INSTG021: The Record-keeping Professional (formerly called 'Management Skills')

View Online

This Reading List is arranged under broad topics which follow the timetable.

Abbott, Christine (1994) Performance measurement in library and information services. London: Aslib.

Allan, Barbara (2004) Project management: tools and techniques for today's ILS professional. London: Facet.

Alphabetical summary of terms (no date). Jargonbuster. Available at: http://www.jargonbusters.org.uk/alphabetical-summary-of-terms/.

Andreasen, Alan R., Kotler, Philip, and Kotler, Philip (1995) Strategic marketing for nonprofit organizations. 5th ed. Upper Saddle River, N.J.: Prentice Hall.

ARA Volunteering Awards - case studies (no date). Available at: https://www.archives.org.uk/ara-archive-volunteering-award.

Archive Pace Setters - project case studies (no date). Available at: https://www.archives.org.uk/what-we-do/campaigns/archive-pace-setter-scheme/aps-pace-setters.html.

'Archive Service Accreditation Guidance' (2013). The National Archives. Available at: http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-guidance-june-2013-v2_.pdf.

'Archive Service Accreditation Standard' (2013). The National Archives. Available at: http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-standard-june-2013.pdf.

Armstrong, C. J. and Bebbington, Laurence W. (2004) Staying legal: a guide to issues and practice affecting the library, information and publishing sectors. 2nd ed. London: Facet.

Armstrong, M. and Taylor, S. (2020) Armstrong's handbook of human resource management practice [electronic resource]. Fifteen edition. London, England: Kogan Page. Available at: https://ebookcentral.proquest.com/lib/ucl/detail.action?docID=5995878.

Assen, Marcel van et al. (2009) Key management models: what they are and when to use them. 2nd ed. Harlow: Financial Times Prentice Hall.

Association of Records Managers and Administrators (1991) Job descriptions. 3rd ed. Prairie Village, KS: ARMA International.

Awareness Kit: Canadian Council of Archives (no date). Available at: http://www.cdncouncilarchives.ca/advocacy_kit.html.

Beardwell, Ian, Holden, Len, and Claydon, Tim (2004) Human resource management: a contemporary approach. 4th ed. Harlow: FT Prentice Hall.

Bennett, Roger (1995) Corporate strategy and business planning. London: Pitman.

Black, Kirsten (1996) Project management for library and information service professionals. London: Aslib.

Blanchard, Kenneth H. and Johnson, Spencer (1994) The one minute manager. London: Fontana/Collins.

Bluck, Robert (1996) Team management. London: Library Association Pub.

Boddy, David (2011) Management: an introduction. 5th ed. Harlow: Financial Times Prentice Hall.

Boddy, David (2012) Essentials of management: a concise introduction. Harlow: Pearson. Available at: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9780273739326.

Booth, Andrew and Brice, Anne (2004) Evidence-based practice for information professionals: a handbook. London: Facet. Available at: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9781856047852.

Bradsher, J.G. (1989) Managing archives and archival institutions. Chicago: University of Chicago Press.

Bright, Jim and Earl, Joanne (2008) Brilliant CV: what employers want to see and how to say it. 3rd ed. Harlow: Prentice Hall Business.

Brophy, P. and Coulling, K. (1996) Quality management for information and library managers. Aldershot, Hampshire: Aslib/Gower.

Brophy, Peter and Coulling, Kate (1996) Quality management for information and library managers. Aldershot, Hampshire: Aslib/Gower.

Bryson, Jo (1997) Managing information services: an integrated approach. Aldershot: Gower.

Bryson, Jo (2011) Managing information services: a sustainable approach. 3rd ed. Farnham: Ashgate.

Butcher, H. (1998) Meeting managers' information needs. London: Aslib.

Cain, S. (no date) RSA Shorts - The Power of Quiet. Royal Society for the encouragement of Arts, Manufactures and Commerce. Available at: https://www.tes.com/teaching-resource/rsa-shorts-the-power-of-quiet-6339103.

Carpenter, Julie (2008) Library project funding: a guide to planning and writing proposals. Oxford: Chandos. Available at: https://www.sciencedirect.com/book/9781843343806/library-project-funding.

Carpenter, Julie (2011) Project management in libraries, archives and museums: working with government and other external partners. Oxford: Chandos. Available at: https://www.sciencedirect.com/book/9781843345664/project-management-in-libraries-archives-and-museums.

Clark, L. and Cook, D. (1998a) 'Short-term contracts: A template for an agreement', Journal of the Society of Archivists, 19(2), pp. 149–167. Available at: https://doi.org/10.1080/00379819809514434.

Clark, L. and Cook, D. (1998b) 'Short-term contracts: A template for an agreement', Journal of the Society of Archivists, 19(2), pp. 149–167. Available at: https://doi.org/10.1080/00379819809514434.

Conerly, K. and Tripathi, A. (2004) 'What is Your Conflict Style? Understanding and Dealing With Your Conflict Style', The Journal for Quality and Participation, 27(2), pp. 16–20. Available at: http://search.proquest.com/docview/219147248.

Consultants, J. (2005) 'Bolton's Museum, Library and Archive Services: An economic valuation'. Available at: http://webarchive.nationalarchives.gov.uk/20120215211001/http:/research.mla.gov.uk/evidence/view-publication.php?pubid=423.

Coote, Helen and Batchelor, Bridget (1997) How to market your library service effectively. 2nd ed. London: Aslib.

Coplin, D. (no date) 'RSA - RSA Animate - Re-Imagining Work'. Available at: http://www.thersa.org/events/rsaanimate/animate/rsa-animate-re-imagining-work.

Corrall, Sheila (1994) Strategic planning for library and information services. London: Aslib.

Corrall, Sheila and Brewerton, Antony (1999) The new professional's handbook: your guide to information services management. London: Library Association.

Coulson, G. et al. (2001) 'Securing funding in the local government bidding culture: are records sufficiently "sexy" to succeed?', Records Management Journal, 11(2), pp. 83–95. Available at: https://doi.org/10.1108/EUM0000000007268.

Covey, Stephen R. (1992) The 7 habits of highly effective people: restoring the character ethic. New ed. London: Simon & Schuster.

Crymble, A. (2010) 'An Analysis of Twitter and Facebook Use by the Archival Community', Archivaria, 70, pp. 125–151.

Cultural Value Project - Arts & Humanities Research Council (no date). Available at: https://ahrc.ukri.org/research/fundedthemesandprogrammes/culturalvalueproject/.

Dale, B. G., Wiele, Anthony van der, and Iwaarden, Jos van (2007) Managing quality. 5th ed. Malden, Mass: Blackwell.

Davies, S.J. and Ellis, M. (2003) 'Employment Trends in the Archive Domain, 1993-2001', Journal of the Society of Archivists, 24(1), pp. 15–24. Available at: https://doi.org/10.1080/0037981032000061000.

Dawson, A. (1998) 'Skills of the archival labour pool', Journal of the Society of Archivists, 19(2), pp. 177–187. Available at: https://doi.org/10.1080/00379819809514436.

De Sáez, Eileen Elliott (2002) Marketing concepts for libraries and information services. 2nd ed. London: Facet Publishing.

Dearstyne, Bruce W. (2001) Leadership and administration of successful archival programs. Westport, CT: Greenwood Press.

Dearstyne, B.W. (2001) Leadership and administration of successful archival programs. Westport, CT: Greenwood Press.

Drucker, P.F. (1999) 'Managing Oneself', Harvard Business Review, 77(2), pp. 64–74. Available at: http://web.b.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=1&sid=3cffb818-75a8-4e2d-abbe-0cf04398000a%40pdc-v-sessmgr02.

Duff, W. et al. (2010) 'The Development, Testing, and Evaluation of the Archival Metrics Toolkits', The American Archivist, 73(2), pp. 569–599. Available at: https://doi.org/10.17723/aarc.73.2.00101k28200838k4.

Dunn, F. I. and Society of Archivists (Great Britain) (1994) Security: a guide for use in appraising and implementing security systems and procedures in archive operations, covering buildings, staff, the public and repository management. London: Society of Archivists.

Economic Impacts Toolkits for Archives, Libraries and Museums, Final Report ALMA UK (no date). Archives, Libraries and Museums Alliance UK. Available at: http://almauk.org/working-together/our_activity/economic-impacts/.

Ellis, M. and Greening, A. (2002) 'Archival Training in 2002: Between a rock and a hard place?', Journal of the Society of Archivists, 23(2), pp. 197–207. Available at: https://doi.org/10.1080/0037981022000006381.

Evans, G. Edward and Alire, Camila A. (2013) Management basics for information professionals. 3rd ed. London: Facet Pub.

Explore Your Archive toolkit | The National Archives (no date). Available at: https://www.nationalarchives.gov.uk/documents/archives/explore-your-archive-toolkit.pdf.

Eyre, E. C. and Pettinger, Richard (1999) Mastering basic management. 3rd ed. Basingstoke: Macmillan.

Fayol, Henri and Storrs, Constance (1971) General and industrial management. London: Pitman.

Field, Mike, Keller, Laurie S., and Open University (1998) Project management. [Milton Keynes]: Open University.

French, Ylva and Runyard, Sue (2011) Marketing and public relations for museums, galleries, cultural and heritage attractions. London: Routledge. Available at: https://doi.org/10.4324/9780203813751.

Funding the Archives Sector (no date). ICARUS - International Centre for Archives and Records Management Research / UCL. Available at: http://www.ucl.ac.uk/dis/icarus/projects/fundingarchivesproject.

Gallacher, Cathryn A. (1999) Managing change in libraries and information services. London: Aslib.

Gannon, Alice and Association of Records Managers and Administrators (1996) The information manager's toolkit. Prairie Village, Kan: ARMA International.

Giesecke, J. and McNeil, B. (1999) 'Core competencies and the learning organization', Library Administration & Management, 13(3), pp. 158–166. Available at: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=lls&AN=502825919&site=ehost-live&scope=site.

Hackman, L. (2012) 'Love is Not Enough: Advocacy, Influence and the Development of Archives', Journal of the Society of Archivists, 33(1), pp. 9–21. Available at: https://doi.org/10.1080/00379816.2012.666116.

Hackman, Larry J. (2011) Many happy returns: advocacy and the development of archives. Chicago: Society of American Archivists.

Handy, Charles B. (1995) The age of unreason. [2nd ed.]. London: Arrow Business Books.

Handy, Charles B. (2000) Gods of management. [3rd ed.]. London: Arrow.

Harley, J. (1994) 'The Recruitment and Management of the Archivist in Business', Business Archives, 67.

Harriman, Joy HP (2008) Creating your library's business plan: a how-to-do-it manual with samples on CD-ROM. London: Facet.

Harrop, K. et al. (2002) 'Bidding for Records: Local authority archives and competitive funding', Journal of the Society of Archivists, 23(1), pp. 35–50. Available at: https://doi.org/10.1080/00379810220120546.

Herzberg, Frederick, Mausner, Bernard, and Snyderman, Barbara Bloch (1993) The motivation to work. [2nd rev. ed]. New Brunswick, N.J. ; London: Transaction.

Heyliger, S., McLoone, J. and Thomas, N. (2013) 'Making Connections: A Survey of Special Collections' Social Media Outreach', The American Archivist, 76(2), pp. 374–414. Available

at: https://doi.org/10.17723/aarc.76.2.t820u33100443q55.

Hodgson, Cynthia and Association of Records Managers and Administrators (2009)
Evaluating and mitigating records and information risks: an ARMA International guideline.
Overland Park, Kan: ARMA International.

Holden, J. (2004) 'Capturing Cultural Value: How culture has become a tool of government
policy'. Available at: http://www.demos.co.uk/files/CapturingCulturalValue.pdf.

Holden, J. (2005) 'Valuing Culture in the South East'. Available at:
https://www.demos.co.uk/files/Culturalvalueweb.pdf.

Horton, S. (2006) 'Social capital, government policy and public value: implications for
archive service delivery', Aslib Proceedings, 58(6), pp. 502–512. Available at:
https://doi.org/10.1108/00012530610713588.

Horton, S. and Spence, J. (2006) Scoping the Economic and Social Impact of Archives (MLA
Report). Aberystwyth: University of Wales. Available at:
http://webarchive.nationalarchives.gov.uk/20111013135435/http:/research.mla.gov.uk/evi
dence/view-publication.php?pubid=642.

Hoy, M. (2011a) 'Relationships, trust and learning: experiences of emerging professionals
working in collecting institutions', Archival Science, 11(3–4), pp. 391–408. Available at:
https://doi.org/10.1007/s10502-011-9158-x.

Hoy, M. (2011b) 'Relationships, trust and learning: experiences of emerging professionals
working in collecting institutions', Archival Science, 11(3–4), pp. 391–408. Available at:
https://doi.org/10.1007/s10502-011-9158-x.

'ICA Section of Business and Labour Archives: privitisation and mergers and archives'
(2001) Comma, 1–2, pp. 85–106.

Information Sheets - Volunteering England (no date). Available at:
http://www.vcnw.org.uk/wp-content/uploads/2014/04/Definitions-of-volunteering.pdf.

International Conference of the Round Table on Archives (28th: 1991: Haarlem,
Netherlands) (1998) Financing archival services : proceedings of the twenty-eighth
International Conference of the Round Table on Archives. Paris: ICA.

International Records Management Trust (1999) 'Managing Resources for Records and
Archives Services'. Available at:
http://www.irmt.org/documents/educ_training/public_sector_rec/IRMT_manage_resource.pd
f.

International Records Management Trust (no date). Available at:
http://irmt.org/education-and-training/education-and-training-2.

International Records Management Trust and International Council on Archives (1999a)
Developing infrastructures for records and archives services. London: International
Records Management Trust.

International Records Management Trust and International Council on Archives (1999b) Developing infrastructures for records and archives services. London: International Records Management Trust.

International Records Management Trust and International Council on Archives (1999c) Strategic planning for records and archives services. London: International Records Management Trust.

'Investing in Volunteers Standard' (no date). Investing in Volunteers. Available at: https://iiv.investinginvolunteers.org.uk/.

Investors in People Case studies (no date). Available at: https://www.investorsinpeople.com/knowledge/.

James, Russell D. and Wosh, Peter J. (2011) Public relations and marketing for archivists: a how-to-do-it manual. Chicago: Society of American Archivists.

Jay, Ros (2011) Brilliant interview: what employers want to hear and how to say it. 3rd ed. Harlow, England: Prentice Hall. Available at: http://proquest.safaribooksonline.com/?uiCode=ucl&xmlId=9780273743934.

Kaplan, R. and Norton, D. (1996a) 'Using the Balanced Scorecard as a Strategic Management System', Harvard Business Review, 74(1), pp. 75–85. Available at: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=bsu&AN=9601185348&site=ehost-live&scope=site.

Kaplan, R. and Norton, D. (1996b) 'Using the Balanced Scorecard as a Strategic Management System', Harvard Business Review, 74(1), pp. 75–85. Available at: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=bth&AN=9601185348&site=ehost-live&scope=site.

Kaplan, Robert S. and Norton, David P. (2004) Strategy maps: converting intangible assets into tangible outcomes. Boston: Harvard Business School Press.

'Know Your Records Advocacy Toolkit' (2014). Archives & Records Association. Available at: http://www.archives.org.uk/images/documents/RMG/FINAL_Dont_Risk_It_Toolkit_July14.pdf.

Kotler, Neil G. et al. (2008) Museum marketing and strategy: designing missions, building audiences, generating revenue and resources. 2nd ed. San Francisco: Jossey-Bass.

Kotler, Philip (2013) Principles of marketing. 6th European ed. Harlow: Pearson.

Kotler, Philip and Keller, Kevin Lane (2009) Marketing management. 13th ed. Upper Saddle River, N.J.: Pearson/Prentice Hall.

Lawes, Ann (1993) Management skills for the information manager. Aldershot: Ashgate.

'Library, Archive, Records and Information Management Services Workforce Survey' (2012a). Learning and Skills Improvement Service. Available at:

http://www.nationalarchives.gov.uk/documents/archives/2012-larims-workforce-report.pdf.

'Library, Archive, Records and Information Management Services Workforce Survey' (2012b). Learning and Skills Improvement Service. Available at: http://www.nationalarchives.gov.uk/documents/archives/2012-larims-workforce-report.pdf.

Lindsay, H. (2011) 'Volunteering in Collections Care: Best Practice Guide - Good Practice Guidance'. Available at: https://www.archives.org.uk/latest-news/218-volunteering-in-collections-care-new-best-practice-guide.html.

Listening to the Past, Speaking to the Future: the Report of the Archives Task Force: Annex G: Archives Workforce Study (no date). National Council on Archives. Available at: http://webarchive.nationalarchives.gov.uk/20111013135435/http:/research.mla.gov.uk/evidence/view-publication.php?pubid=6.

LLUK (no date) 'National Occupational Standards for Libraries, Archives, Records and Information Management Services'. Available at: http://www.archives.org.uk/images/documents/ARACouncil/nationaloccupationalstandards.pdf.

Lock, Dennis (2013) Project management. 10th ed. Farnham: Gower. Available at: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9781409454205.

London Cultural Improvement Programme (2011) Heritage Change Programme Framework Resources and Toolkits. Available at: https://www.londoncouncils.gov.uk/our-key-themes/culture-sport-and-tourism/arts-and-culture/resources/heritage-change-programme.

Luthans, F. (1988) 'Successful vs. Effective Real Managers.', Academy of Management Executive, 2(2), pp. 127–132. Available at: https://doi.org/10.5465/AME.1988.4275524.

MacLachlan, Liz (1996) Making project management work for you. London: Library Association.

Mariz, G. et al. (2011a) 'Leadership Skills for Archivists', The American Archivist, 74(1), pp. 102–122. Available at: https://doi.org/10.17723/aarc.74.1.h65171q8q115557g.

Mariz, G. et al. (2011b) 'Leadership Skills for Archivists', The American Archivist, 74(1), pp. 102–122. Available at: https://doi.org/10.17723/aarc.74.1.h65171q8q115557g.

Maslow, Abraham H. and Frager, Robert (no date) Motivation and personality. 3rd ed., low price ed. India]: Pearson Education.

Massis, Bruce E. (2003) The practical library manager. New York: Haworth Information Press.

Masterton, Ailsa (1997) Getting results with time management. London: Library Association Publishing.

Mayo, E. and Harvard University (1945) The social problems of an industrial civilization. Boston: Division of Research, Graduate School of Business Administration, Harvard University.

Mayo, E. and Harvard University (1946) The human problems of an industrial civilization. Boston: Division of research, Graduate school of business administration, Harvard University.

McKay, Duncan and Aslib (2003) Effective financial planning for library and information services. 2nd ed. London: Europa.

Methven, Patricia and Society of Archivists (Great Britain) (1993) Measuring performance: a practical guide for use in the setting of standards and measurement of collection policy, document production, repository facilities, cataloguing, indexing, outreach and user satisfaction. London: Society of Archivists.

Mintzberg, H. and Van der Heyden, L. (1999) 'Organigraphs: Drawing How Companies Really Work', Harvard Business Review, 77(5), pp. 87–94. Available at: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=bsu &AN=2216293&site=ehost-live&scope=site.

Morris, Beryl and Library Association (1996) First steps in management. London: Library Association Publishing.

Münsterberg, Hugo (1913) Psychology and industrial efficiency. Boston: Mifflin. Available at: http://ovidsp.ovid.com/ovidweb.cgi?T=JS&NEWS=N&PAGE=toc&SEARCH=2005-12943.dd& LINKTYPE=asBody&D=psbk.

National Council on Archives (2003) 'Performance Measures and Indicators: Towards generic and universal PIs for archives'. Available at: http://webarchive.nationalarchives.gov.uk/20110909164408/http://nca.org.uk/materials/pe rformance_measures.pdf.

National Council on Archives (no date) 'Giving Value: Funding priorities for UK Archives 2005-2010'. Available at: http://www.bl.uk/aboutus/acrossuk/worknat/full/newsandevents/nca_giving_value.pdf.

Newton, Carl and Society of Archivists (Great Britain) (1984) Strategic planning for records management and archives. Winchester: Society of Archivists.

Nicholson, N. (2003) 'How to Motivate Your Problem People', Harvard Business Review, 81(1), pp. 56–65. Available at: http://web.b.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=1&sid=05aca5e7-e075-4b35- 9973-30ebeb255cb3%40pdc-v-sessmgr01.

Owens, M. (8AD) '"Advocacy for the archive sector" Archives & Society seminar podcast'. Available at: http://historyspot.org.uk/podcasts/archives-and-society/advocacy-archive-sector.

Paul H. McCarthy (no date) Archives Assessment and Planning Workbook [Paperback].

Society of American Archivists. Available at: https://www2.archivists.org/sites/all/files/ArchivesAssessPlanWkbkAug2010.pdf.

Paul R. Niven (no date) Balanced scorecard step-by-step for government and nonprofit agencies [electronic resource]. 2nd ed. Hoboken, N.J.: J. Wiley & Sons. Available at: https://onlinelibrary.wiley.com/doi/book/10.1002/9781119197287.

Payton, R.L. and Moody, M.P. (2008) Understanding philanthropy: its meaning and mission. Bloomington: Indiana University Press. Available at: http://muse.jhu.edu/books/9780253000132/.

Pederson, A.E. (2003a) 'Understanding Ourselves and Others: Australian Archivists and Temperament', Archival Science, 3(3), pp. 223–274. Available at: https://doi.org/10.1007/s10502-004-4039-1.

Pederson, A.E. (2003b) 'Understanding Ourselves and Others: Australian Archivists and Temperament', Archival Science, 3(3), pp. 223–274. Available at: https://doi.org/10.1007/s10502-004-4039-1.

Pedley, Paul (2011) Essential law for information professionals. 3rd ed. London: Facet.

Pettinger, Richard (2004) Contemporary strategic management. Basingstoke: Palgrave Macmillan.

Pettinger, Richard (2007) Introduction to management. 4th ed. Basingstoke: Palgrave Macmillan.

Pettinger, Richard and University College, London (2004) The foundations of management. London: Pearson Custom Publishing.

Pink, D. (no date) 'RSA Animate - Drive'. Available at: http://www.thersa.org/events/rsaanimate/animate/rsa-animate-drive.

Private Investment in Culture Survey 2011/12 (15AD). Arts & Business. Available at: https://www.artsprofessional.co.uk/news/ace-relaunches-private-investment-culture-survey.

'Professional Skills for Government' (2005). www.civilservice.gov.uk. Available at: http://www.governmentexchange.co.uk/professional-skills-for-government/.

Prytherch, Raymond John (1998) Gower handbook of library and information management. Aldershot: Gower.

Ray, K., Coulson, G. and Harrop, K. (2002) 'Measuring performance within the bidding culture', in Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services: 'meaningful measures for emerging realities'. Washington, D.C.: Association of Research Libraries.

Ray, L. et al. (2013) 'Funding archive services in England and Wales: institutional realities and professional perceptions', Archives and Records, 34(2), pp. 175–199. Available at: https://doi.org/10.1080/23257962.2013.822355.

Ray, L. (no date) 'Volunteering in Archives'. Available at: http://www.archives.org.uk/images/documents/volunteeringinarchivesfinal.pdf.

Ray, L., Shepherd, E. and Laperdrix, M. (2012) 'Funding the Archives Sector'. The National Archives and ICARUS (International Centre for Archives and Records Management Research and User Studies) / UCL. Available at: http://www.nationalarchives.gov.uk/documents/archives/funding-the-archive-sector.pdf.

Rees, W. David and Porter, Christine (2008) Skills of management. 6th ed. London: Cengage Learning.

Reid, Walter and Myddelton, David Roderic (2005) The meaning of company accounts. 8th ed. Aldershot: Gower.

Rettig, P. (2010) 'Water Tables: A Case Study of a Successful Archival Fund-Raising Event', The American Archivist, 73(1), pp. 204–218. Available at: https://doi.org/10.17723/aarc.73.1.670850x317681420.

Ricks et al., B.R. (1992) 'The Records Manager and the Records Management Staff', in Information and image management: a records systems approach. 3rd ed. Cincinnati, OH: South-Western Pub. Co, pp. 24–48. Available at: https://contentstore.cla.co.uk/secure/link?id=ea6c790b-db21-f011-81a2-de36721ebb7e.

Rider, C. (1996) 'Developing Standards for Professional Education: The Society of Archivists', Journal of the Society of Archivists, 17(1), pp. 85–95. Available at: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=lls&AN=9605150205&site=ehost-live&scope=site.

Ries, Al and Trout, Jack (1986) Positioning: the battle for your mind. 1st ed., rev. New York: McGraw-Hill.

Ries, Al and Trout, Jack (1994) The 22 immutable laws of marketing. Special overseas ed. London: HarperCollins.

Roberts, Stephen A. and Roberts, Stephen A. (1998) Financial and cost management for libraries and information services. 2nd ed. London: Bowker-Saur.

Robinson, D. (1996) 'Post-graduate courses in archive administration and records management in the UK and Ireland 1995: An overview', Journal of the Society of Archivists, 17(1), pp. 73–84. Available at: https://doi.org/10.1080/00379819609511790.

Roper, Michael et al. (1989) Planning, equipping and staffing an archival preservation and conservation service: a RAMP study with guidelines. Paris: UNESCO.

Rosen, Ronald (1995) Strategic management: an introduction. London: Pitman.

Ross, Catherine Sheldrick and Dewdney, Patricia (1998) Communicating professionally: a how-to-do-it manual for library applications. 2nd ed. New York: Neal-Schuman.

Sannwald, W.W. (2000) 'Understanding organizational culture', Library Administration & Management, 14(1), pp. 8–14. Available at:

http://search.ebscohost.com.libproxy.ucl.ac.uk/login.aspx?direct=true&AuthType=ip,s hib&db=lls&AN=502860272&site=ehost-live&scope=site&custid =s8454451.

Schwirtlich, A-M (2008) 'Getting Organised', in Keeping archives. 3rd ed. Canberra: Australian Society of Archivists Inc.

Shepherd, Elizabeth (2009) Archives and archivists in 20th century England. Farnham: Ashgate. Available at: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9780754681922 .

Shepherd, Elizabeth and Yeo, Geoffrey (2002) 'Implementing records management: practical and managerial issues', in Managing records: a handbook of principles and practice. London: Facet Publishing.

Smith, E.H. (2003) 'Customer Focus and Marketing in Archive Service Delivery: Theory and Practice', Journal of the Society of Archivists, 24(1), pp. 35–53. Available at: https://doi.org/10.1080/0037981032000061028.

Smith, G. Stevenson (2002) Managerial accounting for libraries and other not-for-profit organizations. 2nd ed. Chicago: American Library Association.

Society of American Archivists. Task Force on Institutional Evaluation. (1982) Evaluation of archival institutions: Services, principles, and guide to self-study. Chicago: SAA.

Steele, Victoria and Elder, Stephen D. (2000) Becoming a fundraiser: the principles and practice of library development. 2nd ed. Chicago: American Library Association.

Stephen, Peter and Hornby, Susan (1997) Simple statistics for library and information professionals. 2nd ed. London: Library Association Publishing.

Stern, Gary J. (1990) Marketing workbook for nonprofit organizations. St. Paul, Minn: Amherst H. Wilder Foundation.

Stewart, Dorothy M. (1998) Gower handbook of management skills. 3rd ed. Brookfield, VT: Gower.

'Tackling discrimination and promoting equality' (no date). Acas. Available at: https://m.acas.org.uk/media/318/Advisory-booklet---Tackling-discrimination-and-promoting -equality---good-practice-guide-for-employers/pdf/B16_1.pdf.

Taylor, Frederick Winslow (no date) The principles of scientific management. New York: Norton.

The Bidding Culture and Local Government (no date). Northumbria University. Available at: http://readinglists.ucl.ac.uk/items/AF105057-7F8C-4465-5D89-2BEC2BB32789.html.

The National Archives (2004) 'The National Archives' Standard for Record Repositories'. Available at: http://www.nationalarchives.gov.uk/documents/archives/standard2005.pdf.

The National Archives (2012) 'Developing Access and Participation'. Available at: https://www.nationalarchives.gov.uk/documents/archives/developing-access-and-participation.pdf.

The National Archives (2013) 'Using Friends Groups to support fundraising'. Available at: http://www.nationalarchives.gov.uk/documents/archives/friends-group-guidance-note.doc.pdf.

The National Archives (no date) 'For the Record. For Good. Our Business Plan for 2011-15'. Available at: https://www.nationalarchives.gov.uk/documents/the-national-archives-business-plan-2011-2015.pdf.

Turner, J. Rodney (2007a) Gower handbook of project management. 4th ed. Aldershot: Gower.

Turner, J. Rodney (2007b) Gower handbook of project management. 4th ed. Aldershot: Gower.

Turner, M.D. (2008) 'Educational Programmes in Archives and Records Management in the UK and Ireland: An Overview, 1995–2007', Journal of the Society of Archivists, 29(1), pp. 73–82. Available at: https://doi.org/10.1080/00379810802499942.

Turton, Alison and Business Archives Council (Great Britain) (1991) Managing business archives. Oxford: Butterworth/Heinemann in association with the Business Archives Council.

'Understanding the drivers, impact and value of engagement in culture and sport: An over-arching summary of the research' (no date). CASE: the culture and sport evidence programme. Available at: https://www.gov.uk/government/publications/case-programme-understanding-the-drivers-impacts-and-value-of-engagement-in-culture-and-sport.

Waddington, N. (2004) 'The employment of people with disabilities as archivists, records managers, conservators and assistants', Journal of the Society of Archivists, 25(2), pp. 173–188. Available at: https://doi.org/10.1080/0037981042000271493.

Watson, K. (2011) 'Book review "Project Management in Libraries, Archives and Museums: Working with Government and Other External Partners"', The Serials Librarian, 61(3–4), pp. 446–447. Available at: https://doi.org/10.1080/0361526X.2011.617056.

Weir, C. (2004) 'The marketing context. Outreach: luxury or necessity?', Journal of the Society of Archivists, 25(1), pp. 71–77. Available at: https://doi.org/10.1080/0037981042000199160.

Whittington, R. et al. (2020) Exploring strategy: text and cases. Twelfth edition. Harlow, United Kingdom: Pearson Education Limited. Available at: https://bibliu.com/users/saml/samlUCL?RelayState=eyJjdXN0b21fbGF1bmNoX3VybCI6IiMvdmlldy9ib29rcy85NzgxMjkyMjgyNDY2L3BkZjJodG1sZXGvaW5kZXguaHRtbCJ9.

Williams, C. (2003) 'Data Collection and Management in the Archival Domain', Journal of

the Society of Archivists, 24(1), pp. 65–81. Available at: https://doi.org/10.1080/0037981032000061046.

Williams, C. (2014) 'Managing Volunteering in Archives: Report'. Archives & Records Association. Available at: https://www.archives.org.uk/images/documents/ARACouncil/ARA_Managing_Volunteering_in_Archives_2014_Report_and_appendices_final.pdf.

Williams, C. (no date) 'An ARA Framework of Competencies: Report with findings and Initial Framework'. Available at: http://www.archives.org.uk/images/documents/ARACouncil/competencies%20report%20september%202012.pdf.

Williams, Caroline (2002) Archives in the UK and the government agenda. Liverpool: LUCAS.

Williams, Caroline and Huguenot Library (2006) Managing archives: foundations, principles and practice. Oxford: Chandos.

Wilsted, Thomas and Nolte, William (1991) Managing archival and manuscript repositories. Chicago: Society of American Archivists.

Wolfe, Lisa A. (2005) Library public relations, promotions, and communications: a how-to-do-it manual. 2nd ed. New York: Neal-Schuman.

Worthy, J.C. (1984) 'Management Concepts and Archival Administration', in A Modern archives reader: basic readings on archival theory and practice. Washington, D.C: National Archives and Records Service, U.S. General Services Administration, pp. 299–308.

Yeo, G. and Ander, E. (2008) '"My First Professional Post": Students' Expectations of the Job Market in Archives and Records Management in the United Kingdom', Journal of the Society of Archivists, 29(2), pp. 171–191. Available at: https://doi.org/10.1080/00379810902909410.