



BIBLIOGRAPHY

Applicants will notice this list of resources does not include web sites. Although it has information that may be helpful in preparing for the ICRM exams; the content of web sites can change without notice, and therefore are not used for the development of examination questions.

General Works – Books

ARMA International, Establishing Alphabetic, Numeric, and Subject Filing Systems (ARMA International, Lenexa, Kansas, 2007. ISBN: 1-931786-24-0). (Also available as a PDF download; ISBN 1-931786-25-9.) (Available from ARMA International bookstore.)

ARMA International Standards Records Center Operations Task Force. Records Center Operations — A Guideline. 2nd Ed. (ARMA International, Prairie Village KS. 2002. ISBN: 1-931786-04-6). (Available as a PDF download from ARMA International bookstore.)

ARMA International Standards Development Committee and Task Force. Glossary of Records and Information Management Terms, 3rd Ed. (PDF) (ISBN-13: 978-1-931786-38-6; ISBN-10: 1-931786-38-0.) (Available from ARMA International bookstore.)

Benedon, William. Records and Information Management — An Overview (CD Presentation). (Benedon and Associates. 2003. ISBN: None). (Available from ARMA International bookstore.)

Bennick, Ann. Active Filing for Business Records. (ARMA International, Prairie Village KS. 2000. ISBN: 0-933-887-85-X). (Available from ARMA International bookstore.)

Downing, Douglas A., Michael A. Covington, Melody Mauldin, Catherine Covington, and Anne Covington. Dictionary of Computer and Internet Terms, 8th ed. (Barron's, Hauppauge, NY. 2003. ISBN: 0-71641-2166-9).

Flynn, Nancy, and Randolph Kahn, Esq. E-Mail Rules: A Business Guide to Managing Policies, Security, and Legal Issues for E-Mail and Digital Communication, 1st ed. (Amacom, NY. 2003. ISBN: 0-8144-7188-9). (Available from ARMA International bookstore.)

Kallaus, Norman F., Judith Read-Smith and Mary Lea Ginn. Records Management (7th Ed.) (South-Western Educational Publishing Company, Cincinnati, OH. 2002) (ISBN: 0-538-72466-8) Instructor manual available. Includes software. (Available from ARMA International bookstore.)

Langemo, Mark. Winning Strategies for Successful Records Management Programs, (Information Requirements Clearinghouse, Denver. 2003. ISBN: 0-929316-50-9). (Available from ARMA International bookstore.)

Margolis, Philip E. Random House Webster's Computer and Internet Dictionary, 3rd ed. (Random House, New York NY. 2000. ISBN: 0-375-70351-9).

Pearce-Moses, Richard. A Glossary of Archival and Records Terminology. (Society of American Archivists, Chicago, IL, 2005. ISBN: None) (Available from ARMA International bookstore.) (Also available on-line at www.archivists.org/glossary.)

Saffady, William. Cost Analysis Concepts and Methods for Records Management Projects. (ARMA International, Prairie Village KS. 1998. ISBN 0-933887-76-0). (Available from ARMA International bookstore.)

Saffady, William. Managing Electronic Records, 4th ed. (ARMA International, Prairie Village KS. 2002. ISBN: 978-1-555706-86-9). (Available from ARMA International bookstore.)

Saffady, William. Records and Information Management Fundamentals of Professional Practice. (ARMA International, Lenexa, KS. 2004. ISBN: 1-931786-17-8). (Available from ARMA International bookstore.)

The Sedona Conference. Sedona Principles: Best Practices, Recommendations & Principles for Addressing Electronic Document Production (2005 Annotated Version) (ISBN: 0-937275-17-4.) (Available from ARMA International bookstore.)

Stephens, David O. Records Management: Making the Transition from Paper to Electronic. (ARMA International, Lenexa, KS. 2007. ISBN: 1-931786-29-1.)

Stephens, David O. and Roderick C. Wallace. Electronic Records Retention: New Strategies for Life Cycle Management. (ARMA International, Prairie Village KS. 2003. ISBN: 1-931786-08-9).

Stewart, Jeffrey R. and Nancy M. Melesco, Professional Records and Information Management, 2nd ed. (New York: Glencoe McGraw-Hill, 2002. ISBN: 0-07-822779-8). (Available from ARMA International bookstore.)

General Works – Periodicals

Graphic Arts Monthly

<http://www.gammag.com>

Reed Business Information

2000 Clearwater Drive

Oak Brook, IL 60523

Phone: 630-288-8000

E-mail: corporatecommunications@reedbusiness.com

OfficeSolutions: the Magazine for Office Professionals

(formerly, Office Systems— absorbed Managing Office Technology)

<http://www.os-od.com>

OfficeSOLUTIONS/OfficeDEALER

252 N. Main Street, Suite 200

Mt. Airy, NC 27030

Phone: 336-783-0000

Fax: 336-783-0045

The Information Management Journal [a.k.a. IMJ]

(formerly, The Records Management Quarterly)

<http://www.arma.org/publications/journal>

ARMA International

13725 W. 109th St., Suite 101

Lenexa, KS 66215

Phone: 800-422-2762 OR 913-341-3808

Fax: 913-341-3742

Records & Information Management Report: Issues in Information Technology

(formerly, The Records & Retrieval Report)

Editor: Richard J. Cox, University of Pittsburgh (rcox@mail.sis2.pitt.edu)

<http://www.mesharpe.com/mall/results1.asp?ACR=RIM>

M.E. Sharpe, Inc.

80 Business Park Drive

Armonk, NY 10504

Phone: 800-541-6563

General Works - Other Sources

Records and Information Managers are knowledgeable in the use of information technology to find resources for examination preparation.

Many organizations, including university libraries, offer access to such online bibliographic services as DIALOG™ or Infomart™. Candidates may search on periodical indexes and other journals on records and information management. For example, *The Information Management Journal* is indexed on ABI/Inform.

The publication catalogs of various professional and trade association are good sources for learning about publications in Information and Records Management. The following list may be helpful:

- ARMA International bookstore (ARMA) at www.arma.org/bookstore.
- AIIM – The Enterprise Content Management Association at www.aiim.org
- The Society of American Archivists (SAA) at www.archivists.org
- The proceedings of the ARMA International Annual Conferences. These often contain useful information.

Part 1 – Management Principles and the Records and Information Management (RIM) Program – Books

In addition to relevant sources from **General Works – Books**, the following resources are suggested:

Bateman, Thomas S. and Scott A. Snell. Management—Leading & Collaborating in a Competitive World. 7th Ed. (McGraw-Hill, New York, NY. 2007. ISBN-13: 978-0-07-292330-8.)

Fosegan, Joseph S. and Mary Lea Ginn. Business Records Control (CYRT Update): Textbook, 8th ed. (South-Western Educational Publishing Co., Cincinnati OH. 2000. ISBN: 0-538-69340-1).

Griffin, Ricky W. Management, 7th ed. (Houghton Mifflin Company, Boston MA. 2001. ISBN: 0-618234-45-4).

Hanke, John E., Arthur G. Reitsch, and Dean W. Wichern. Business Forecasting, 8th ed. (Prentice Hall, Englewood Cliffs NJ. 2001. ISBN-13: 987-013-107385-2).

Hellriegel, Don, Susan E. Jackson, and John W. Slocum, Jr. Management, A Competency-Based Approach. 9th ed. (South-Western Publishing Company, Cincinnati OH. Publishing. 2002. ISBN: 0-324-05562-5).

Hellriegel, Don, John Slocum, and Richard Woodman. Organizational Behavior. 9th Edition. (South-Western Publishing Co., Cincinnati, OH. 2001. ISBN: 0-324-00981-X)

Ivancevich, John M. Human Resource Management, 10th ed. (McGraw-Hill Higher Education, New York NY. 2007. ISBN-13: 978-007-313-7117).

Jones, Gareth R. and Jennifer M. George. Essentials of Contemporary Management, 2nd Edition. (McGraw-Hill, Irwin Publishing Company. New York, NY. 2007. ISBN-10: 0-07-322357-3)

Mathis, Robert L. and John H. Jackson. Human Resource Management. 11th ed. (Thomson/Southwest Publishing Company. Mason, OH. 2006. ISBN: 0-324-2895-88).

Odgers, Pattie and B. Lewis Keeling. Administrative Office Management: Textbook, 13th ed. (South-Western Educational Publishing Co., Cincinnati OH. 2005. ISBN-13: 978-0324-238181).

Page, Stephen Butler. Achieving 100% Compliance of Policies & Procedures. (Bookmasters, Inc., Mansfield OH. 2000. ISBN: 1-929065-49-3).

Peters, Glen. Benchmarking Customer Service. (FT Pitman Publishing, London UK. 1995. ISBN: 0-273-61069-4).

Quible, Zane K. Administrative Office Management: An Introduction, 8th ed. (Prentice Hall, Englewood Cliffs NJ. 2005. ISBN-13: 978-013-12-45105).

Robbins, Stephen P. and David A. DeCenzo. Fundamentals of Management, 6th ed. (Prentice Hall, Englewood Cliffs NJ. 2008. ISBN-13: 078-0136-007104).

Skupsky, Donald S., Legal Requirements for Information Technology Systems. (Information Requirements Clearinghouse, Englewood CO. 1997. ISBN: 0-929316-04-5). (Available from ARMA International bookstore).

Part 1 – Management Principles and the Records and Information Management (RIM) Program – Periodicals

In addition to relevant sources from **General Works – Periodicals**, the following sources are suggested:

Government Executive Magazine
<http://www.govexec.com>
Government Executive
1501 M St. N.W. Suite 300
Washington, D.C. 20005
Phone: 202-739-8500
Fax: 202-739-8511

Part 2 – Records Creation and Use

In addition to relevant sources from **General Works – Books**, the following sources are suggested:

Barnett, Robert. Forms For People: Designing Forms That People Can Use, (Robert Barnett and Associates Pty. Ltd., Belconnen Australia 2005. ISBN:0-95863842X).

Flynn, Nancy. Instant Messaging Rules. (AMACOM, a division of American Management Association, New York, 2004. ISBN: 0-8144-7253-2) (Available from ARMA International bookstore.)

Nakano, Russell. Web Content Management: A collaborative approach. (Addison-Wesley, Boston, 2002. ISBN: 0201657821) (Available from ARMA International bookstore.)

National Archives and Records Administration (NARA). Managing Audiovisual Records: An Instructional Guide, **Web ed.** (U.S. National Archives and Records Administration, Washington DC. 1999. ISBN: None).

NARA. Managing Audiovisual Records: An Instructional Guide, 2nd ed. (U.S. National Archives and Records Administration, Washington DC. 1996. ISBN: None).

NARA. Managing Micrographic Records. (U.S. National Archives and Records Administration, Washington DC. July 1995. ISBN: None).

Part 2 – Records Creation and Use – Periodicals

In addition to relevant sources from **General Works – Periodicals**, the following sources are suggested:

Print Solutions Magazine (formerly, FORM Magazine)

<http://www.formmag.com/>

See address below.

Document Management Industries Association

<http://www.dmia.org>

433 E. Monroe Ave.

Alexandria, VA 22301

Phone: 703-836-6225

Fax: 703-549-4966

Part 3 – Records Systems, Storage, and Retrieval – Books

In addition to the relevant sources from **General Works – Books**, the following are suggested:

Brumm, Eugenia K. Managing Records for ISO 9000 Compliance. (ASQ Quality Press, Milwaukee WI. 1995. ISBN: 0-87389-312-3). (Available from ARMA International bookstore.)

Cisco, Susan L. and Tom Dale. Indexing Business Records: The Value Proposition. (AIIM International, Silver Spring MD. 1998. ISBN: 0-89258-374-6).

ECM ToolKit, (AIIM International, ECM Association) Available at www.AIIM.org.

Jenkins, Tom. Enterprise Content Management. (Open Text Corporation, Waterloo, Ontario, Canada. 2004. ISBN: 0-9730662-5-3).

National Information Standards Organization Staff and William K. Wilson. Environmental Guidelines for the Storage of Paper Records. (NISO Press, Ann Arbor MI. 1996. ISBN: 1-880124-21-1). (Available free in PDF format: <http://www.techstreet.com/nisogate.html>).

Palmer, Roger C. The Bar Code Book, 4th ed. (Helmets Publishing, Peterborough NH. 2001. ISBN: 0-911261-13-3). (Available from ARMA International bookstore.)

Records Center Operations, 2nd ed. (ANSI/ARMA TR01-2002, ISBN; 1-931786-07-01), (Available from ARMA International bookstore.)

Shepherd, Elizabeth, & Geoffrey Yeo. Managing Records: A Handbook of Principles and Practice. (Facet Publishing, London. 2002. ISBN: 1856043703).

Yakel, Elizabeth. Starting an Archives. (Society of American Archivists and Scarecrow Press. Lanham, Maryland. 1994. ISBN 0-8108-2864-2).

Part 3 – Records Systems, Storage, and Retrieval – Periodicals

In addition to the relevant sources from **General Works – Periodicals**, the following are suggested:

Information Technology, Learning, and Performance Journal
(formerly, Office Systems Research Journal)

<http://www.osra.org/>

Donna Everett, Department of Information Systems

Morehead State University

UPO 2478

Morehead, KY 40351-1689

Phone: 606-783-2718

Fax: 606-783-5025

Part 4 – Records Appraisal, Retention, Protection, and Disposition – Books

In addition to the relevant sources from **General Works – Books**, the following are suggested:

Anson-Cartwright, Ronald F., Robert T. Hollingshead and J. Timothy Kennish. Records Retention: Law and Practice. (Carswell Thomson Professional Publishing, Ontario, Canada. 1990-. 1 vol. loose-leaf: 2 supplements/yr. - Latest 2000. ISBN: 0-88820-332-2). (Available from ARMA International bookstore.)

ARMA International. Vital Records Programs: Identifying, Managing and Recovering Business-Critical Records. (ARMA International, Lenexa KS. 2003. ISBN: 1-931786-11-9). (Available from ARMA International bookstore.)

ARMA International Standards Task Force. Retention Management for Records and Information. (ANSI/ARMA 8-2005. ISBN: 1-931786-2-26-7 [Printed version]; 1-931786-27-1 [PDF version].) (Available from ARMA International bookstore.)

Daniels, Maygene F. and Timothy Walch, eds. A Modern Archives Reader: Basic Readings on Archival Theory and Practice. (U.S. National Archives and Records Service, Washington DC. 1984. ISBN: 0-911333-11-8 - [hardcover]; ISBN: 0-911333-12-6 - [softcover]).

Dearstyne, Bruce W. Effective Approaches for Managing Electronic Records and Archives. (Scarecrow Press, Inc. Lanham MD. 2002. ISBN: 0-8108-4200-9). (Available from ARMA International bookstore.)

Farr, Gail E. and Ann Pederson. Archives and Manuscripts: Public Programs. (The Society of American Archivists. Chicago IL. 1982. ISBN: 0-931828-31-7).

Ham, F. Gerald. Selecting and Appraising Archives and Manuscripts. (The Society of American Archivists, Chicago IL. 1992. ISBN: 0-931828-84-8).

Forde, Helen. Preserving Archives. (Facet Publishing, London UK. 2007. ISBN: 13: 987-1-85604-577-3)

Hunter, Gregory S. Developing And Maintaining Practical Archives, A How-To-Do-It Manual. 2nd ed. (Neal-Schuman Publishers, Inc, New York NY. 2003. ISBN: 1-55570-467-0).

Jones, Virginia A. and Kris E. Keyes. Emergency Management for Records and Information Programs. 2nd ed. (ARMA International, Prairie Village KS. 2001. ISBN: 0-933887-98-1). (Available from ARMA International bookstore.)

Mitchell, Thornton W., ed. Norton on Archives: The Writings of Margaret Cross Norton on Archival and Records Management. (The Society of American Archivists, SAA Archival Classics Series, Chicago IL. 1975. Reprint 2003. ISBN: 0-031828-17-1).

Myers, Kenneth N. Manager's Guide to Contingency Planning for Disasters. (John Wiley & Sons, Inc., New York, NY. 1999. ISBN: 0-471-35838-X). (Available from ARMA International bookstore.)

NFPA 232: Standard for the Protection of Records. (The National Fire Protection Association, Quincy MA. 2000. ISBN: None).

Roe, Kathleen D. Arranging and Describing Archives and Manuscripts. (Society of American Archivists, Chicago IL. 2005. ISBN: 0-931666-13-X). (Available from ARMA International bookstore.)

Wellheiser, Johanna and Jude Scott. An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries, and Records Centers, 2nd ed. (Scarecrow Press Inc. Lanham MD. 2002. ISBN: 0-810841-76-2). (Available from ARMA International bookstore.)

Part 4 – Records Appraisal, Retention, Protection, and Disposition – Periodicals

In addition to relevant sources from **General Works – Periodicals**, the following sources are suggested:

American Archivist

<http://www.archivists.org/periodicals/index.html>

The Society of American Archivists (SAA)

527 S. Wells St., 5th Floor

Chicago, IL 60607

Phone: 312-922-0140

Fax: 312-347-1452

Prologue: Quarterly of the National Archives and Records Administration

<http://www.archives.gov/publications/prologue/index.html>

U.S. National Archives & Records Administration

700 Pennsylvania Avenue, NW

Washington, D.C. 20408

Phone: 1-866-272-6272

Part 5 –Technology Equipment and Supplies– Books

In addition to relevant sources from General Works – Books, the following sources are recommended:

AIIM. Analysis, Selection, and Implementation of Electronic Document Management Systems (EDMS). AIIM ARP1-2007. (AIIM. 2007.)

AIIM and ARMA International. Revised Framework for Integration of Electronic Document Management Systems and Electronic Records Management Systems. (AIIM International. ANSI/AIIM/ARMA TR48-2004. ISBN: 0-89258-405-X) (Available from ARMA International bookstore.)

Applied Document Imaging Technology CDIA+ Certification Manual. (@doc Publishing, Danville CA. 2003. ISBN: None)

Note: Available at www.atdoc.com.

Bengt, Karlof and Svante Ostblom. Benchmarking: A Signpost to Excellence in Quality and Productivity. (John Wiley & Sons, New York, NY. 1999. ISBN: 978-0-471-95891-8).

Boiko, Bob. Content Management Bible, 2nd ed. (Wiley Publishing. Indianapolis, IN. 2005. ISBN: 0-7645-7371-3)

Dollar, Charles M. Authentic Electronic Records: Strategies for Long-Term Access. (Cohassett Associates, Inc., Chicago IL. 1999. ISBN: None.)

Ferdinandi, Patricia L. Data Warehousing Advice for Managers. (American Management Association, New York, NY. 1999. ISBN: 0-8144-0409-X)

Glazer, David, Tom Jenkins, and Hartmut Schaper. Enterprise Content Management Technology – What You Need to Know. (Open Text Corporation. Ontario, Canada. 2004. ISBN: 0-9730662-5-3)

Haag, Stephen, Maeve Cummings, and Donald McCubbrey. Management Information Systems for the Information Age, 5th ed. (McGraw-Hill, New York, NY. 2005. ISBN: 0-07-293586-3).

Hunter, Gregory S. Preserving Digital Information. A How-To-Do-It Manual. (Neal-Schuman Publishers, Inc., New York, NY. 2000. ISBN 1-55570-353-4)

International Standards Organization. International Standard 15489-1: Information and documentation - Records management - Part 1: General. (International Standards Organization, Geneva, Switzerland. 2001. ISBN: Not available)

Laudon, Kenneth and Jane Laudon. Management Information Systems – Managing the Digital Firm, 8th ed. (Pearson Education Inc. Upper Saddle River, NJ. 2004. ISBN: 0-13-101498-6)

Lundquist, Eric G. Salvage of Water Damaged Books, Documents, Micrographic and Magnetic Media. (Document Reprocessors, San Francisco CA. 1986. ISBN: 0-9616850-0-X).

Mims, Julian L., Ed. Electronic Records Management. (International City/County Management Association. Washington DC. 2006. ISBN: 0-87326-147-X)

National Archives and Records Administration (NARA). Federal Enterprise Architecture Records Management Profile. (U.S. National Archives and Records Administration, Washington, DC. 2005. ISBN: None.)

NARA. Image Transfer Guidance. (U.S. National Archives and Records Administration, Washington, DC. undated. ISBN: None.)

Newton, Harry. Newton's Telecom Dictionary, 19th ed. (CMP Books, San Francisco, CA. 2003. ISBN: 1578200539).

Saffady, William. Digital Document Management. (ARMA International, Lenexa, KS, 2007. ISBN-13: 978-1-931786-35-5; ISBN-10: 1-931786-35-6.) (Available from ARMA International bookstore.)

Saffady, William. Micrographics: Technology for the Twenty-first Century. (ARMA International, Prairie Village KS. 2000. ISBN: 0-933887-93-0). (Available from ARMA International bookstore.)

Sampson, Karen L. Value-Added Records Management: Protecting Corporate Assets and Reducing Business Risks. (Quorum Books. Greenwood Publishing Group, Portsmouth, NH. 2002. ISBN: 978-1-56720-547-3).

Senn, James. Information Technology - principles, Practices, Opportunities, 3rd ed. (Pearson Education Inc. Upper Saddle River, NJ. 2004. ISBN: 0-13-143626-0)

Sutton, Michael J. D. Document Management for the Enterprise, Principles, Techniques, and Applications. (John Wiley & Sons, Inc. 1996. ISBN 0-471-14719-2). (Available from the ARMA International bookstore.)

Taylor, Arlene. The Organization of Information. 2nd ed. (Libraries Unlimited, Westport CT. 2004. ISBN: 1-56308-969-6.

Tough, Alistair and Michael Moss, Ed. Record Keeping in a Hybrid Environment. (Chandos Publishing. Oxford UK. 2006. ISBN: 978-1-84334-142-0)

White, Ron. How Computers Work., 8th ed. (Que Publishing. Indianapolis, IN. 2006. ISBN: 0-7897-3424-9)

Part 5 – Technology Equipment and Supplies – Periodicals

In addition to relevant sources from General Works – Periodicals, the following sources are suggested:

Disaster Recovery Journal

<http://www.drj.com>

Richard Arnold, Publisher & Editor-in-Chief

11131 E. South Towne Sq.

St. Louis, MO 63123

Phone: 314-894-0276

Fax: 314-894-7474

E-mail: drj@drj.com

e-doc (formerly, INFORM)

<http://www.aiim.org/edoc/>

AIIM International Headquarters

1100 Wayne Avenue, Suite 1100

Silver Spring, MD 20910

Phone: 800-477-2446 OR 301-587-8202

Fax: 301-587-2711

E-mail: aiim@aiim.org

InfoPro

<http://www.arma.org/publications/infopro/online.cfm>

ARMA International

13725 W. 109th St., Suite 101

Lenexa, KS 66215

Phone: 800-422-2762 OR 913-341-3808

Fax: 913-341-3742

Information Week

<http://www.informationweek.com>

InformationWeek

Customer Service

P.O. Box 1093

Skokie, IL 60076-9656

Phone: 888-664-3332 OR 402-292-5860 (outside the US)

Fax: 402-293-0741

E-mail: informationweek@bellevue.com

Office Products Industry Report

<http://www.nopanet.org> or <http://www.nopanet.org/reports/nopareports/backissues.asp>

National Office Products Alliance (affiliated with: Business Products Industry Association)

301 North Fairfax Street

Alexandria, VA 22314

Phone: 703-549-9040

Fax: 703-683-7552

eWeek (formerly, PC Week)

<http://www.eweek.com>

Ziff-Davis Publishing Co.

<http://www.ziffdavis.com>

Ziff Davis Media Inc.

28 East 28th Street

New York, New York 10016-7930

Phone: 212-503-3500

Part 6 – Case Studies

Blake, Gary and Robert W. Bly. The Elements of Business Writing. Reprint ed. (Collier Books, Macmillan Publishing Co., New York NY or Maxwell Macmillan Canada, Don Mills Ontario. 1992. ISBN: 0-02-008095-6).

Brusaw, Charles T., Gerald J. Alred, and Walter E. Oliu. Handbook of Technical Writing. (St Martin's Press, New York NY. 1997. ISBN: 0-312-16690-7).

Kaye, Sanford. Writing Under Pressure: The Quick Writing Process. (Oxford University Press, New York, NY. 1988. ISBN: 0-19-505223-4). (Reprint ed. 1990. ISBN: 0-19-506661-8).

Stuckey, Marty. The Basics of Business Writing. (AMACOM Books, American Management Association. 1992. ISBN: 0-8144-7792-5).

Classics – Books (Out-of-Print)

These books are classics in the Records and Information Management field. They explain and illustrate the basic principles of Records and Information Management. Those principles remain the same in whatever line of business they are used and for whatever technology applications they may be used.

ARMA International Standards Filing Systems Task Force. Alphabetic Filing Rules (Second Edition). (ARMA International, Prairie Village KS. 1995. ISBN: 0-933887-58-2).

ARMA International Standards Filing Systems Task Force. Filing Procedures – A Guideline. (ARMA International, Prairie Village KS. 1989. ISBN: 0-933887-33-7).

ARMA International Standards Filing Systems Task Force. Numeric Filing – A Guideline. (ARMA International, Prairie Village KS. 1989. ISBN: 0-933887-32-9).

ARMA International Standards Filing Systems Task Force. Subject Filing – A Guideline. (ARMA International, Prairie Village KS. 1988. ISBN: 0-933887-29-9).

ARMA International Standards Subcommittee Automation Task Force. Converting from a Manual System to An Automated System: A Guideline. (ARMA International, Prairie Village KS. 1992. ISBN: 0-933887-44-2).

Aschner, Katherine. Managing Your Office Records and Files. (International Self-Counsel Press Ltd., Vancouver British Columbia. 1994. ISBN: 0-88908-588-9).

Avedon, Don. Introduction to Electronic Imaging, 3rd ed. (AIIM International, Silver Spring MD. 1996. ISBN: 0-89258-279-0).

Bellardo, Lewis and Lynn L. Bellardo. A Glossary for Archivists, Manuscript Curators, and Records Managers. (The Society of American Archivists. Chicago IL. 1992. ISBN: 0-931828-81-3).

Benedon, William. Records Management. (Prentice Hall, Englewood Cliffs NJ. 1969).

Benedon, William. Records Management System. (William Benedon and Keiso Shobo, translation of Records Management by William Benedon (translation into Japanese by Munchisa Sakuyama, published in Japan, 1988).

Bennick, Ann. Filing and Records Management Fundamentals for the Small Business. (ARMA International, Prairie Village KS. 1987. ISBN: 0-933887-44-2).

Blyth, W. John and Mary M. Blyth. Telecommunications: Concepts, Development, and Management, 2nd ed. (Glencoe/McGraw Hill, Hightstown, NJ. 1990. ISBN: 0-02-680841-2).

Couture, Carol and Jean-Yves Rousseau. The Life of a Document – A Global Approach to Archives and Records Management. (Vehicule Press, P.O. Box 125 Place du Parc Station, Montreal Canada H2W 2M9. 1987. An updated and translated version of Les Archives au XX^e siecle, University of Montreal. 1982).

Cunha, George Martin and Dorothy Grant Cunha. Conservation of Library Materials, 2nd Ed., 2 vols. (The Scarecrow Press, Inc., Metuchen NJ. 1971. ISBN: 0-81080427-1).

Diamond, Susan Z. Records Management: A Practical Approach, 3rd Edition (AMACOM Books, American Management Association, New York NY. 1995. ISBN 0-8144-0295-X).

Duckett, Kenneth W. Modern Manuscripts: A Practical Manual for Their Management, Care and Use. (American Association for State and Local History, Nashville TN. 1975. ISBN: 0-910050-16-3).

Emergency Preparedness Canada. Guide to the Preservation of Essential Records. (EPC, Ottawa. 1987).

Eulenberg, Julia Niebuhr. Handbook for the Recovery of Water Damaged Business Records. (1986. ISBN: 0-933887-17-5).

Financial Executives Institute. Records Retention and Destruction in Canada: A Guidebook. (Financial Executives Institute Canada, Suite 1701, 141 Adelaide Street West, Toronto Ontario, M5H 3L5. 1988).

General Services Administration (GSA). Forms Management (Information Resources Management Handbook). (U.S. General Services Administration, Washington DC. May 1985. ISBN: None). [For sale by the Supt. Of Docs., U.S.G.P.O.]

GSA. Correspondence Management (Information Resources Management Handbook). (U.S. General Services Administration, Washington DC. May 1989. ISBN: None).

GSA. Applying Technology to Records Systems: A Media Guideline. (DIANE Publishing, Collingdale PA. 1994. ISBN: 0-7881-0585-X).

Gill, Suzanne L. File Management and Information Retrieval Systems: A Manual for Managers and Technicians, 3rd ed. (Libraries Unlimited, Littleton CO. 1993. ISBN: 0-87287-229-7).

Gracy, David B., II. Archives and Manuscripts: Arrangement and Description. (The Society of American Archivists, Chicago IL. 1977. ISBN: 0-931828-07-4).

Kish, Joseph L., Jr. Records Retention Step-By-Step. (System Press, Bronx NY. 1972).

Linton, J. Eddis. Organising the Office Memory: The Theory and Practice of Records Management. (Centre for Information Studies Publications, University of Technology, Sydney, Australia. 1990. ISBN: 0-949119-06-5).

Lundquist, Eric G. Salvage of Water Damaged Books, Documents, Micrographic and Magnetic Media. (Document Reprocessors, San Francisco CA. 1986. ISBN: 0-9616850-0-X).

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