

RELEASE IN
FULL

Saturday
10/15/11
4:00 PM

LJ TRANSITION MEMO

APPLES

I order apples for the Secretary's office from Keaney Produce (in Landover, Maryland). We have an account there. You can reference old receipts, but here is the information you need:

Phone number for ordering: 301-772-3333

Account number: 008056

Driver's cell phone number: (Be sure to ask for the driver's cell phone number before meeting the delivery person street-side. And bring your cell phone with you).

The payment for the apples is direct bill (Justin Cooper takes care of it). Be strategic when ordering. (Don't order a box of apples 10 days before the team goes on a huge trip – they will go bad). Keaney Produce will ask you if you want a large box or a small box; always pick the small one; there will always be more apples than you can use. Apples go in the blue bowl in her office, on the coffee table. Check them every day to be sure they are good, and refresh as needed. Be sure all stickers are removed, rinsed, and they should look "pretty," no brown spots or bruises. The "aesthetic misfits" can be put out in the 7th floor or 8th floor kitchen for the staff to enjoy.

The contact at Keaney Produce, if you ever have problems and need to speak with a supervisor, is Roy Carguiulo.

Should you decide to discontinue service with this company, be sure to notify Justin Cooper, since he gets direct-billed for the produce.

ARTICLES E-MAILS FOR PRINTING

Must always be blown up to 14-pt font (minimum). For newspaper articles, HRC does not need the original newspaper copy returned to her (although it's a good idea to keep it for a few days before tossing it).

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BUSINESS CARDS

If HRC passes out business cards for follow-up, be sure to send back into her a clean, typed synopsis of the outcome once you've completed the follow-up. Include a copy of the card to refresh her memory. All business cards should also be added to the database.

CALL GRID

There are two portions of the call grid to be maintained. One is the "call grid." The other is the "call cover page." They always go together, although they are maintained as separate documents. They are located on the low side. I Drive: Docs: LJCC: Call Grids: <choose month>

Call grids are printed for the Secretary every day (at whatever time makes most sense). Sometimes it makes sense to print in the middle of the day (especially if there have been substantial changes since the day before). Other times it makes sense to print an hour or so before she leaves at the end of the night. When the Secretary is travelling, then call grids must be e-mailed to the travelling assistants. E-mail a copy to Huma and whichever other assistants (Claire, Lona or Monica) is travelling with her. The copy that you send to the travelling team should always be either a scan or a pdf; one simple document consisting of the cover sheet and the grid put together.

The call grid is maintained on a daily basis. The date and time at the top of the grid should be changed every single day. When the Secretary is travelling in another time zone, you should also reflect that time. The time listed should always be the time that you PRINT (or SEND) the call grid. It should look like this:

CALL LIST

Friday, October 7, 2011
1:30 PM EDT

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Or this (when she is travelling):

CALL LIST

**Friday, October 7, 2011
4:00 PM EDT / 10:00 PM Rome**

(Adjust the time/date information at the top of the grid also.) The call COVER sheet sometimes exceeds one page in length. When that happens, you should never use the second page. The completed call grid package that goes to the Secretary every day should consist of a ONE-PAGE call cover sheet stapled to the call grid. Use the entire call GRID, regardless of its length. The call cover sheet's purpose is simply to provide the Secretary an easily-readable snapshot of what's on deck. The grid is set up to reflect phone numbers.

Never remove a call from the grid unless the Secretary or Huma specifically asks you to, or it becomes OBE. Be sure to notify Huma and Claire whenever a call comes off the grid. Whenever you remove a call from the grid, be sure to reflect that in the "completed calls" document which is located in the LJCC folder. This document is updated from the top down; most recent changes go on top. Also, if the Secretary asks you directly to remove a call from the grid, then be sure to inform Huma and Claire by e-mail. This document, over the years, has been mostly for my personal reference. It tells me when, where, and why she spoke with someone. It also tells me why a call was removed from the grid, and when. Additionally, it is a good reference for obscure or hard-to-find phone numbers.

Official Foreign calls should be **maroon**. (Official calls only – overseas calls that are **not official** go in **black**.)

Hill calls should be **blue**.

Everything else (personal and miscellaneous) is **black**.

Put one current copy of the call cover sheet in the folders for Bernadette, Nima, Alice, Cheryl, and Jake at least **once a week. This is because they do not ordinarily see the grid, and if they have current information pertaining to the status of a pending call, they can flag it for you to adjust accordingly.

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CALLS

If you receive an incoming call for HRC, be sure to e-mail Claire and Huma with the person's name and subject matter. For calls from Members of Congress, also include Dave Adams and Joe Macmanus on H staff.

REQUESTS FOR SIGNATURE

You will get many requests for the Secretary to autograph something. You will have to use your judgment, but there are a few hard-and-fast rules.

- 1.) **Books:** The Secretary should never autograph a book that is not one of her own (Living History, It Takes a Village, etc). She cannot autograph works by other authors. (The purpose for this is two-fold: First, it helps to make the number of autograph requests somewhat manageable. Second, it's unsafe for her to be adding her signature to any work that is not her own, for obvious reasons).
- 2.) **Headshots:** Generally, if she is asked to sign a headshot for someone she does not know or have a connection to, then we will simply autopen it. The volume of requests that she gets for signature is just so high that it must be managed very carefully. Some headshots can be autopenned only. Some need a more personal touch; in that case, we can ask the calligrapher (Jennifer Nicholson) to pre-inscribe the photo and then we add the auto-pen signature. You have to use your judgment, and don't be afraid to ask the team. Any member of the Armed Services (regardless of whether or not HRC has met them) should get a personal signature. Rob Russo can help you on judgment calls for this kind of thing.
- 3.) **Other photos/posters/memorabilia:** People ask her to sign all sorts of things. Run all of this by Huma for clearance on whether or not it's okay to have the Secretary sign. Claire, Monica, and Rob can help too.
- 4.) **Never ever** do we sign any **unauthorized biography**, under any circumstance.
- 5.) You will get lots of signature requests and they can sometimes be hard to keep track of, so I suggest you keep very careful, detailed records of who has asked for what. Makes life easier.

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6.) Nothing goes in for signature without Huma first seeing it. Be sure to clear all autograph requests with her, always.

CARDS

Every morning, Claire will e-mail you which cards need to be made for the Secretary's meetings that day. Cards are made (usually) from the BCL for the meeting. The BCL's are usually found on the high side. The S-Specials can tell you where to find the BCLs for meetings. (They are organized by subject matter, region, and date). To make cards, follow these steps:

- Change the size of the classifications on both the header and the footer so that they are 8 pt. font.
- Change the paper size to 8 x 5
- Shrink the margins down to .2 on all sides
- Go to "header" > "edit header" and scale back the margin for the header to .2 Repeat for footer.

For any cards that you are preparing for an OFF-CAMPUS meeting, always print at least 2 sets. Give one to Claire (for HRC) and give a spare to Huma/Monica/whomever is attending the meeting with S.

E-MAIL SUBSCRIPTION

The Secretary subscribes to the Progress report daily e-mail list. You should subscribe to this e-mail list. It usually comes to your in-box late-afternoon. (Sometimes after the secretary has left for the evening). It gets printed for her every day, and goes into a read file.

The Progress Report: progress@americanprogressaction.org

LIBRARY

Joan Sherer from the Library will frequently e-mail updates with overdue library books. When those updates come in, e-mail Monica and Huma to see if the books

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can be located. In rare circumstances, when the books cannot be located, then they will have to be replaced. Monica can help with that.

To request a book on the Secretary's behalf from the Library, send an email to the "Library" collective in the GAL. Be sure that they know that the request is on the Secretary's behalf, so that they will procure the book if it isn't already in stock. Also, when you pick it up, be sure that the book is checked out on the Secretary's account (under her own name), rather than your own. (This mistake is frequently made). The easiest way to keep track of what is outstanding is to have all books issued under her account.

If the Library has a copy of a book that the Secretary has requested, but it is currently issued to another Library patron, the Secretary is usually fine to wait for it to be returned. I always ask her to be sure. Sometimes the Library staff will volunteer to recall the book from a patron for her - **please be sure to discourage them from doing this.** If she needs a book in short order and it is currently checked out to another Library patron, then they have the ability to procure a second copy for her use.

LUNCH MENUS

Every day, Monica will forward the lunch menu from the kitchen. Sometimes it comes in early, with a good deal of advance notice. Sometimes we don't get it until closer to the lunch hour. Whenever it comes in, print as soon as possible. Claire will put it on the Secretary's desk.

MINI SCHEDULE

Every morning, HRC gets a "mini schedule" e-mailed to her. To create the mini schedule:

Take Lona's schedule. Open it up and strip of any headers and footers, and any extraneous information. Just times, name of event, location. To see examples of old minis, go to "LJCC" folder and then "mini schedules" folder.

In the morning, e-mail the mini schedule to HRC and cc: Huma & Lona. The subject line should read like this:

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"Mini Schedule, Friday, October 7th 2011"

At the end of the schedule, type "###" to indicate the end. Do not put a signature at the bottom of this e-mail. It should contain the mini schedule only.

MOTORPOOL

To set up a motorpool request, the process has gone all electronic, and therefore has become somewhat laborious. An account must be created at:

<http://ilms.irm.state.gov>

Once you've created an account, there is no log-in process. The system will recognize your log-in from your initial computer log-ins. (Therefore, it's not possible to share an account name/password).

Once a motorpool request has been submitted, you will receive an e-mail confirmation.

If the vehicle is to travel with the Secretary's motorcade, it is **VERY IMPORTANT** to notify Diplomatic Security. They will need for it to be pre-positioned by the cage no later than one hour before the scheduled departure time. They will also need make/model/tag #, and driver's name. Additionally, these specific instructions need to be made to motorpool when you submit the electronic request.

PLANTS

Whenever Claire is travelling or away, be sure to give all of the plants in the office some water (including those in Huma's and Alice's offices).

PUBLISHING REQUESTS

We have a "blanket no" policy on all publishing requests. The Secretary is not permitted to do them for ethical reasons. I respond to all publishing requests on a case-by-case basis. Publishing requests include:

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- Requests for a book "blurb"
- Requests for contributions to the content of a book or any item for publication.
- Requests for any comment, verbal or written, about any work or publication.

Some sample language for a publishing regret:

Dear Mr Smith,

I recently received your letter and request for Secretary Clinton to collaborate on your upcoming work, *Living Voices*. Regrettably, under the advisement of the ethics attorneys at the Department of State, she is unable to contribute to works intended for private publication, no matter how worthwhile the subject matter may be. Therefore, she will not be able to contribute to this project.

I know that Secretary Clinton would want me to extend to you, and to Westminster, her best wishes for every success in this endeavor.

Regards, xxx

VIDEOS

All scripts must be proofed and edited for style. Always double-check phonetics. Phonetics that the building sends up are not always accurate OR logical. In my experience, phonetics need to be corrected more than 50% of the time.

WALK-THRUS

Checklist:

- What is the proposed run-of-show (and does that conflict with that Lona has committed to?)
- Open press or closed press? If open press, and interactive portion like Q&A? (Always remind HRC if open press)
- For formal events – attire? Black tie?

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- Standing or seating?
- How many people expected?
- Backdrop? Flags? Teleprompter?
- Stage set-up? Toe tags?
- Water at podium
- Acknowledgment cards
- Monroe Room clutch and/or posed photos before or during event?
- How long are HRC remarks? How long are other participant remarks?
- Rope & Stanchion (I frequently suggest simply to create a visual buffer for the audience so the photographer can get photos)
- Entertainment
- Food & Beverage

VOICE MAIL

I have changed my voice mail to reflect that I am no longer with the State Department, the voice mail is being monitored infrequently, and callers should call back to 202-647-9572.

Key-in: 7-5298-#

Code: 7-5298-0-#

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