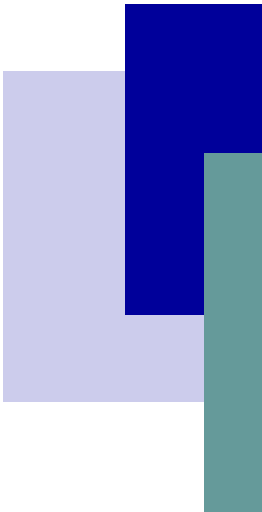




FOR THE RECORD

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Last December we printed listings, sorted in various useful ways, of the entire holdings of OCARMA's Library. Since this is a valuable resource for our members, we have decided to make the list an annual offering.

As new books are added, announcements are made in the monthly newsletter, then annually, those additions will be incorporated into a new full listing. In addition, the library page of the OCARMA website will have an always up-to-date list of all books in our library. The website, however, will not list the articles in the Proceeding Papers.

The Board is happy to accept donations to the library, however, such donations are not tax deductible. We also welcome suggestions and reviews of books you have found useful, which the Board will consider for purchase for the library.

The library is available to OCARMA members only. To check out a book, contact the Director of Education and, if not already out, it will be brought to the next chapter meeting. If the book is needed sooner, special arrangements can be made for delivery or pickup. Books may be kept **30 days**. If a book is not returned or lost, the member will be charged to replace it.

If you have any further questions, comments or suggestions, contact the Director of Education, Patricia Hart, at (949) 831-4997 or Hart4997@aol.com.

Books By Title

Title	1998 Salary Survey		
Publisher Name:	ARMA International		
Edition Number	Pages	Copyright	1998
Notes	The role of the records and information management professional, regardless of sector or industry, is increasingly important to organizational goals. Yet there has been a lack of comprehensive information on the compensation levels, educational background and experience levels or RIM professionals. The Survey was conducted to close this knowledge gap, providing important bench-marking information on the RIM profession in the United States and Canada.		
Title	Alphabetic Filing Rules		
Publisher Name:	ARMA International		
Edition Number	Pages	38	Copyright 1995
Notes	The basic premise of this guidebook is that filing is done for ease of retrieval. For this to happen, it is absolutely necessary that filing rules be standardized and documented for use of all personnel who file or retrieve documents. This is not a textbook, but a working tool.		
Title	Code of Federal Regulations 28 CFR Part 36		
Publisher Name:	US GPO		
Edition Number	Pages	176	Copyright 1994
Notes	Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities - The purpose of this part is to implement title III of the Americans with Disabilities Act of 1990 (42 U.S.C. 12181), which prohibits discrimination on the basis of disability by public accommodations and requires places of public accommodation and commercial facilities to be designed, constructed, and altered in compliance with the accessibility standards established by this part. (7-1-94 Edition is current as of Jan 2000)		
Title	CRM Workshop Handbook		
Publisher Name:	Orange County ARMA		
Edition Number	1	Pages	Copyright 2002
Notes	This loose leaf binder provides an overview of what an exam taker must know for the CRM Test. The sections are: Test Taking Techniques: Parts 1-5, Part 6; CRM Exam Part 1; CRM Exam Part 2; CRM Exam Part 3; CRM Part 4; CRM Exam Part 5; Glossary of Records Management Terms; Bibliography of Resources for CRM Candidates; Examination Outline (from ICRM Handbook)		

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Books By Title (con't)

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Title	Dealing with Difficult Behavior - Audiocassette/Workbook Program		
Publisher Name:	American Management Association		
Edition Number	Pages	150	Copyright 1986
Notes	Learn how to: Apply six surefire methods of responding to conflict; Create a positive environment and reinforce productive performance; Motivate your employees by emphasizing expectations, goals, and results; Give constructive feedback based on performance, not personality; and Deal with disruptive behavior and conflict in group situations with speed and sensitivity. Topics covered: Identifying and managing difficult behavior; Understanding the stress of difficult situations; Managing conflict; Making effective decisions; Communicating Effectively with difficult individuals; Developing the difficult employee; Dealing with difficult behavior in groups. (1 set of cassettes / 2 workbooks)		
Title	Demo Disk - LaserFiche		
Publisher Name:	LaserFiche		
Edition Number	Pages		Copyright 1999
Notes	Demonstration disk of the LaserFiche document imaging system		
Title	Demo Disk - OnBase		
Publisher Name:	Hyland Software Inc		
Edition Number	Pages		Copyright 1999
Notes	Demonstration disk for the OnBase integrated document imaging, workflow, COLD, EDM and Web management system.		
Title	Demo Disk - The Paperless Office		
Publisher Name:	Computhink		
Edition Number	Pages		Copyright 1998
Notes	Demonstration disk for the Paperless Office document/image management system.		

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Books by Title (con't)

(Continued from page 3)

Title	Demo Disk - Retention for Windows		
Publisher Name:	Zazio Enterprises		
Edition Number	Pages	Copyright	1998
Notes			
Title	Demo Disk - Xtender Solutions		
Publisher Name:	OTG Software		
Edition Number	Pages	Copyright	
Notes	Demonstration disk for the various Xtender solutions for automated data storage and document management		
Title	Effective Executive, The		
Publisher Name:	Harper & Row		
Edition Number	1	Pages	178
		Copyright	1966
Notes	Drucker identifies five practices essential to business effectiveness that can, and must, be learned: management of time; choosing what to contribute to the particular organization; knowing where and how to mobilize strength for best effect; setting up the right priorities; and knitting all of them together with effective decision making. Indexed.		
Title	Emergency Preparedness for People with Disabilities		
Publisher Name:	City of Los Angeles Depart on Disability		
Edition Number	Pages	Copyright	2001
Notes	In the event of a serious disaster, everyone should be self-sufficient within their home for period of seven days without help of emergency services. Streets may be closed and stores or other services may not be open. In addition, there may be no electricity, gas, water or telephone service. The information in this booklet will help you prepare to survive the difficult days following a major disaster. Dealing with a disaster can be especially difficult for people of all ages who have a disability. Information has been included that will be of special interest to those with visual and mobility disabilities, owners of service animals and pets, persons who are deaf or hard-of-hearing, and those with special medical needs.		

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Books By Title (con't)

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Title	GIS for Everyone		
Publisher Name:	ESRI Press		
Edition Number	1	Pages	156
		Copyright	1999
Notes	You'll learn how digital maps are "smarter" than paper maps and just how much they can tell you about the physical environment, man-made infrastructure, demographics, and political makeup of the world around you. You'll load geographic data from the companion CD and directly off the internet and in no time you'll create visually appealing, technically accurate maps that you can include in other documents, print, e-mail, or publish on the Web.		
Title	How to Set Up and Implement A Records Management System		
Publisher Name:	American Management Association		
Edition Number		Pages	303
		Copyright	1995
Notes	Records Management is a powerful, yet underused tool for making an organization leaner and more competitive. Now you can learn how to create a highly effective, cost-efficient records management system by following the practical guidelines outlined in this book. Designed especially for the novice, this groundbreaking guide is the first to describe every step of the process, including how to: Conduct a records management evaluation; Analyze the data and prepare recommendations; Inventory records and handle disposal; Set up a records center off-site; Prepare a companywide filing system; Evaluate various image reduction options. Indexed.		
Title	Indexing And Filing Rules		
Publisher Name:	Kardex Systems, Inc		
Edition Number		Pages	21
		Copyright	
Notes	Certain fundamentals of correct indexing and filing must be recognized for all systems. The general rules compiled and illustrated herein cover these fundamentals. These rules may be amplified according to individual conditions. Examples following each rule show the correct form of indexing and filing titles but do not necessarily indicate the correct form of writing such titles.		

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Books by Title (con't)

(Continued from page 5)

Title	Information Management Resource Directory 2000-2001			
Publisher Name:	PRISM International			
Edition Number	Pages	106	Copyright	2000
Notes	The members of PRISM International are pleased to provide you with the most comprehensive directory of commercial information resource providers available anywhere in the world. This directory represents all aspects of the industry, from hard copy storage to media vaulting to imaging services to industry suppliers and more.			
Title	Legal Works - 3rd Annual Technology Answer Show			
Publisher Name:	Daily Journal / Glasser Legal Works			
Edition Number	Pages		Copyright	1999
Notes	Proceedings of 1999 Los Angeles conference			
Title	Legal Works - 4th Annual Technology Answer Show			
Publisher Name:	Daily Journal / Glasser LegalWorks			
Edition Number	Pages	556	Copyright	2000
Notes	Proceedings of the 2000 Los Angeles conference			
Title	Management: A Global Perspective (Textbook)			
Publisher Name:	McGraw-Hill, Inc			
Edition Number	10	Pages	744	Copyright 1993
Notes	This book prepares men and women for the exciting, challenging, and rewarding career of managing in an international environment as we move toward the 21st century. All person who work in organizations will benefit from learning about managing. They include students in colleges and universities, aspiring managers, those who already have managerial skills and want to become more effective, and other professionals who want to improve their understanding of the organization in which they work. This book is for people in all kinds of organizations, not just business firms; it is relevant to non-business organizations as well, such as government, health care, educational institutions, and other not-for-profit enterprises.			

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Books By Title (con't)

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Title **Nimble Documentation**
Publisher Name: ASQ Quality Press
Edition Number 1 **Pages** 247 **Copyright** 1998
Notes A practical guide for streamlining, producing and managing documentation. Includes ISO 9001-compliant procedures.

Title **Numeric Filing**
Publisher Name: ARMA International
Edition Number **Pages** 12 **Copyright** 1989
Notes A guide to the selection and design of numeric filing systems. Detailed filing procedures not addressed.

Title **Proceedings of the 39th Annual ARMA International Conference**
Publisher Name: ARMA International
Edition Number 1 **Pages** 894 **Copyright** 1994
Notes Toronto Conference; Managing Information: Meeting the Challenge of Change

Title **Proceedings of the 40th Annual ARMA International Conference**
Publisher Name: ARMA International
Edition Number 1 **Pages** 567 **Copyright** 1995
Notes Nashville Conference; Your Highway to Information Management

Title **Proceedings of the 41st Annual ARMA International Conference**
Publisher Name: ARMA International
Edition Number 1 **Pages** 704 **Copyright** 1996
Notes Denver Conference; Exploring the RIM Frontier

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Books By Title (con't)

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Title	Records Management Integrated Information Systems				
Publisher Name:	John Wiley & Sons, Inc				
Edition Number	2	Pages	500	Copyright	1987
Notes	This textbook is intended to give the reader an understanding of the scope and problems of the administrative management of records. It focuses on a systems approach to managing information in any form. Paper, image, and digital records are emphasized throughout the text. Practical guidelines are presented -- from establishing a records management systems to handling paper and electronic media -- and issues relevant to records management are developed. Emphasis is placed on managing and controlling documents from the time of their creation until their disposition. The book discusses the concepts in a logical, step-by-step manner, progressing from fundamental ideas to more complex concepts.				

Title	Subject Filing				
Publisher Name:	ARMA International				
Edition Number		Pages	47	Copyright	1988
Notes	A guide to the selection and design of a subject filing system. This is not a textbook and detailed filing procedures are not included.				



Books By Topic

Topic	Title	Author Name	Publisher Name
Certified Records Managers	CRM Workshop Handbook, October 18-19, 2002		OCARMA
Contingency Planning	Emergency Preparedness for People with Disabilities		City of LA
Electronic Records/Document Management	Demo Disk - LaserFiche		LaserFiche
	Demo Disk - OnBase		Hyland Software Inc
	Demo Disk - The Paperless Office		Computhink
	Demo Disk - Xtender Solutions		OTG Software
Legal	Code of Federal Regulations 28 CFR Part 36	US Dept of Justice	US GPO
Management/Personal Development	1998 Salary Survey		ARMA International
	Dealing with Difficult Behavior - Audiocassette/Workbook Program	Jeanie Marshall	American Mgmt Assoc
	Effective Executive, The	Drucker, Peter F.	Harper & Row
	Management: A Global Perspective (Textbook)	Heinz Weirich & Harold Koontz	McGraw-Hill, Inc
Proceedings	Legal Works - 3rd Annual Technology Answer Show		Daily Journal / Glasser
	Legal Works - 4th Annual Technology Answer Show		Daily Journal / Glasser
	Proceedings of the 39th Annual ARMA International Conference		ARMA International
	Proceedings of the 40th Annual ARMA International Conference		ARMA International
	Proceedings of the 41st Annual ARMA International Conference		ARMA International
	Proceedings of the 43rd Annual ARMA International Conference		ARMA International
	Proceedings of the 45th Annual ARMA International Conference		ARMA International
	Proceedings of the 46th Annual ARMA International Conference		ARMA International
Resources	Information Management Resource Directory 2000-2001		PRISM International

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Books By Topic

Topic	Title	Author Name	Publisher Name
Retention	Demo Disk—Retention for Windows		Zazio Enterprises
RIM Basics	Alphabetic Filing Rules		ARMA International
	How to Set Up and Implement A Records Management System	Gloria Gold	American Mgmt Assoc
	Indexing And Filing Rules		Kardex Systems, Inc
	Nimble Documentation	Escoe, Adrienne	ASQ Quality Press
	Numeric Filing		ARMA International
	Progressive Indexing and Filing		Mgmt Controls Div, Remington Rand
	Subject Filing		ARMA International
RIM Intermediate/Advanced	Records Management Integrated Information Systems Retention	Wallace, Shubert, Lee	John Wiley & Sons, Inc
Technology	GIS for Everyone	Davis, David E.	ESRI Press



Index of ARMA Conference Proceeding Papers

Administrative Management

Article Name	Author	Year
A Graded Approach to ISO 9000 Implementation for Records Managers	Catherine E. Pasterczyk, CRM	1994
A Strategic Approach to Records Automation: Benefits, Alternatives and Costs	George C. Cunningham	1996

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Administrative Management

Article Name	Author	Year
Alternative Staffing: When, Why, How, Who	Gail E. Mason	1995
Basics of Developing a Records Retention Schedule	Sara Mitchell, CRM & Kay Steed, CRM	1996
Charting a Course in RM for Total Quality and Continuous Process Improvement	Beverly A. Monteiro	1994
Coping with Job Stressors of the 90's	JoAnn M. Constantini, CRM	1996
Cost Benefit Analysis	April L. Dmytrenko, FAI	1994
Cost Benefit Analysis	April L. Dmytrenko, FAI	1995
Effectively Employing Information Resources to Enable Business Process Reengineering	Edward G. Lewis	1996
Electronic Forms Strategies	Helen Flores, CRM	1995
Electronic Written Communication Skills	Pam A. Weigand, Ph.D.	1996
How to Hire a Records Management Consultant	Peter J. Oliva, CSP	1994
How to Prepare a Convincing Business Case	Patricia B. Daum, CRM	1996
If the Future Reads "Outsource"	Tom Clingenpeel & Marti Fischer, CRM	1994
Imaging Case Study in Contract Management	Monique L. Attinger	1994
Increased Productivity Through Forms Management	Hal B. Lowenstein & Hugh Maksylewich, CFC	1994
Information Management: TQM and Beyond	Raymond R. McBeth, Ph.D.	1994
Internal Audit and Records Management - A Dynamic Duo	Tony F. Wilson	1996
International Records Retention	Thomas Wilds, CRM	1996
Introduction to Budgeting	April L. Dmytrenko, FAI	1996
ISO 9000 - Maintaining Your Registration	Eugenia K. Brumm, Ph.D., CRM; Nicholas Maniaci; & Gifford R. Salisbury, CRM	1995
ISO 9000 and Records Management	Eugenia K. Brumm, Ph.D.	1994
ISO 9001 - Lessons Learned	Janet L. Nelson	1996
Managing Information Environments: A New Perspective For A New Age	Raymond R. McBeth, Ph.D.	1995
Moving a Corporate Records Center	Maureen L. Molde, CRM	1994

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Article Name	Author	Year
Moving Your Records: Using the Move Process to Improve Operation	Kathleen G. Glasgow, CRM & Cindra Morgan, CRM	1996
Outsourcing	Patrick J. Cunningham, CRM	1994
Performance-Based Training and Evaluation	Mary W. Haider & James T. Haider	1996
Process Improvement	Patrick A. Queen, CRM	1995
Process Improvement	Patrick A. Queen, CRM	1996
Productivity Improvement for Tough Times	Linda A. Farrell, CRM	1996
Quality Management . . . (or How to be a Boll Weevil Rather Than a Bulldozer)	Kathleen G. Glasgow, CRM	1994
Records Managers and ISO 9000	Eugenia K. Brumm, Ph.D., CRM	1995
Records/Forms Management: A Powerful Partnership	Sue E. Heironimus, CRM	1995
Re-Engineering	Lynn C. Kubeck	1994
Retooling Workflow - Key Process Flow-Charting and the Media Mix	Patricia D. Jensen & Richard E. Smith, CRM	1996
Retooling Workflow - Value Of A Master Plan	Patricia D. Jensen & Richard E. Smith, CRM	1995
RFP (Request For Proposal) . . . It All Starts Here!	Peter J. Oliva, CSP	1995
Risk Management	Jean-Pierre Carriere, CRM & Denis Deslongchamps, CRM	1994
Strategic Planning	Nancy M. Kunde, CRM & Dennis L. Larsen, CRM	1995
Successfully Negotiating A Win-Win Project	Donald B. Schewe, CRM; Jane C. Frankel; & Douglas M. Haire	1995
Surviving the Adventure of a Software Upgrade or Conversion	Mary Anne C. Fry	1996
Tabletop Exercise: A Tool for Improving a Vital Records Program	Molly J. Davis, CRM, CMC & Suzanne C. Edminster, CRM	1994
The Nitty-Gritty Nuts-and-Bolts of Strategic Planning	Sarah E. Swindall, CRM	1994
Updating The Records Manual	Richard E. Smith, CRM	1995
Work Simplification	David M. Rintoul, CRM	1994

Career Advancement

Article Name	Author	Year
Business Planning/Budgeting Methods	April L. Dmytrenko, FAI, CRM	1998

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Career Advancement

Article Name	Author	Year
Business Politics for RIM Success	Susan Goodman, CRM and Fred Diers, CRM, FAI	2001
Crossing Borders - Discover the Path for Developing Cross-Cultural Skills	Steve Gray	1998
Cultivating Leadership Skills: The Key to Executive Management	Eugenia Brumm, PhD, CRM	2001
Developing Your Line of Sight: Formulating Mission, Goals, and Plans that Work for You	Anna W. Nusbaum, CRM	1998
Don't Be Just a Manager - Be a Leader!	Marcel Robles, Ph D.	2000
Dynamic Office Politics Powering-Up for Program Success	H. Larry Eiring, CRM	1998
E-Learning: What It Is and What Is In It For You?	Joseph S. Barone	2001
Electronic Written Communication Skills	Pam A. Weigand, Ed.D., CRM	1998
Embracing Diversity in the Workplace	Steve Gray	2000
Essence of Mediator Skills	Shirley A. Cochran, J.D.	2000
Ethical and Legal Issues in the Design, Construction and Use of the World Wide Web	Tomas Lipinski, PhD, LLM	2001
Flourishing in the Future: The Information Professional in the 21st Century	Christine Ardern, CRM, and Jean Dryden, CRM	2000
Interest Based Negotiation: Can We Both Get What We Need?	Shirley Cochran, JD	2001
Interest-based Negotiation: Can We Both Get What We Want?	Shirley A. Cochran, J.D.	2000
JAD: The Key to Successful Problem Solving	Adam Jansen, CRM	2001
Knowledge Management: Opportunities for Records Management	J. Michael Pemberton, Ph.D., CRM	1998
Making the Perfect Project: Lessons Learned	Julie M. Luckevich	2000
Making Your Presentation Fun: Creative Presentation Techniques	Martha Keenen, RHIA	2000
Motivating People Toward Productivity and Excellence	Mark Langemo, Ph.D., CRM, FAI	2000
Nega-Trends: Pointless Predictions that Distract Us from Essential Information Management Truth	Barbara Nye, CRM	2001
Off-site Storage Contracts: Negotiating Key Terms	Cristine Martins, ESQ	2001
Partnering with Your Attorney on an Information Odyssey	Susan K Goodman, CRM and James Mittenthal, JD	2001
Preparing for the CRM Exam Workshop - Parts I-V	Donald B. Schewe, Ph.D., CRM	1998
Preparing for the CRM Examination - Part 6	Arlene Motz, Ph.D., CRM	2000

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Article Name	Author	Year
Preparing for the CRM Examination, Part 6	Gail Ann McCreary, CRM and Steven Whitaker, CRM	2001
Preparing for the CRM Examination, Parts 1-5	Donald B. Schewe, PhD, CRM, FAI	2001
Preparing for the CRM Examination-Parts 1-5	Donald Schewe, Ph.D., CRM, FAI	2000
Quantifiable Results: What Senior Management is Really Looking For	Brad Jordan	1998
Sharing Your Passion for Information Management	Richard Weinholdt	1998
Strategic Planning and Information Management - A Winning Partnership	Harold D. Coltharp, CPM	2000
Successful Training- Not Just an Afterthought	Joseph S. Barone	2000
The Art of Leadership	Jan S. Jones, DBA	2000
Time Management: One Key to Increased Productivity for Records Managers	Charles E. Nolan, CA, CRM, FAI	1998
Using Copyright to Manage Information	Wanda Noel	1998
We Had a Great Plan – What Happened?	Rick Weinholdt	2000
Write Strategically!	Adrienne S. Escoe, Ph.D.	1998

Horizon Session

Article Name	Author	Year
Strategic Information Management: Making the Leap	Eugenia Brumm, PhD, CRM	2001

Industry Specific

Article Name	Author	Year
A Case Study of the Survival of a Records Manager Who Was Sued by an Elected Official	Rose Marie Sharp, CRM	1994
Automating Historical Archives	Karen A. Shaw; Richard R. Gorell, Ph.D.; Robert L. Wright	1994
Before and After Conversion in Manufacturing	Donald J. Prosofski	1994
Critical Configurations: Managing Knowledge in the Business Transformation of Electric Utilities Facing Deregulation	Thomas R. Hubbard	1998
Developing and Implementing Procedures Manuals	Ann O. Winstead	1994

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Developments in Archival Systems	Sharon A. MacDonald & Sherry E. Schembri	1995
Document Imaging in the Legal Market . . . The Good, the Bad and the Ugly!	James M. King	1996
Dust to Digits - Bringing Seismic to the Desktop	Terry Sinton	2000
Effects of Interstate Banking on Retention Scheduling	Jane M. Connerton, CRM	1995
Electronic Document Management Meets Environmental Regulations Requirements	Stacie Burnham	1995
Establishing Archival Requirements for Indiana University's Electronic Records: A Progress Report	Philip C. Bantin	1996
Gaining Support for Records Management: Successful Strategies	Marva Bradford	1995
Get Beyond Whining and Get Going	Jerry Wong	1994
Got A Record? Get A File! Pitfalls of Implementing an Imaging System: Case Study - Wisconsin Dept of Corrections	Sandra E. Broady-Dietz	1996
Guaranteed, the Best Image Ever	Jim Craig, MIT, LIT	1998
How to Prepare a Retention Schedule for a Local Government	Linda W. Clark	1995
Implementing The Clean Air Act and Its Impact on the Transportation Industry	Peter J. Oliva, CSP	1995
In Search of Excellence: Choosing a Quality Commercial Records Center	Cyndie Cutler & Micki Dudley	1996
Indexing Geological and Geophysical Records: The State of the Art	Susan L. Cisco, Ph.D., CRM	1996
Insurance Records and Information Management	Susan B. Whitmire; Cynthia M. Sheward; Roderick C. Wallace	1994
Is Knowledge Management the Future for Government?	Robert Bailey, CRM, MIT	2000
ISO 9000:2000 Document/ Records Management - The City of Fredericton Experience	Joy R. Thomas	2001
Law Firm Records Retention and Destruction: Policy Creation and Implementation	Beth E. Chiaiese, CRM, and Lee R. Nemchek, CRM	2000
Mergers & Acquisitions: Here Today, Gone Tomorrow	Cristine S. Martins, ESQ and Elizabeth Castro, CRM, CDIA	2001
Merrill Lynch Recordsnet (SM) Digital Data Storage	Michael McCabe	2000
Personnel Records: What You Don't Know Can Hurt You	Teri J. Mark, CRM	2001

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Petroleum Company Users Talk About Their Imaging Systems	Susan L. Cisco, Ph.D., CRM; Denise R. Hampton; Doris Hughes; Judith Nixon	1994
Project Planning	Helen M. Streck	1996
Records Management in a Deregulated Utility Industry: Culture, Management and Technology	George C. Cunningham	2001
Records Management in Health Care - Challenges, Innovation and Opportunities	Brady M. Banta & Randy Jones	1996
Records Management in the New Age of Globally Competitive Corporations: A Step Change	Iris M. Fisher	1994
Records Retention - What's the Right Answer?	Larry R. Bates	1996
Retention Scheduling For Law Firms	Jean G. Barr, CRM	1995
Savings and Loan Crisis, The: A Recordkeeping Challenge	Edward F. Barrese & David S. Wendell	1994
Selection and Implementation of an EDM System	Pat Dixon, CRM	2000
Starting Over: The Law Firm of the 1990's	Nancy A. Williams & Elizabeth J. Rosen	1994
Strengthening the Program for the Next Two Hundred Years	Jean L. Matson	1995
Successful Records Program: The People Dimension	Daniel J. Ogden & Daniel L. Plung, Ph.D.	1995
Ten Steps to Becoming a Successful RIM Consultant	John T. Phillips	2000
Using a Request for Proposal to Hire a Records Management Consultant	Dennis L. Larsen, CRM	1994
Where's Your Health Information in Today's Virtual World?	Carol J. Bickford	1998
Your Organization's Intranet or Portal: Dynamic Information for for Records, Conflicts and Calendars/Dockets	Laurie L. Gingrich, CRM and Jean Barr, CRM	2001
A Model for Life Cycle Records Management	Angela Croel Tayfun, CRM & Sherrill Gibson	1996
A Records Management Compliance Audit - Are You Winning the Battle or the War?	Karen B. Biskup	1996

Information Administration

Article Name	Author	Year
A Records Management Compliance Audit: Are You Winning the Battle or the War?	Debra K. Gearhart, CRM, FAI & Karen B. Schukofski	1994

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A Records Manger's Guide to Forms Management and Electronic Forms	Sue E. Heironimus-Shager, CRM, CM	1998
Addressing the Legal Issues Associated with the Management of Electronic Records	Robert F. Williams	1996
Admissibility in Court of Imaged Documents	John C. Montaña, JD	1996
Advanced Document Conversion for Records Management Administrators	Charles R. Adams	1996
Back to the Future - Records Management Basics and Electronic Records	Sandra E. Broady-Dietz & Helen Flores, CRM	1994
Bottling a Hurricane: Identifying an Organization's Information Assets in Cyberspace	Patrick J. Cunningham, CRM	1998
Canadian Retention - Practical Realities	Fern Phillips, CRM	1994
Comparing Apples to Oranges: Methods for Evaluating and Selecting RM Software	Teri J. Mark, CRM & Jane M. Rhodes	1994
Core Business and Information Management: Mergers, Acquisitions and Divestitures	Susan B. Whitmire, CRM	1998
Designing and Maintaining a Legally Sufficient Records Retention Program	Richard F. Browne	1994
Develop Your Own Automated RIM System. Yes, You Can	Robert J. Guz	1995
Developing a Successful Records Management Program	Joseph A. Steffen	1994
Developing An Electronic Data Management and Retention Program	John H. Jessen	1995
Developing Retention Schedules for Electronic Records	Laurie A. Fischer	1998
Developing State-of-the-Art Filing Systems for Paper and Other Records	Mark Langemo, Ed.D., CRM, FAI	1998
Developing State-of-the-Art Filing Systems for Paper Records	Mark Langemo, CRM, FAI	1994
Developing State-of-the-Art Filing Systems For Paper Records	Mark Langemo, Ph.D., CRM, FAI	1995
Developing State-of-the-Art Filing Systems for Paper Records	Mark Langemo, Ph.D., CRM, FAI	1996
Digital Records Management At The Coca-Cola Company	Thomas A. Johnson & Anne M. Mancini	1995
Disaster Plan	Barbara A. Rike, CRM	1995
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Effect of Your Imaging System on Your Records Management Program	Nicole Martin	1996
Electronic Records and Risk Control - 3 Essential Perspectives	Joan E. Feldman; Paula R. Harris; & Michael J. Patrick	1995
E-mail Policy Considerations	Rae N. Cogar, JD	1998
E-mail Policy Implementation: Challenges and Strategies for Success	Barbara Benson & Paula Harris	1996
Expanding the Records Management Program - Corporate-Wide: A Case Study	Patricia D. Jensen & Richard E. Smith, CRM	1996
Expanding the Role of Records Management in Ensuring Organization-Wide Business and Service Continuity	Pat Moore	1998
Exploring the RIM Frontier with Your Attorney	Susan K. Goodman, CRM & Suzanne C. Schuelke, JD, CRM	1996
Indexing and Class Techniques to Integrate Paper and Electronics	James G. Coulson, CRM, FAI	1995
Indexing Schemes: How to Get From the "Wish List" to a Functional System	Cindra Morgan, CRM	1994
Knowledge Management: The Changing Role of the Information Management Professional	J. Michael Pemberton, Ph.D.; Christine Ardern, CRM; & Elizabeth A. Castle	1998
Legal Requirements for Records Management Programs: Advanced Issues	Donald S. Skupsky, JD, CRM	1994
Legal Requirements for Records Management Programs: Advanced Issues	Donald S. Skupsky, JD, CRM	1995
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