESAC or SOCAN Show Licensing applications and records Chapter Standing Ovation Program (SOP) evaluations | Copies of IRS 990 Forms (US) Annual Financial Reviews Director contracts Contracts for theaters or show Venues Youth Protection Forms Receipts for chapter property purchases Society Invoice/statements Correspondence Warranties/guarantees for Chapter property Insurance claim documents | Chapter Charter Annual end-of-year financial statements Articles of Incorporation Statements of Continued Existence Minutes of Annual Meeting Minutes of Chapter Board Meetings Chapter Bylaws and Policies Completed Membership Applications Contest photos/memorabilia Chapter rosters A record of community service and free performances. |

Table 3

4.9 Copyright information

The Copyright Act of 1976, which took effect January 1, 1978, protects the rights of copyright owners. The purpose of the law is to encourage and protect creativity and expression of ideas, and to give the creator of a work an incentive to share it with the public. Copyright is an intangible right arising out of the creation of a work, such as a book, a painting, or a musical composition. Ownership of the copyright is separate and distinct from ownership of a physical copy of the work. The owner of the copyright of a song may sell a copy of the song to someone else, but that does not give the purchaser the right to make copies of that copy; that intangible right belongs exclusively to the copyright owner, and it is protected by law. "Copyright" actually consists of five exclusive rights:

- 1) To reproduce the copyrighted work in copies or recordings;
- 2) To prepare derivative works based upon the copyrighted work;
- 3) To distribute the copyrighted work publicly;
- 4) To perform the copyrighted work publicly;
- 5) To display the copyrighted work publicly.

We are concerned primarily with rights 1-4.

- **Right No. 1** means no one may make a copy, or give permission to make a copy, except the copyright owner. This would include machine or handmade copies, and recordings of any kind. Under the Fair Use exemptions of copyright law, however, one audio and/or video copy of a performance may be made for evaluation, rehearsal or archival purposes. If performers are recorded at a show or contest, each quartet or chorus may be given a copy of its segment. The recording may not be sold for a profit, however, and any fee charged must be limited to the actual cost. If it is desired that more than one copy be made (to sell or give away) permission must be obtained from the copyright holder and proper fees paid. This would include obtaining a mechanical license for audio recordings, and a synchronization license for video recordings. If copies of a piece of music have been ordered and paid for, but are not available for an imminent performance, emergency copies may be made for use until the ordered copies arrive, but **all of the emergency copies must be destroyed** as soon as the ordered copies arrive--otherwise they then become illegal copies unless a separate copy fee is paid for them. If a legally obtained copy of a piece of music is lost, damaged or destroyed, it may not be replaced by another photocopy--unless the proper copy fee is paid to the copyright holder. Copying any piece of music in order to avoid purchasing a copy is an infringement of the copyright. **Permission to make legal copies of music, and information concerning the fees and procedures can be obtained from the Librarian of the Old Songs Library at the Society office (1-(800) 876-7464 ext. 8545). [See Chapter Secretary EXHIBITS 4.9 a. and b.]**
- **Right No. 2** means simply that no one may make an arrangement of a copyrighted work without the permission of the copyright holder. A parody is a derivative work, and would require permission. Minor editing or alterations of purchased copies is permitted, so long as the fundamental character of the work is not distorted--and so long as no new copies are made. *When permission to make an arrangement is given, that arrangement becomes the property of the copyright holder, and NOT the arranger.* If someone else wishes to obtain a copy of that arrangement, permission to make copies must be obtained from, and a copy fee paid to the copyright holder. Information concerning procedures and fees for permission to make arrangements can also be obtained from the Librarian of the Old Songs Library at the Society office.
- **Right No. 3** means the copyright holder has the exclusive right to make and distribute audio, VHS video, and DVD recordings of the work. Recordings may be made if permission has been obtained--called a "mechanical license"--and the proper fees paid. The Harry Fox Agency, Inc., 711 Third Avenue, New York, NY 10017 [(212) 370-5330] is the agent that handles mechanical licenses for most copyright holders [See also www.songfile.com].

- **Right No. 4** means simply that the copyright holder has the exclusive right to perform the work in public, and to license others to perform it. ASCAP and BMI are the agents for the copyright owners of most of the music performed at Society events. The Society has made arrangements with ASCAP and BMI/SESAC to issue licenses for performances at Society chapter and district events [See Section 5.5].

Copyright infringements, in addition to violating the Society Canons of Ethics and policies, are also violations of civil and criminal copyright laws that could result in fines up to \$250,000 and imprisonment up to five years, and penalties ranging up to \$50,000 **per copy**, plus costs and attorney fees.

The Copyright Act of 1976 and the 1998 Copyright Term Extension Act provide for the following terms of copyright:

- Works published between 1923 and 1963--initial 28-year term, renewable for an additional 67 years, for a total of 95 years. (It should be assumed that any initial copyright has been renewed.)
- Works published between 1964 and 1978--initial 28-year term and an automatic 67-year second term, for a total of 95 years.
- Works published since 1978--the term of the copyright is the life of the composer plus 70 years. In the case of multiple composers, the term expires 70 years after the death of the last survivor.
- Works published before 1923--in the public domain.

Choruses and quartets, as part of their official entry form for contests, must certify that songs sung in competition are legal arrangements and comply with ASCAP and SOCAN rules and regulations, copyright laws and Society policy. See section 8.2 in this manual on how to enter a contest through the CJ20 process in ebiz.

5 Communications

5.1 Society policy for use of on-line services

It is the policy of the Society that chapter secretaries conduct chapter business, as much as possible, by accessing and using the online services through ebiz and/or Document Center links on the Society website www.barbershop.org. A clear knowledge and understanding of these sites will provide access to documents used by chapters, allow for updating and printing of chapter membership records, and completing forms required for officer reporting, entry for contests and other reporting documents used by the Society and district.

No password access is required for entry to the Document Center for the Society. Manuals, articles useful for chapter operation, and general information documents can be found in this section.

5.2 Access to <https://ebiz.barbershop.org>

All members may gain access to ebiz directly or through the Society website www.barbershop.org. Chapter secretaries have different permissions and fewer restrictions to various services on ebiz while the member's access is more restrictive. A password may be obtained, by following the direction on the entry page to the ebiz page, <https://ebiz.barbershop.org>.

5.2.1 Services provided through the ebiz link

A chapter secretary may update the records and profiles of the members of his chapters and produce informational documents useful for chapter rosters, determining the current membership status of chapter members, provide entry to contests for the chapter, register members for various events/activities, download lists of members, officers and suspended members, and update the officers for the chapter for his chapter only. Members may update their profile information, access their dues information, handle their membership renewal on-line and have access to other Society informational services.

5.2.2 Chapter secretary responsibilities to the members

Chapter secretaries are strongly encouraged to teach chapter members how to use ebiz to update their own membership profile. All updates to a member's profile will generate follow-up notifications to the member and chapter secretary for verification of changes. Any update to a member's profile will affect all mailing and information lists used by the Society, the district and any inquiries sought by other members using ebiz. It's wise to verify the member's profile information on a regular basis.

5.3 Chapter Bulletin

The chapter secretary must maintain lines of communication with chapter members and the district as well as the Society office. Sharing the minutes of the chapter board meeting with all the members is one way of communicating with the chapter members. The best way to do this is through the chapter bulletin. The chapter secretary can even format the minutes for the bulletin to save the editor having to retype the document. If the chapter does not have a bulletin, the secretary should issue the minutes shortly after the board meeting along with perhaps a calendar of events.

5.4 LiveWire

LiveWire is an electronic weekly bulletin published by the Society with news from Society headquarters. It is available to each member who opts to receive it and has the capability to receive e-mail. The chapter secretary and chapter officers automatically receive *LiveWire* [See **Chapter Secretary EXHIBITS 5.4**] on-line. Information in *LiveWire* may be shared with the chapter bulletin editor or the members. If no chapter bulletin exists, a temporary bulletin along with the monthly board of directors meeting minutes may be published by the chapter secretary.

6 Merchandise

Harmony Marketplace is the Society's merchandise operation. The annual catalog, printed or digital, is published in the fall of each year. The Society office mails a copy of this catalog directly to all members. Other catalogs, without chapter supplies listed, may be published during the year. The catalog contains information about chapter supplies, as well as recordings, published arrangements and general merchandise of interest to barbershoppers. The chapter supplies section is extremely important to the chapter secretary and other officers.

The chapter secretary may charge merchandise and supplies to the chapter when ordering from Harmony Marketplace. In that event, the chapter will be billed for the charges on the statement, enabling the treasurer to make only one monthly payment to the Society office. ***Only the chapter secretary may charge merchandise, supplies or music for the chapter to the chapter's Society account.*** It is highly recommended that: 1) each chapter establishes a policy regarding members ordering personal merchandise and supplies through the chapter and 2) the chapter secretary make it a monthly practice to review with the chapter treasurer all invoices from the Society to verify that the charges from Harmony Marketplace are correct and authorized.

Of course, an individual member may order directly from Harmony Marketplace and charge the order to his own credit card or pay by check.

6.1 Orders for individual members

The chapter secretary may charge purchases for individual members to the chapter account, as long as the order is placed through the chapter secretary. In that event, it is highly recommended that the chapter secretary collect money from the member before he places the order.

6.2 Ensure better and faster service

Merchandise order forms may be found in the catalog [***See Chapter Secretary EXHIBITS 6.2***], or any member may order on-line at www.harmonymarketplace.com using the on-line order form. Chapter secretaries should contact Harmony Marketplace staff directly to obtain procedures for on-line ordering to be charged to the chapter. The chapter secretary may contact the Harmony Marketplace directly via phone at 1-(800)-876-SING (7464) during normal business hours (8:00AM-5:00PM Central Time). If a printed order form is used it is important that it be complete by printing (or typing) using the correct stock numbers and description noted in the Harmony Marketplace Catalog. Merchandise order forms may be faxed to 1(615) 313-7615.

6.3 Billing statements from the Society office

The monthly chapter billing statement sent from the Society office to the chapter treasurer may include invoices for:

- Annual premiums for chapter liability and bonding insurance
- Charges for (800) phone service
- Chapter's merchandise and chapter supply/manual charges

The chapter secretary should give the chapter treasurer a copy of any orders, including packing slips, received from the Harmony Marketplace, so that the chapter treasurer can reconcile the statements. The chapter secretary and treasurer should meet monthly to verify all charges.

7 Performance licenses and show clearance

7.1 General

Under copyright law, the owner of the copyright in a musical work has the exclusive right to license others to perform the work publicly. Under a "Fair Use" exemption in the copyright law, however, live performances without commercial advantages to anyone are exempt, and do not require a license. A performance is not exempt merely because it is by or for a "non-profit" organization. Under the terms of the exemption, a live performance of a musical work is "without commercial advantage to anyone" if:

- No payments are made to any performers, promoters, or organizers,
- There is no direct or indirect admission charge.

If an admission is charged, the performance may still be exempt (so long as no payments are made to performers, promoters, or organizers) if the proceeds (after deducting the reasonable costs for producing the performance) are used exclusively for educational, religious, or charitable purposes.

Accordingly, the following events would not require a license:

- Division, district and international quartet and chorus contests where convention registrations are sold;
- Any function or event where attendance is strictly limited to Society members and their immediate families (wives, children, parents);
- A function from which the chapter donates the entire net proceeds to a charitable or educational organization, and no performance fees or payments of any kind are made to any performers, promoters or organizers.

Note: ALL OTHER PERFORMANCES MUST BE LICENSED

7.2 U.S. Chapters – BMI/SESAC and ASCAP clearances

7.2.1 BMI/SESAC Licensing

The Society has blanket agreements with BMI (**B**roadcast **M**usic **I**nc) and SESAC (a third licensing group representing gospel and other contemporary songwriters and publishers) whenever any part of their repertoire is performed during a chapter function for which there is an admission charge. Failure to obtain a license may constitute an infringement of copyright law and the payment of damages. By agreement with BMI and SESAC, the Society is authorized to issue licenses on their behalf, and a procedure has been established, through the districts. The chapter secretary should make and keep a photocopy for the chapter's records.

The chapter secretary completes the 5-part **BMI/SESAC Licensing Application form** and computes the fee based on the fee table shown on the BMI/SESAC form shown in the Chapter Secretary EXHIBITS Manual [*See Chapter Secretary EXHIBITS 7.2.1*]. If there are multiple shows, the fee is multiplied by the number of performances. The completed form and fee is sent to the district secretary for processing as soon as the date of the performance is determined to finalize the show date on the district calendar. The district secretary signs the completed form, clears the performance by placing it on the district calendar, returns a copy of the BMI/SESAC

form to the chapter secretary, and sends the remaining copies (minus one copy for his records) and fee to Society headquarters for final processing.

7.2.2 ASCAP

A blanket agreement between ASCAP and the Society is in force. All Society chapters are covered by this agreement. The contract continues on an annual basis until terminated by either party. ASCAP is the **American Society of Composers, Arrangers and Publishers**. By agreement an annual fee is paid by the BHS on behalf of all performing chapters in the Society. A copy of the ASCAP Reporting form can be found in the 2013 Chapter Secretary Exhibits Document or at www.barbershop.org.

7.2.3 ASCAP Process

Under the ASCAP agreement, each chapter's fees are based upon gross revenue from ticket sales. **[See Chapter Secretary EXHIBITS.7.2.3]**. The amount of payment is based on each chapter's Gross Ticket Revenue for the calendar year. According to the terms of the contract, "Gross Revenue" means all monies received by each Licensed Chapter from the sale of tickets for their concerts. Gross Revenue shall **NOT** include the following: per ticket entertainment, amusement or sales taxes; commissions or fees paid to automated ticket distributors (such as Ticketmaster); per ticket theater restoration or other facility fees; parking fees when included in the ticket price; or revenue from the sale of merchandise. If at the end of calendar year 2013 a chapter has a total gross show revenue for the year of less than \$51,111 they will pay the annual minimum ASCAP fee (\$230). The chapter should send a check, made out to the BHS, through their District Secretary, along with the ASCAP Reporting Form. BHS will collect all fees and make all payments to ASCAP. Chapters should NOT send any payments to ASCAP directly.

Chapters that do NOT perform in ANY show during a given year do not have to pay any ASCAP fees for that year. However, these chapters should notify BHS that they are not paying any ASCAP fees for the year by email at Library@barbershop.org.

A chapter that performs in any show which is not exempt under U.S. Copyright law (see section 7.1 of 2013 Chapter Secretary Manual) must pay at least the minimum fee of \$230 for the year.

7.2.4 ASCAP Rates

For 2013, the BHS has negotiated the following fees with ASCAP:

1. If the chapter's total annual gross show revenue is \$51,111 or less – the chapter pays one fee per year of - \$230.
2. If the chapter's total annual gross show revenue is greater than \$51,111, the chapter pays fees based on seating capacity at the individual shows. Use the table on the next page to determine your fee per show. You may pay the fees after each show or in one lump sum after all performances are over.

Example: A chapter does 2 big shows in 2013. The spring show is done in a 3000 seat house and grosses \$40,000. The Christmas show is done in a 2000 seat house and grosses \$30,000. The spring show fee would be $[40000 \text{ (revenue)} \times .003 \text{ (multiplier)}] = \120 . The Christmas show fee would be $[30000 \text{ (revenue)} \times .0045 \text{ (multiplier)}] = \135 . Total fees for the year would be $(\$120 + \$135) = \$255$.

It is recommended that Chapters submit the ASCAP fee and ASCAP reporting form to their District Secretary along with their BMI payments. The ASCAP reporting form can be found in

the documents center at barbershop.org or in the Chapter Secretary Exhibits Manual (Exhibit 7.2.3.). Make the check out to “Barbershop Harmony Society”.

ASCAP FEE DETERMINATION TABLE

| | Seating Capacity | | % applied to Gross | |
|--------|------------------|---------------|--------------------|------------|
| | Low | High | Ticket Revenue | Multiplier |
| | 0 | 2500 | 0.45% | 0.0045 |
| | 2501 | 5000 | 0.30% | 0.003 |
| | 5001 | 10000 | 0.25% | 0.0025 |
| | 10001 | 25000 | 0.20% | 0.002 |
| | Over | 25000 | 0.10% | 0.001 |
| | | | | |
| | | A | B | A X B |
| | Show Date | Gross Revenue | Multiplier | Fee |
| Show 1 | | | | |
| Show 2 | | | | |
| Show 3 | | | | |
| Show 4 | | | | |
| Total | | | | |

Minimum ASCAP fee is \$230 per year for 2013.

7.2.5 Other shows covered by ASCAP Licensing

A “Free or Benefit” show means a show or concert which is not exempt from copyright liability under Section 110(4) of the United States Copyright Law, and which is held to raise money for a specific, bona fide, charitable institution or cause not affiliated in any way with Licensee [Society], to which all the proceeds from the concert, after deducting reasonable costs of producing the concert, are donated. These will be governed by a separate rate structure and any chapter hosting such a show should contact the Society for the appropriate [RATE SCHEDULE](#). Shows in which a script is used as part of the show are licensed under the agreement in the manner shown above. If a chapter has a show that is entirely dedicated to the music of one composer, that show will likely be considered a performance of a “dramatic-musical work” and will have to be licensed separately with ASCAP.

Additional questions about ASCAP and BMI/SESAC should be addressed to:

Barbershop Harmony Society
c/o Janice Bain, Music Library / Licensing
110 – 7th Avenue N.
Nashville, TN 37203-3704
1 (800) 876-SING (7464) x4127

7.3 Show Clearance

To avoid having more than one show on the same night in the same vicinity, chapters must obtain a show clearance from the district secretary by submitting the [BMI/SESAC Licensing Application form](#) (Form 3016—available from the Society website or from the district secretary) as soon as the date of the show has been determined. A phone call to the district secretary may be helpful to determine the availability of show dates. Most districts have restrictions regarding chapters that are near each other holding shows on the same date. **It is wise not to sign any contracts with talent or a theater facility until the date has been cleared by the district**

secretary (**Note:** Failure to do this may leave the chapter open to penalties or unwanted fees from talent or a show facility).

All five copies of the 3016 form and a check for the indicated fee *per performance* are forwarded to the district secretary. He will provide for clearance (where applicable), forward the forms and check to the Society Headquarters, and return a copy to the chapter secretary indicating that the clearance has been granted.

7.3.1 Canadian chapters and SOCAN Licensing clearance

Canadian chapters will no longer send any of their performance clearance/SOCAN Licensing Application and fees to the Society headquarters and should deal directly with SOCAN. The address of SOCAN may be found on the SOCAN Licensing Application in the 2013 Chapter Secretary EXHIBITS Manual

The chapter secretary completes the Application for [SOCAN License form](#) (Stock no. 3018) [See Chapter Secretary EXHIBITS 7.3.1 a.-b.] and forwards it to the district secretary. FOUR copies of the form must be sent, but the chapter secretary should make and keep a photocopy for the chapter's records.

The date will be verified to avoid potential conflicts. If acceptable, the form will be dated and signed by the district secretary and returned to the chapter secretary. The chapter's show date is now confirmed and it may proceed with preparations.

Within 60 days of completion of the event, the chapter secretary must complete and submit the **SOCAN License form** to the SOCAN office, with copy to the Society office. Along with the license form, the chapter secretary must send a check (payable to SOCAN, Inc.) for the applicable fee (in Canadian dollars) and a completed "Programme of Musical Works Performed" report [See Chapter Secretary EXHIBITS 7.3.1 a.-b.]. He does not send the fee to the district treasurer (See form for fee calculation).

The chapter secretary should request song information from outside performers well in advance, to ensure obtaining accurate information on a timely basis for this report. Obtaining this information after the fact can be difficult.

In some cases the SOCAN fee may be paid by the facility in which the performance is conducted, and then charged back to the chapter as a renter of the facility. Please be aware that as a non-profit organization, the chapter is eligible for a rebate of the Goods and Services Tax (GST) charged; currently 5%.

The definition of a performance is identified in Tariff Number 4 published in the Canada Gazette. This Tariff is updated annually.

7.3.2 Chapter responsibility

It is the responsibility of all chapters to follow all procedures completely. Failure to pay proper license fees could result in copyright infringements and possible repercussions to the chapter, district and the Society.

7.3.3 Ensure all printed programs contain copyright policy and notices

Laws, as well as Society policy, require all Society chapters and other units to follow copyright laws strictly. The Society's Statement of Policy provides:

"...all printed programs that are distributed at any contest, show, afterglow or other performance sponsored by the Society or any Society unit shall contain prominent Copyright Notice informing persons attending the event of this policy and of the enforcement provisions provided. The content of the copyright notices shall be subject to the approval of the Governance and Bylaws (G&B) Committee."

The following is the form of copyright notice approved for use by chapters in programs:

"Copyright law strictly limits the use of audio or video recording devices during any performance. No audio or video recording device, whether or not in use, is permitted in the place of performance without prior permission of the Society. Any persons found in possession of any such device will be required to leave immediately, and the tape, film or other recording media will be confiscated and any unauthorized recording erased or destroyed."

"Our enforcement of the copyright law protects you and us, but most important, it protects the copyright owners who have made our performance possible. Your cooperation and support is appreciated."

7.3.4 Information request for chapter show appearance

The **Information Request for Chapter Show Appearance form** (Stock no. 3013) [**See Chapter Secretary Exhibits 7.3.4**] can be a valuable tool for the chapter in negotiations with talent for their show. This form provides guidance to the chapter to pinpoint the expenses for talent in the budget and may serve as the solicitation of bids for show talent and, when the terms are agreed upon, as a contract. Chapters are strongly encouraged to use this form or some other written agreement as the contract with show talent, so that the chapter and the talent will have a clear understanding of their responsibilities, financial and otherwise. Copies of this multi-part form are provided in the secretary's envelope. Additional copies of the form are available from the Society office.

8 Special Forms

8.1 New quartet registration form

A quartet must complete the registration process through the Society office itself. No action by the secretary or the chapter is required. Quartets are encouraged to register online through the Society website (www.barbershop.org) on ebiz or by completing the **New Quartet Registration form** (Stock no. 3112) *[See Chapter Secretary EXHIBITS 8.1 a. or b.]*.

Quartets complete and submit the form. All four men must be current members of the Society. The quartet sends the completed form with the annual registration fee to the Society office. The quartet registration is valid for 12 months. The Society will notify the contact man when it's time to renew the registration. If the quartet does not renew its registration, another quartet can select their name. International and Seniors champion and medalist quartets' names are not available regardless of their re-registration status. Changes in quartet personnel must be reported immediately to the Society.

8.2 Contest Entry

All quartets and choruses entering a district contest must complete an **Official Contest Entry form** (CJ20) *[See Chapter Secretary EXHIBITS 8.2]* through "Contest Entry" in ebiz on the Society website www.barbershop.org. Quartets are responsible for completing and submitting their own entry forms online. Choruses usually designate the chapter secretary to complete and submit the entry form online.

There is a deadline for the submission of the **Official Contest Entry form** (CJ20). The deadline varies from district to district and is based on Society Contest and Judging Rules and District Contest Rules. Your district's specific deadline can be determined by contacting the District Vice President of Contest and Judging (DVP C&J or DRCJ).

8.2.1 Certification of songs sung in competition

Chapters and quartets must certify that the songs being sung in competition at all Society, district, and division contests are legal arrangements that comply with ASCAP and SOCAN rules and regulations, copyright law and Society policy. The required certification is part of the contest entry process and is shown on the **Official Contest Entry form** (CJ20).

8.2.2 Certification of paid-up members singing in competition

It is vital that the chapter secretary is able to determine and certify that each member of his competing chorus is a paid-up member of the Society. This is especially critical when a member's renewal comes due immediately prior to the spring, fall or International contests. Penalties for having non-members or non-paid-up members singing at a contest may be severe, up to and including disqualification of the chorus. The expiration or "dues paid thru" data supplied by the ebiz roster reflects the "up to the minute" data, processed through the Membership Department at the moment you download the file. It is not possible for the headquarters staff to "specially expedite" membership processing, therefore, it is critical that payments be made respective of the time elements involved in normal processing.

Please note: Contest and Judging Rules require that non-members (females) directing in contest must be a paid in full Associate of Barbershopping, and males directing in contest must be fully paid members of the Society, District and Chapter. Director fees are a legitimate chapter expense. Contact Membership@Barbershop.org for details.

9. Chapter Officers -- elections and reporting

9.1 Elections

In accordance with the Standard Chapter Bylaws (Article V), the chapter's annual meeting and officers must be **held prior to October 15**. There must be an announcement of nominees for each chapter office at least two (2) weeks prior to the election. Notification of the annual election must be mailed to all chapter members and/or via an e-mail notification to those chapter members who have e-mail addresses. The notice may be included in the chapter bulletin, so long as the bulletin is mailed to all current chapter members. Candidates must be members in good standing of the Society, district and chapter.

9.1.1 Required Officers

A chapter is required to have a minimal complement of officers as described in the Standard Chapter Bylaws. Required officers are Chapter President, Vice President of Chapter Development, Vice President of Music and Performance, Vice President of Marketing and Public Relations (chapters with 25 or more members), Secretary and Treasurer. The Secretary and Treasurer can be the same person. Elected officers must be reported to the Society headquarters office immediately following the election. All elected officers will take office on January 1 of the next year.

9.1.2 Annual general meeting

The election of chapter officers is held at an annual general meeting of the chapter membership. Adequate notification of the time, date and location for the annual general meeting of the membership is the responsibility of the chapter secretary and must be given to each chapter member through publication in the chapter bulletin, electronic correspondence, or notification sent via mail two (2) weeks prior to the meeting. The election for any contested positions must be by secret, written ballot prepared by the chapter secretary. Any member running in opposition to the slate of nominees must provide notice to the chapter secretary one (1) week in advance of the meeting.

9.1.3 Reporting elected officers

Report your chapter's elected chapter officers electronically - online through (Report Chapter Officers) **[See Chapter Secretary EXHIBITS 9.1.3 a. or b.]**

It is the responsibility of the Chapter Secretary to update the chapter officers **by December 1**.

Chapter officer changes during the year must be updated via ebiz at www.barbershop.org.

All officers (voted upon by the members or appointed) and the chorus director(s) must be listed on the ebiz chapter officer page. In the case of a female director or a female appointed to a position (i.e. Bulletin Editor, Webmaster, etc.) that are not members, contact the Society Membership Department to gain a special membership number to include them and complete the form.

9.2 Additional officers

In addition to the required and elected officers of the chapter, chapters may designate a number of members to fulfill specific chapter roles in the chapter and may report these as well to keep them in communication with the Society.

Chapter contact: Any chapter member with an e-mail address may be entered as the Chapter Contact. Although not an officer as such, this contact information will be made available to

people inquiring about the chapter via e-mail, phone or through the Find a Chapter program on the Web.

Other optional chapter roles include:

- Chapter Bulletin Editor
- Chapter Buyer
- Chapter Chorus Contact
- Chapter Chorus Director
- Chapter Chorus Manager
- Chapter Chorus Co-Manager
- Chapter Counselor
- Chapter Director of Community Relations
- Chapter Director at Large
- Chapter Director Emeritus
- Chapter Director of Harmony Foundation
- Chapter District Delegate (normally the Chapter President, but can be appointed as needed)
- Chapter Email Contact
- Chapter Executive Vice President
- Chapter Harmony Foundation Chairman
- Chapter Immediate Past President
- Chapter Member
- Chapter Officer (Other)
- Chapter Public Relations Officer
- Chapter President
- Chapter President Elect
- Chapter Quartet Activity Chairman
- Chapter Secretary
- Chapter Secretary Sub (Online)
- Chapter Sergeant at Arms
- Chapter Show Chairman
- Chapter Singing Valentine Contact
- Sunshine Chairman
- Chapter Treasurer
- Chapter Valentine's Chairman
- Chapter Vice President
- Chapter VP Chapter Development
- Chapter VP Communications
- Chapter VP Development
- Chapter VP Membership
- Chapter VP Marketing and Public Relations
- Chapter VP Music and Performance
- Chapter VP Musical Performance
- Chapter VP Operations

- Chapter Vice President Public Relation/Fundraising
- Chapter VP Program
- Chapter VP SAC/YIH
- Chapter VP Show Chairman
- Chapter VP Student Activities
- Chapter Webmaster
- Chapter Youth in Harmony

9.3 Register for the Leadership Academy

Each year after the election of new officers the districts conduct Leadership Academies in each district. In addition to the standard chapter officer training most Districts offer additional classes of interest for the chapter leadership team and general membership.

The Society highly recommends that all chapter officers attend Leadership Academy in order to ensure that they are aware of current procedures, forms and legal requirements outlined in this manual.

Chapters are strongly encouraged to set aside funds at the beginning of each calendar year to cover registration, lodging and travel expenses for officers and members to attend Leadership Academy and other training opportunities.

The district Learning Academy Coordinator will send the required information and registration forms to the chapter secretary about six weeks prior to the seminar. The secretary is responsible for notifying his district Leadership Academy Coordinator and providing him with the names of the officers and members planning to attend and the classes they plan to attend. Arrangements should be made to obtain your manuals, exhibits, and other materials at, or immediately after the Leadership Academy in your district.

9.4 Chapter location, day and time changes

The chapter secretary, chapter treasurer and chapter president may change the location, meeting time and day of the chapter using ebiz online without going through the Membership Services Department.

10 Getting Started - ebiz primer for Chapter Secretary

All chapter operation functions, chapter record keeping and Society related records are linked to and updated in the Aptify computer system, known to our members as *ebiz*. It is expected that each chapter secretary will become familiar with and use ebiz for all Society and chapter operations, record keeping and related chapter information storage.

Through ebiz, most of the chapter secretary's "paperwork" tasks will be reduced to online entries, reducing time and expense of the former, and speeding the transactions. Current capabilities include: finding/updating member information, chapter rosters, all of the current Contest and Judging functions and many other features (See 10.1.5 below). In the near future, new capabilities will include: new member applications, member transfer, and dual membership. Updating files and new improvements are being made to ebiz on a daily basis and the chapter secretary should keep current by frequently exploring the system and its features.

10.1 Using ebiz

Society Members have access to ebiz files, and chapter secretaries, district secretaries, chapter treasurers, and some district officers have been granted authority to modify existing data for members under their cognizance. This section provides an introduction to ebiz and should answer most of the questions a newcomer has for its use.

10.1.1 Passwords for ebiz

If you currently have a password used with the old "Member's Only" (Legacy) system it may be used as a password for the new ebiz system.

If you never went online to the former "Member's Only" system and have yet to log on to ebiz, you must obtain your initial password/activation code by contacting the Society Membership Department. Give them your member # and name and confirm your email address. Once the information is verified, a temporary password/activation code is established to be used at the first login. Using your personal email to return that information is a security step that is in place. No passwords will be given over the phone.

As a chapter secretary you may be asked by members how to obtain an ebiz password or to assist a member wishing to obtain a password or update personal information related to Society records. You should be prepared to clearly explain the procedures for and/or assist the member in obtaining a password. The main thing to ensure is that the members email address is current and correct.

10.1.2 Confidentiality of information

Any and all usage of personal information that can be contained within the Society's ebiz database (or other databases) is strictly for internal barbershop business only.

Information may never be extracted and shared to anyone for marketing or spamming purposes beyond Society-related marketing. The chapter secretary is the first line of defense in maintaining that practice to continue to be in compliance with the Society's code of ethics and member's personal wishes.

10.1.3 Accessibility to ebiz chapter functions

Chapter secretaries, chapter treasurers, along with the chapter presidents, are permitted to make information changes to chapter and chapter member information. Chapter members are permitted to make changes to their own individual membership profile. It is encouraged and permitted for a chapter secretary to educate chapter members to update or correct their own individual, member information profile.

10.1.4 Training assistance in using ebiz

As with the old “Member’s Only” (Legacy) system, there is some training involved in learning how to use ebiz. There is a PowerPoint training presentation available, as well as the Chapter Secretary PowerPoint Training Program, in the Society website (www.barbershop.org) Document Center.

Chapter secretaries and chapter treasurers are encouraged to familiarize themselves, through the training programs, with the capabilities of the ebiz functions for efficient chapter operations and will be notified by the Society and CSLT Committee about new and additional functions brought online throughout 2009 and beyond.

10.1.5 ebiz functions for the chapter secretary

The following ebiz functions will be available to the chapter secretary using ebiz.

- Find a member
- Find a chapter
- Looking up/finding another active member
- Look up/find/edit your own or chapter member’s information on selected fields (phone address, email, etc) on the Society membership data base.
- Look at the status of chapter membership subscription and expiration dates
- Find and print a chapter roster
- Find all chapters or quartets within a distance of a selected postal zip code (even Canadian)
- Look up and update chapter meeting information (location, day, time, etc.)
- Look up and update the list of chapter officers
- Find quartets and quartet member’s information and their current status
- Pay Society/District/Chapter dues online
- Register and pay fees for quartet registration
- Contest Entry (CJ-20) for chapters and quartets

Additional functions will be added to expand the capabilities of chapters and chapter officers to update and gather information about their chapter and chapter members or to register the chapter for Society or district activities. These include, but are not limited to: Registration for Society or District sponsored schools, conventions, gathering data and statistics on chapter, District, or Society

As more functions are brought online the chapter secretaries will be notified by the Society and the CSLT Committee through the chapter contact.

10.2 ebiz Cookbook

To assist users to find answers to ebiz questions a “cookbook” of questions/answers and step by step procedures has been established for some of the common uses. They are summarized below:

10.2.1 Log In and Passwords

- **[How do I log into ebiz?](#)**

1. Click on <https://ebiz.barbershop.org/ebusiness/>
2. If you do not know your password, click on the words "Forgot your password? [Click here](#)", then follow the instructions below for How do I find my password starting with step 3. Once you have your password, return here.
3. If you know your password, click in the white box to the right of Enter Member Number
4. Type your BHS Member Number into the box. Your number is on your BHS membership card
5. Click in the white box to the right of Password
6. Type in the password
7. If you want your computer to remember this information for next time, click once in the box to the left of Remember Me so that the box ends up with a check mark in it.
8. Click the button with the word Login

- **[How do I find my ebiz password?](#)**

1. Click on <https://ebiz.barbershop.org/ebusiness/>
2. Click on the words "Forgot your password? [Click here](#)"
3. Click in the white box to the right of Enter Member Number
4. Type your BHS Member Number into the box. Your number is on your BHS membership card.
5. Click the Submit button.
6. Now you will be asked for a password hint or an activation code. If you answer this question correctly, you will be asked to create a new password. If you click the words "Don't know the answer? Click here and we'll email it to you." and you will be sent an email with your current password hint. Be patient. It should be sent immediately, however, it may take up to 30 minutes.
7. When you have the answer, type the activation code into the box to the right of Answer.
8. Click the Submit button.

- **[How do I change my password?](#)**

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on Member Management or "My Records" (at top)
3. Click on Update User Profile Or "Change Address / Info" (sub menu from "My Records")
4. Scroll to the bottom of the page and click on [Update Password](#).
5. Click in the top box, then type in the password you just logged on with.
6. Click in the second box and type your new password.
7. Click in the third box and type your new password a second time.
8. Be sure you record your new password in a safe place.
9. Click on the Submit button.

- **10.2.2 Personal**

- **[How do I add/change/delete my personal information?](#)**

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on Member Management or “My Records” (at top).
3. Click on Update User Profile or “Change Address / info” (sub menu from “My Records”).
4. The profile page has many boxes for information. Click in the box where you want to make a change and then edit the data.
5. You will need to scroll down to see all the various values.
6. When you are done, scroll to the very bottom and click the Save Changes button, or our changes will not be used.

- **[How do I add/change/delete someone else's personal information?](#)**

This feature is restricted to chapter secretaries, chapter treasurers and chapter presidents.

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on **Members** which is part way down the main part of the page.
3. Click in the box to the right of First Name, then type in the first name of the person (or just a few leading letters).
4. Click in the box to the right of Last Name, they type in the last name of the person (or just a few leading letters).
5. Click the Search button that is below the boxes.
6. If the name you are looking for is not shown, click your browser's BACK button and change your search values, then click Search button again.
7. Once you find the correct person, click on the person's name.
8. Scroll to the bottom of the page to see if the Save Changes button appears. If so, you can make changes to this profile.
9. Click in a box that you want to change
10. Type in the new information, or delete it to remove it.
11. Repeat for every value that needs to be added/changed/deleted.
12. Click on the Save Changes button

- **[How do I pay my dues online?](#)**

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on the big red button on the left with the words click to RENEW NOW.
3. Follow the instructions.
4. Secretaries will be able to pay all members dues online. Instructions will be available in early 2009.

10.2.3 Chapter

- **[How can I obtain a roster of the current members of my chapter?](#)**

Members are considered CURRENT if they are paid in full prior to their expiration date. They are considered suspended if they are past their expiration date but within 180 days of expiration. Those past expiration are dropped.

The listing on the screen when you first enter MY CHAPTERS is your roster of members that are current and possibly overdue within 180 days.

The DOWNLOAD contains all members dating back several years. In order to determine the “current roster”

1. Log in to the EBIZ website at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on My Memberships
3. Click on My Chapters which will show all your chapter memberships and roles
4. Click on your chapter name

At this point you should see the roster for your chapter. If you have **Past Due** members they will also be shown.

5. Click on “Download Data” across the top.
6. Choose the format you want data downloaded, then click “Okay”
7. Once you’ve opened the document, save it to your computer (My Documents) and then you can edit and manipulate the data to fit your chapter’s needs.

- **[How do I add a chapter officer or other chapter leader?](#)**

This feature is restricted to chapter secretaries, chapter treasurers and chapter presidents.

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on My Memberships
3. Click on My Chapters which will show all your chapter memberships and roles
4. Click on your chapter name

At this point you should see the roster for your chapter and across the top you should see the word Officers.

5. Click on Officers

The box at the top will tell you what the list below contains. The default is the **current** set of officers for the current year. If you are defining officers that have just been elected for the coming year, click the tiny down arrow to show the options and click the **future** option.

6. Scroll to the bottom of the page.
7. Click the tiny down arrow under Person ID on the left.
8. Scroll to find the name of the chapter member you are looking for and click on it.
9. Click the small down arrow under Role.
10. Scroll to find the job position you are looking for and click on it.
11. Click in the box under Start Date
12. Type the date the person is starting the job. Several forms of date are supported, so try what you are accustomed to using. The current year is added if no year is specified.
13. Click in the box under End Date
14. Check your choices one more time, then click the Add Officers button.

There is currently no method to define a non-member to a chapter position. If you have that situation, such as a female chorus director, email the person's name and contact information to membership@barbershop.org

- **[How do I find someone else's chapter membership\(s\)?](#)**

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on **Members** which is part way down the main part of the page.
3. Click in the box to the right of First Name, then type in the first name of the person (or just a few leading letters).
4. Click in the box to the right of Last Name, they type in the last name of the person (or just a few leading letters).
5. Click the Search button that is below the boxes.
6. If the name you are looking for is not shown, click your browser's BACK button and change your search values, then click Search button again.
7. Once you find the correct person, click on the person's name.
8. If you have the authority to see the information, memberships will be shown in the upper right corner of the page

- **[How do I delete a chapter officer or other chapter leader?](#)**

This feature is restricted to chapter secretaries, chapter treasurers and chapter presidents.

In ebiz we do not delete chapter leaders. Instead, we set the date that their time in office ends. Initially, chapter leaders are given a full year term. When a person is replaced mid-term you should set their end date to their last day in the position. When a new person takes on that job, you would add him with his actual start date and give him an end date of 12/31. Note that the current year is added when you do not specify it.

The one exception is where a person never actually held the job, or was put in the wrong job originally. In those cases only, edit both the start date and the end date to be 1/1/1990. This will remove the person from view. Then you can add the person with the correct job and correct dates.

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on **Chapter Management**.
3. Click on **My Chapters**.
4. Click on the name of the chapter you are updating
5. Click on **Officers** near the top.
6. If you already have officers defined, look at the top right to see if there are multiple pages of chapter leaders. If so, and you do not see the person you are looking for, you must click the **Next** word at the bottom right of the list. There could be three or four pages, so keep clicking **Next** until you find the name you want.
7. Click the Edit button on the right side of the same line as the person you are updating.
8. The line will change to provide you two places to type dates.
9. Click in the box under End and change the date to the proper end date.
10. Click the Update button.

- [How do I change information about my chapter?](#)

This feature is restricted to chapter secretaries, chapter treasurers and chapter presidents.

Currently the chapter information that may be edited is limited, but is being expanded as time permits. If you are unable to edit an area, submit the change via email to membership@barbershop.org

Changing a chapter meeting Day and/or Time

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Click on My Memberships
3. Click on My Chapters which will show all your chapter memberships and roles
4. Click on your chapter name

At this point you should see the roster for your chapter and across the top you should see the word Meetings.

5. Click on Meetings.
6. You should see one meeting displayed giving your old information. Click on the blue word Meeting -
7. If you have a new day of the week, click in the box to the right of Description and edit the day of the week.
8. If you changed the day of the week, you must also enter a new start day. Click in the box to the right of Start Date/Time and put in the date of your next meeting.
9. If your meeting time has changed, click in the box to the right of Meeting Time and edit the time to the new value. Use the exact same format.
10. **DO NOT** change any other values.
11. Click the Save button.

10.2.4 Quartet

- [How do I change information about my quartet?](#)

Quartet registration and related activities are handled by the Society Music Department. Requests should be addressed to Music@Barbershop.org and include your changes or questions.

- [How do I register a new quartet?](#)

The process below requires the following information:

- Three quartet names you would be willing to use
 - The BHS member numbers of the quartet
1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
 2. Near the top of the page just above the solid line is the menu bar. Hover over Find on the menu bar until you see the drop-down list of choices. Then click on Quartets.

3. Click in the box at the top and type in the name you want to register. If the name is composed of multiple words, just enter the most unusual or most interesting word.
 4. Click the Search by Name button.
 5. If the name is found, or there is a name very close to it, you will not be able to use that name. Also, there are many quartet names that are protected that are not shown. Gold Medal quartet names are permanently protected, for example.
 6. Repeat the above process for all the names you are considering. You will be asked on the following pages to submit three names for consideration.
 7. On the menu bar hover over Quartets, then click on Register New Quartet.
 8. Click on the Register Quartet button.
 9. Click in each box and enter the required information
10. Click on the Submit button.

10.2.5 District

[How do I find a list of chapters in my district?](#)

1. Log in to ebiz at <https://ebiz.barbershop.org/ebusiness/>.
2. Near the top of the page just above the solid line is the menu bar. Hover over My Memberships on the menu bar until you see the drop-down list of choices. Then click on My Districts.
3. You will be shown a list of the districts you belong to and also any district level job positions you hold. Click on the appropriate [District ID](#).
4. There will be a short wait. First you will see a list of the chapters. If you scroll way down you will see a list of all the members in your district below the chapters.
5. The chapters are not in alphabetical order, so you will have to look over the whole list to find the one of interest.
6. Click on the chapter name of interest

11 Chapter Bylaws and Standard Operating Procedures

The Standard Chapter Bylaws are established and maintained by the Society Board of Directors and are binding on **all chapters**. Variations from these Standard Bylaws are permitted only when necessary to comply with national, state or provincial statutes or ordinances, or otherwise as approved by the Society Governance and Bylaws (G&N) Committee. There are some blanks to be completed (e.g. correct chapter name, number of board members-at-large, and district association) for individual chapter bylaws. Before ANY amendments to the Standard Chapter Bylaws can become final and effective, they must be approved by the Society Governance and Bylaws (G&B) Committee. A copy is then filed in the chapter record at Society Headquarters.

The identification of chapter-unique requirements can be provided in a document termed “Standard Operating Procedures” or “Statement of Policy.” (SOP). This latter document may be compiled by the chapter and is subject to approval by the Society Governance and Bylaws (G &B) Committee.

Because questions frequently are asked of the chapter secretary regarding these documents it is recommended that a current version of the Standard Chapter Bylaws and, if created and approved, the chapter Statement of Policy (SOP) should be filed in the chapter legal file. Information may be obtained by contacting the Society Membership Department.

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12. Revision Record

| Revision No. | Date | Paragraph | Title | Authority |
|-----------------------|---------------|---|--|--|
| Original 2006 Edition | July 2005 | All | Secretary Manual | COTS CS Committee |
| 2007 Edition | August, /2006 | 1 1.1.1 1.1.2 2.4 2.6.1 2.6.2 2.9.6 4.8.4 4.9 5.8.5 7.3.1 8.2 8.2.1 8.2.1 8.2.2 7.3.1 9.1.3 12 | Effective date of new manual Interface between Society IT system and chapter secretary New Society IT System <i>Clearance</i> Active Non-Member status Society Annual Dues for 2007 District Dues Update Records of Community Service Copyright Information Storage and Disposal of Chapter Records Canadian Chapters and SOCAN Licensing Contest Entry Form Certification of songs sung in competition Certification of paid-up members in competition Reporting Elected Officers Chapter Bylaws and Standard Operating Procedures Added Preface Moved Revision Notice to back of manual | COTS CS Manual Review Committee Raymon Briggs, Chris Buechler, Ken Galloway, Mike Lanctot, and Dick Girvin, |
| 2008 Edition | January 2008 | Title Page 2.9.2 4.3.1 7.2.3 7.25 | Change of BHS address EasyDues Autodraft limitations Chapter Liability Insurance carrier for the Society ASCAP Rates Shows covered by ASCAP Licensing | COTS Annual Manual Review |
| 2009 Edition | November 2008 | All | Significant updates | Review by Mike Lanctot, Dick Girvin, Keith Eckhart, Chris Buechler, Charlie Davenport |
| 2010 Edition | October 2009 | 1.2 2.12 2.3.2 2.3.3-10 2.6.1 2.8.1 3.1 7.3 7.3.1 8.2 | Supplementary material distribution Renewals of Membership When Transferring to a New Chapter Senior Legacy category Renumbering of Membership Categories Procedures for Completion of Application for Membership U.S. Renewal Certificate of Insurance/Hold Harmless Information ASCAP and BMI/SESAC staff contact information SOCAN Licensing Procedures for Canadian Chapters Contest Entry Procedures | Review by Mike Lanctot and Chris Buecler |
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