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

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

1.

Boddy, David. Essentials of management: a concise introduction [Internet]. Harlow: Pearson; 2012. Available from: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9780273739326

2.

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

3.

Bradsher JG. Managing archives and archival institutions. Chicago: University of Chicago Press; 1989.

4.

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

5.

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

6.

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

7.

Butcher H. Meeting managers' information needs. London: Aslib; 1998.

8.

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

9.

Dearstyne BW. Leadership and administration of successful archival programs. Westport, CT: Greenwood Press; 2001.

10.

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

11.

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

12.

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

13.

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

14.

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

15.

Hackman L. Love is Not Enough: Advocacy, Influence and the Development of Archives. Journal of the Society of Archivists. 2012 Apr;33(1):9–21.

16.

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

17.

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

18.

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

19.

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

20.

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

21.

Morris, Beryl, Library Association. First steps in management. London: Library Association Publishing; 1996.

22.

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

23.

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

24.

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

25.

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

26.

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

27.

Taylor, Frederick Winslow. The principles of scientific management. New York: Norton;

28.

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

29.

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

30.

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

31.

Worthy JC. Management Concepts and Archival Administration. A Modern archives reader: basic readings on archival theory and practice. Washington, D.C: National Archives and Records Service, U.S. General Services Administration; 1984. p. 299–308.

32.

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

33.

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

34.

Sannwald WW. Understanding organizational culture. Library Administration & Management [Internet]. 2000;14(1):8–14. Available from: http://search.ebscohost.com.libproxy.ucl.ac.uk/login.aspx?direct=true&AuthType=ip,shib&db=lls&AN=502860272&site=ehost-live&scope=site&custid=s8454451

35.

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

36.

Luthans F. Successful vs. Effective Real Managers. Academy of Management Executive. 1988;2(2):127–132.

37.

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

38.

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

39.

Clark L, Cook D. Short-term contracts: A template for an agreement. Journal of the Society of Archivists. 1998 Oct;19(2):149–167.

40.

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

41.

Lock, Dennis. Project management [Internet]. 10th ed. Farnham: Gower; 2013. Available from: http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9781409454205

42.

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

43.

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

44.

Watson K. Book review 'Project Management in Libraries, Archives and Museums: Working with Government and Other External Partners'. The Serials Librarian. 2011 Oct;61(3–4):446–447.

45.

Carpenter, Julie. Project management in libraries, archives and museums: working with government and other external partners [Internet]. Oxford: Chandos; 2011. Available from: https://www.sciencedirect.com/book/9781843345664/project-management-in-libraries-archives-and-museums

46.

Alphabetical summary of terms [Internet]. Jargonbuster; Available from: http://www.jargonbusters.org.uk/alphabetical-summary-of-terms/

47.

Archive Pace Setters - project case studies [Internet]. Available from: https://www.archives.org.uk/what-we-do/campaigns/archive-pace-setter-scheme/aps-pace-setters.html

48.

Hodgson, Cynthia, Association of Records Managers and Administrators. Evaluating and

mitigating records and information risks: an ARMA International guideline. Overland Park, Kan: ARMA International; 2009.

49.

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

50.

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

51.

Assen, Marcel van, Berg, Gerben Van den, Pietersma, Paul, Have, Steven ten. Key management models: what they are and when to use them. 2nd ed. Harlow: Financial Times Prentice Hall; 2009.

52.

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

53.

ICA Section of Business and Labour Archives: privitisation and mergers and archives. Comma. Paris: International Council on Archives; 2001;1–2:85–106.

54.

International Records Management Trust, International Council on Archives. Developing infrastructures for records and archives services. London: International Records Management Trust; 1999.

55.

International Records Management Trust, International Council on Archives. Strategic

planning for records and archives services. London: International Records Management Trust; 1999.

56.

Whittington R, Regné

r P, Angwin D, Johnson G, Scholes K. Exploring strategy: text and cases [Internet]. Twelfth edition. Harlow, United Kingdom: Pearson Education Limited; 2020. Available from: https://bibliu.com/users/saml/samlUCL?RelayState=eyJjdXN0b21fbGF1bmNoX3VybCI6IiMvdmlldy9ib29rcy85NzgxMjkyMjgyNDY2L3BkZjJodG1sZXMvaW5kZXguaHRtbCJ9

57.

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

58.

International Records Management Trust, International Council on Archives. Developing infrastructures for records and archives services. London: International Records Management Trust; 1999.

59.

International Records Management Trust [Internet]. Available from: http://irmt.org/education-and-training/education-and-training-2

60.

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

61.

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

62.

The National Archives. The National Archives' Standard for Record Repositories [Internet]. 2004. Available from:
http://www.nationalarchives.gov.uk/documents/archives/standard2005.pdf

63.

The National Archives. For the Record. For Good. Our Business Plan for 2011-15 [Internet]. Available from:
https://www.nationalarchives.gov.uk/documents/the-national-archives-business-plan-2011-2015.pdf

64.

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

65.

Paul R. Niven. Balanced scorecard step-by-step for government and nonprofit agencies [Internet]. 2nd ed. Hoboken, N.J.: J. Wiley & Sons; Available from:
https://onlinelibrary.wiley.com/doi/book/10.1002/9781119197287

66.

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

67.

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

68.

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

69.

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

70.

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

71.

Archive Service Accreditation Standard [Internet]. The National Archives; 2013. Available from:
http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-standard-june-2013.pdf

72.

Archive Service Accreditation Guidance [Internet]. The National Archives; 2013. Available from:
http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-guidance-june-2013-v2_.pdf

73.

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

74.

Mintzberg H, Van der Heyden L. Organigraphs: Drawing How Companies Really Work.

Harvard Business Review [Internet]. 1999;77(5):87–94. Available from: http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=bsu&AN=2216293&site=ehost-live&scope=site

75.

Coplin D. RSA - RSA Animate - Re-Imagining Work [Internet]. Available from: http://www.thersa.org/events/rsaanimate/animate/rsa-animate-re-imagining-work

76.

Coulson G, Ray K, Harrop K, Parker S. Securing funding in the local government bidding culture: are records sufficiently 'sexy' to succeed? Records Management Journal. 2001;11(2):83–95.

77.

Harrop K, Coulson G, Ray K, Parker S. Bidding for Records: Local authority archives and competitive funding. Journal of the Society of Archivists. 2002;23(1):35–50.

78.

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

79.

International Records Management Trust. Managing Resources for Records and Archives Services [Internet]. 1999. Available from: http://www.irmt.org/documents/educ_training/public_sector_rec/IRMT_manage_resource.pdf

80.

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

81.

National Council on Archives. Giving Value: Funding priorities for UK Archives 2005-2010 [Internet]. Available from: http://www.bl.uk/aboutus/acrossuk/worknat/full/newsandevents/nca_giving_value.pdf

82.

The Bidding Culture and Local Government [Internet]. Northumbria University; Available from: http://readinglists.ucl.ac.uk/items/AF105057-7F8C-4465-5D89-2BEC2BB32789.html

83.

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

84.

Funding the Archives Sector [Internet]. ICARUS - International Centre for Archives and Records Management Research / UCL; Available from: http://www.ucl.ac.uk/dis/icarus/projects/fundingarchivesproject

85.

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

86.

Rettig P. Water Tables: A Case Study of a Successful Archival Fund-Raising Event. The American Archivist. 2010 May;73(1):204–218.

87.

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

88.

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

89.

Ray L, Shepherd E, Flinn A, Ander E, Laperdrix M. Funding archive services in England and Wales: institutional realities and professional perceptions. Archives and Records. 2013;34(2):175–199.

90.

Carpenter, Julie. Library project funding: a guide to planning and writing proposals [Internet]. Oxford: Chandos; 2008. Available from: https://www.sciencedirect.com/book/9781843343806/library-project-funding

91.

The National Archives. Using Friends Groups to support fundraising [Internet]. 2013. Available from: http://www.nationalarchives.gov.uk/documents/archives/friends-group-guidance-note.doc.pdf

92.

Payton RL, Moody MP. Understanding philanthropy: its meaning and mission [Internet]. Bloomington: Indiana University Press; 2008. Available from: http://muse.jhu.edu/books/9780253000132/

93.

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

94.

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

95.

Private Investment in Culture Survey 2011/12 [Internet]. Arts & Business; 15AD. Available from:
https://www.artsprofessional.co.uk/news/ace-relaunches-private-investment-culture-survey

96.

Tackling discrimination and promoting equality [Internet]. Acas; Available from:
https://m.acas.org.uk/media/318/Advisory-booklet---Tackling-discrimination-and-promoting-equality---good-practice-guide-for-employers/pdf/B16_1.pdf

97.

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

98.

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

99.

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

100.

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

101.

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

102.

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

103.

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

104.

Professional Skills for Government [Internet]. www.civilservice.gov.uk; 2005. Available from: http://www.governmentexchange.co.uk/professional-skills-for-government/

105.

Clark L, Cook D. Short-term contracts: A template for an agreement. Journal of the Society of Archivists. 1998 Oct;19(2):149–167.

106.

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

107.

Davies SJ, Ellis M. Employment Trends in the Archive Domain, 1993-2001. Journal of the Society of Archivists. 2003 Apr;24(1):15–24.

108.

Dawson A. Skills of the archival labour pool. Journal of the Society of Archivists. 1998

Oct;19(2):177–187.

109.

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

110.

Dunn, F. I., Society of Archivists (Great Britain). 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; 1994.

111.

Ellis M, Greening A. Archival Training in 2002: Between a rock and a hard place? Journal of the Society of Archivists. 2002 Oct;23(2):197–207.

112.

Harley J. The Recruitment and Management of the Archivist in Business. Business Archives. London: Business Archives Council; 1994;67.

113.

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

114.

Hoy M. Relationships, trust and learning: experiences of emerging professionals working in collecting institutions. Archival Science. 2011 Nov;11(3–4):391–408.

115.

Jay, Ros. Brilliant interview: what employers want to hear and how to say it [Internet]. 3rd ed. Harlow, England: Prentice Hall; 2011. Available from:

http://proquest.safaribooksonline.com/?uiCode=ucl&xmlId=9780273743934

116.

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

117.

Library, Archive, Records and Information Management Services Workforce Survey [Internet]. Learning and Skills Improvement Service; 2012. Available from: http://www.nationalarchives.gov.uk/documents/archives/2012-larims-workforce-report.pdf

118.

Mariz G, McCrea D, Hackman L, Kurtz T, Jimerson R. Leadership Skills for Archivists. The American Archivist. 2011 Apr;74(1):102–122.

119.

Maslow, Abraham H., Frager, Robert. Motivation and personality. 3rd ed., low price ed. India]: Pearson Education;

120.

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

121.

Pederson AE. Understanding Ourselves and Others: Australian Archivists and Temperament. Archival Science. 2003 Sep;3(3):223–274.

122.

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

123.

Ricks et al. BR. The Records Manager and the Records Management Staff. Information and image management: a records systems approach [Internet]. 3rd ed. Cincinnati, OH: South-Western Pub. Co; 1992. p. 24–48. Available from: https://contentstore.cla.co.uk/secure/link?id=ea6c790b-db21-f011-81a2-de36721ebb7e

124.

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

125.

Robinson D. Post-graduate courses in archive administration and records management in the UK and Ireland 1995: An overview. Journal of the Society of Archivists. 1996 Apr;17(1):73–84.

126.

Listening to the Past, Speaking to the Future: the Report of the Archives Task Force: Annex G: Archives Workforce Study [Internet]. National Council on Archives; Available from: http://webarchive.nationalarchives.gov.uk/20111013135435/http:/research.mla.gov.uk/evidence/view-publication.php?pubid=6

127.

Turner MD. Educational Programmes in Archives and Records Management in the UK and Ireland: An Overview, 1995–2007. Journal of the Society of Archivists. 2008 Apr;29(1):73–82.

128.

Waddington N. The employment of people with disabilities as archivists, records managers, conservators and assistants. Journal of the Society of Archivists. 2004 Oct;25(2):173–188.

129.

Yeo G, Ander E. '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. 2008 Oct;29(2):171–191.

130.

Pederson AE. Understanding Ourselves and Others: Australian Archivists and Temperament. Archival Science. 2003 Sep;3(3):223–274.

131.

Mariz G, McCrea D, Hackman L, Kurtz T, Jimerson R. Leadership Skills for Archivists. The American Archivist. 2011 Apr;74(1):102–122.

132.

Cain S. RSA Shorts - The Power of Quiet [Internet]. Royal Society for the encouragement of Arts, Manufactures and Commerce; Available from: https://www.tes.com/teaching-resource/rsa-shorts-the-power-of-quiet-6339103

133.

LLUK. National Occupational Standards for Libraries, Archives, Records and Information Management Services [Internet]. Available from: http://www.archives.org.uk/images/documents/ARACouncil/nationaloccupationalstandards. pdf

134.

Williams C. An ARA Framework of Competencies: Report with findings and Initial Framework [Internet]. Available from: http://www.archives.org.uk/images/documents/ARACouncil/competencies%20report%20se ptember%202012.pdf

135.

Hoy M. Relationships, trust and learning: experiences of emerging professionals working in collecting institutions. Archival Science. 2011 Nov;11(3–4):391–408.

136.

Ray L. Volunteering in Archives [Internet]. Available from: http://www.archives.org.uk/images/documents/volunteeringinarchivesfinal.pdf

137.

Pink D. RSA Animate - Drive [Internet]. Available from: http://www.thersa.org/events/rsaanimate/animate/rsa-animate-drive

138.

ARA Volunteering Awards - case studies [Internet]. Available from: https://www.archives.org.uk/ara-archive-volunteering-award

139.

Lindsay H. Volunteering in Collections Care: Best Practice Guide - Good Practice Guidance [Internet]. 2011. Available from: https://www.archives.org.uk/latest-news/218-volunteering-in-collections-care-new-best-practice-guide.html

140.

Information Sheets - Volunteering England [Internet]. Available from: http://www.vcnw.org.uk/wp-content/uploads/2014/04/Definitions-of-volunteering.pdf

141.

Investing in Volunteers Standard [Internet]. Investing in Volunteers; Available from: https://iiv.investinginvolunteers.org.uk/

142.

Investors in People Case studies [Internet]. Available from:
https://www.investorsinpeople.com/knowledge/

143.

Library, Archive, Records and Information Management Services Workforce Survey
[Internet]. Learning and Skills Improvement Service; 2012. Available from:
http://www.nationalarchives.gov.uk/documents/archives/2012-larims-workforce-report.pdf

144.

Drucker PF. Managing Oneself. Harvard Business Review [Internet]. 1999;77(2):64–74.
Available from:
http://web.b.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=1&sid=3cffb818-75a8-4e2d-a
bbe-0cf04398000a%40pdc-v-sessmgr02

145.

Conerly K, Tripathi A. What is Your Conflict Style? Understanding and Dealing With Your
Conflict Style. The Journal for Quality and Participation [Internet]. American Society for
Quality; 2004;27(2):16–20. Available from: http://search.proquest.com/docview/219147248

146.

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

147.

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

148.

Williams C. Managing Volunteering in Archives: Report [Internet]. Archives & Records
Association; 2014. Available from:
https://www.archives.org.uk/images/documents/ARACouncil/ARA_Managing_Volunteering_i
n_Archives_2014_Report_and_appendices_final.pdf

149.

Economic Impacts Toolkits for Archives, Libraries and Museums, Final Report ALMA UK
[Internet]. Archives, Libraries and Museums Alliance UK; Available from:
http://almauk.org/working-together/our_activity/economic-impacts/

150.

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

151.

Booth, Andrew, Brice, Anne. Evidence-based practice for information professionals: a
handbook [Internet]. London: Facet; 2004. Available from:
http://www.vlebooks.com/vleweb/product/openreader?id=UCL&isbn=9781856047852

152.

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

153.

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

154.

Crymble A. An Analysis of Twitter and Facebook Use by the Archival Community.
Archivaria. Ottawa: Association of Canadian Archivists; 2010;70:125–151.

155.

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

156.

Duff W, Yakel E, Tibbo H, Cherry J, McKay A, Krause M, Sheffield R. The Development, Testing, and Evaluation of the Archival Metrics Toolkits. The American Archivist. 2010 Sep;73(2):569–599.

157.

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

158.

Holden J. Capturing Cultural Value: How culture has become a tool of government policy [Internet]. 2004. Available from: http://www.demos.co.uk/files/CapturingCulturalValue.pdf

159.

Holden J. Valuing Culture in the South East [Internet]. 2005. Available from: https://www.demos.co.uk/files/Culturalvalueweb.pdf

160.

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

161.

Horton S. Social capital, government policy and public value: implications for archive service delivery. Aslib Proceedings. 2006;58(6):502–512.

162.

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

163.

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

164.

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

165.

Kotler, Neil G., Kotler, Philip, Kotler, Wendy I., Kotler, Neil G. Museum marketing and strategy: designing missions, building audiences, generating revenue and resources. 2nd ed. San Francisco: Jossey-Bass; 2008.

166.

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

167.

Paul H. McCarthy. Archives Assessment and Planning Workbook [Internet]. Society of American Archivists; Available from: https://www2.archivists.org/sites/all/files/ArchivesAssessPlanWkbkAug2010.pdf

168.

Methven, Patricia, Society of Archivists (Great Britain). 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; 1993.

169.

National Council on Archives. Performance Measures and Indicators: Towards generic and universal PIs for archives [Internet]. 2003. Available from: http://webarchive.nationalarchives.gov.uk/20110909164408/http://nca.org.uk/materials/performance_measures.pdf

170.

Ray K, Coulson G, Harrop K. Measuring performance within the bidding culture. 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; 2002.

171.

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

172.

French, Ylva, Runyard, Sue. Marketing and public relations for museums, galleries, cultural and heritage attractions. London: Routledge; 2011.

173.

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

174.

Smith EH. Customer Focus and Marketing in Archive Service Delivery: Theory and Practice. Journal of the Society of Archivists. 2003 Apr;24(1):35–53.

175.

Society of American Archivists. Task Force on Institutional Evaluation. Evaluation of

archival institutions: Services, principles, and guide to self-study. Chicago: SAA; 1982.

176.

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

177.

Weir C. The marketing context. Outreach: luxury or necessity? Journal of the Society of Archivists. 2004 Apr;25(1):71–77.

178.

Williams C. Data Collection and Management in the Archival Domain. Journal of the Society of Archivists. 2003 Apr;24(1):65–81.

179.

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

180.

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

181.

Explore Your Archive toolkit | The National Archives [Internet]. Available from: https://www.nationalarchives.gov.uk/documents/archives/explore-your-archive-toolkit.pdf

182.

Understanding the drivers, impact and value of engagement in culture and sport: An over-arching summary of the research [Internet]. CASE: the culture and sport evidence

programme; Available from:
https://www.gov.uk/government/publications/case-programme-understanding-the-drivers-impacts-and-value-of-engagement-in-culture-and-sport

183.

Cultural Value Project - Arts & Humanities Research Council [Internet]. Available from:
https://ahrc.ukri.org/research/fundedthemesandprogrammes/culturalvalueproject/

184.

The National Archives. Developing Access and Participation [Internet]. 2012. Available from:
https://www.nationalarchives.gov.uk/documents/archives/developing-access-and-participation.pdf

185.

Owens M. 'Advocacy for the archive sector' Archives & Society seminar podcast [Internet]. 8AD. Available from:
http://historyspot.org.uk/podcasts/archives-and-society/advocacy-archive-sector

186.

Awareness Kit: Canadian Council of Archives [Internet]. Available from:
http://www.cdncouncilarchives.ca/advocacy_kit.html

187.

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

188.

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

189.

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

190.

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

191.

Know Your Records Advocacy Toolkit [Internet]. Archives & Records Association; 2014. Available from: http://www.archives.org.uk/images/documents/RMG/FINAL_Dont_Risk_It_Toolkit_July14.pdf