



Records and Information Management

By Patricia C. Franks



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Benefiting LIS students and professionals alike, Franks presents complete coverage of the records and information lifecycle model. Encompassing paper, electronic (databases, office suites, email), and new media records (blogs, wikis), as well as records residing in "the cloud" (software as a service), the text addresses a full range of topics, including

- The origins and development of records and information
- The discipline of information governance
- Creation/capture, classification, and file plan development
- Retention strategies
- Access, storage, and retrieval
- Electronic records and electronic records management systems
- Emerging technologies such as web records, social media, and mobile devices
- Vital records, disaster preparedness and recovery, and business continuity
- Monitoring, auditing, and risk management
- Inactive records management, archives, and long-term preservation
- Education and training
- Developing a strategic records management plan

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Editorial Review

Review

On the strength of its currency and coverage alone, Franks book is poised to take over as the recommended go-to reference for both students and RIM professionals for many years to come ... an up-to-date, coherent, readable, and highly informative text that all RIM/ IG professionals should keep close at hand for ongoing reference. --Information Management

Does a fine job assembling a seminal text on core records administration topics ... I encourage anyone participating in the archives and records management field today or considering entering an Archives & Records Administration program to acquire this volume. --Technicalities

"The handbook is well constructed and organized with a good balance of theory and practical examples ... It is comprehensive and is easy to understand. This work is highly recommended to all those with an interest in recordkeeping and information management today." --Australian Academic & Research Libraries

About the Author

Patricia C. Franks is an associate Professor in the School of Library and Information Science (SLIS) at San Jose State University in California, where she serves as the Master of Archives and Records Administration (MARA) Program Coordinator and the SLIS Internship Program Coordinator. Dr. Franks supervises virtual interns and teaches courses related to information organizations and management, archival studies, and records management. Her professional activities include working with ARMA International, most recently as Consensus Group Leader for both ANSI/ARMA 1-2011 *Implications of Web-Based, Collaborative Technologies in Records Management* and ARMA TR 21-2012 *Using Social Media in Organizations*.

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