



ARMA CHICAGO CHAPTER LIBRARY HOLDINGS AUGUST 2016

Title	Author	Date	CRM
17 Essential Qualities of a Team Player, The	Maxwell, John C.	2002	General
Active Filing for Business Records	Bennick, Ann; ARMA International, 2000.	2000	Classics/Out of Print
Alphabetic Filing Rules	ARMA International, 1995	1995	
AMA Guide to Management Development, The	Tobin, Daniel R. and Pettingell, Margaret S.	2008	
Applied Document Imaging Technology: volume 1, version 7.x	@doc	2004	PART 5
Arranging and Describing Archives and Manuscripts	Roe, Kathleen D.	2005	PART 4
Automated Office, The	Saffady, William	1981	
Best Practices for Managing Electronic Messages	ARMA International, TR 24-2013	2013	NEW!
Color Coding of Filing Systems, The	Datafile Limited	1976	
Complete Guide to Mergers and Acquisitions, The	Galpin, Timothy J. and Herndon, Mark	2000	
Controlled Language in Records and Information Management	ARMA International	2008	NEW!
Conversations on Customer Service & Sales	Tracy, Brian; Hutson, Don; Cathcart, Jim	2005	
Cost Analysis Concepts and Methods for Records Management Projects.	Saffady, William. ARMA International, 1998.	1998	General
Cost Finding for Records Management Activities, volume II	Griffiths, Dr. Jose-Marie, Donald W. King.	1996	
Cost Indicators for Selected Records Management Activities: A Guide to Unit Costing for the Records Manager - volume I	Griffiths, Dr. Jose-Marie, Donald W. King.	1993	
Data Warehousing Advice for Managers (1999)	Ferdinandi; American Management Association	1999	PART 5

Digital Document Management	Saffady, William	2007	PART 5
Disaster Recovery Handbook, The	Wallace, Michael, et.al	2010	
Electronic Document Imaging: A State of the Art Report.	Saffady, William. ARMA International, 1996.	1996	Classics/Out of Print
Electronic Records Retention: New Strategies for Data Life Cycle Management	Stephens, David O., 2003.	2003	General
Email Rules: A Business Guide to Managing Policies, Security and Legal Issues for Email & Digital Communications	Flynn, Nancy; Kahn, Randolph	2003	
Emergency Management for Records and Information Management (2nd Ed.)	Jones, Virginia and Barber, Darlene	2011	PART 4
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Establishing Alphabetic, Numeric, Subject Filing Systems	ARMA International, 2005.	2005	Classics/Out of Print
Everything is Miscellaneous	Weinberger, David	2008	
Filing Dynamics: Developments in Color Coding for Filing Systems	Barber, Donald T. and Langemo, Dr. Mark	1987	
Filing Systems and Records Management	Stewart, Jeffrey; Scharle, Judith; Hickey, Judith; Kahn, Gilbert	1981	
Flawless Consulting: A Guide to Getting Your Expertise Used. 2nd edition.	Block, Peter. Jossey-Bass Pfeiffer, 2000	2000	
Fundamentals of Management: Essential Concepts and Applications (8th ed.)	Robbins, Stephen, Decenzo, David & Cloutier, Mary	2013	NEW!
Glossary of Records and Information Management Terms (2nd ed.)	ARMA International	2000	
Guideline for Managing E-mail.	ARMA International (2000)	2000	
Guidelines for Preparing and Implementing a Micrographics System	Harper College Seminar - NMA Chicago Chapter	1980	
Guidelines for Evaluating Offsite Records Storage Facilities	ARMA International	2007	NEW!
Handbook of Record Storage and Space Management	Waegemann, C. Peter	1983	
How to Develop a Retention Schedule	Montana, John	2010	

How to Write Policies, Procedures & Task Outlines: Sending Clear Signals in Written Directions	Peabody, Larry	2006	
Information and Image Management / A Records Systems Approach. 3rd ed.	Ricks, Betty R., Ann J. Swafford, Kay F. Gow. South-Western Publishing Co.,	1992	Classics/Out of Print
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Information Manager's Toolkit, The	Gannon, Alice. ARMA International, 1996	1996	
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Information Resources Management: Records Systems Approach; 2nd edition	Ricks, Betty R., CRM, Gow, Fay	1988	
Instant-Answer Guide to Business Writing: An A-Z Source for Today's Business Writer	Dumaine, Deborah/Better Communications® Team	2003	
ISO 9000 and the Service Sector: A Critical Interpretation of the 1994 Revisions	Lamprecht, James L.	1994	
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Management-Minded Supervision (2nd ed)	Boyd, Bradford B.	1976	
Managers Guide to Contingency for Disasters: Protecting Vital Facilities and Critical Operations, 2nd edition.	Myers, Kenneth N.; John Wiley & Sons, 1999.	1999	

Managing by Measuring: How to Improve Your Organization's Performance through Effective Benchmarking	Czarkecki; American Management Association, 1999	1999	
Managing Cartographic and Architectural Records (NARA Instructional Guide Series)	National Archives & Records Administration	1989	
Managing Electronic Records (NARA Instructional Guide Series)	National Archives & Records Administration	1990	Classics/Out of Print
Managing Electronic Records, 4th Edition	Saffady, William	2009	PART 5
Managing Electronic Records: Methods, Best Practices, and Technologies	Smallwood, Robert F. and Blair, Barclay T.	2013	NEW!
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Motivation in Work Organizations	Lawler III, Edward E.	1973	
New Knowledge Management: Complexity, Learning and Sustainable Innovation, The	McElroy, Mark	2002	
Professional Secretary's Survival Guide, The	Leland, Douglas (editor)	1992	
Project Management Best Practices: Achieving Global Excellence	Kerzner, Harold	2010	NEW!
Project Management for Non-Project Managers	Ferraro, Jack	2012	NEW!
Project Planning, Scheduling and Control (5th ed)	Lewis, James P.	2010	
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Recordkeeping Requirements (2nd Ed.)	Skupsky, Donald S., JD, CRM, compiler. Information Requirements Clearinghouse, 1989.	1989	

Records and Information Management (RIM) - An Overview	Benedon, CRM, FAI. Bendon & Associates, Encino, CA	CD	General
Records and Information Management	Patricia C. Franks	2013	NEW!
Records and Information Management: Fundamentals of Professional Practice, 2nd ed.	Saffady, William Ph.D.		NEW!
Records Center Operations - A Guideline	ARMA International, 1985	1985	PART 3
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Robert's Rules of Order Newly Revised (11th ed)	Robert, etal	2011	
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Safeguarding Critical E-Documents: Implementing a Program for Securing Confidential Information Assets	Smallwood, Robert F. and Blair, Barclay T.	2012	
Salvage of Water Damaged Books, Documents, Micrographic and Magnetic Media	Lundquist, Eric G.	1986	PART 5
Sarbanes-Oxley Act: Implications for Records Management, The	Montana, John C.	2003	
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Supervisory Management: Seven Rules for Disciplining Problem Employees	AMACOM	1983	
Total Contingency Planning for Disasters: Managing Risk...Minimizing Loss...Ensuring Business Continuity.	Myers, Kenneth N.; John Wiley & Sons, 1993.	1993	
Value-Added Records Management: Protecting Corporate Assets, Reducing Business Risks, 2nd edition	Sampson, Karen L.	2002	PART 5
Vital Records Programs: Identifying, Managing and Recovering Business-Critical Records	ARMA International	2010	PART 4
Why Records Management?	Prism, International	2004	
Winning Strategies for Successful Records Management Programs	Langamo, Mark	2002	General
Working Collaboratively in an Electronic World	ARMA International	2007	<i>NEW!</i>
Working Knowledge: How Organizations Manage What They Know.	Davenport, Thomas H., Lawrence Prusak. Harvard Business School Press, 1998	1998	
Write to the Top: Writing for Corporate Success	Dumaine, Deborah	2004	