

Information Center Online Resources Site Map

Access to the Information Center [Online Resources](#) is one of many benefits of AAM membership. The Online Resources provide AAM members with fast, reliable, and easy access to hundreds of resources that have been individually reviewed, categorized, and described for their usefulness to museums and museum professionals.

The Online Resources are categorized according to AAM's Museum Issues & Operations Taxonomy. A taxonomy is a controlled vocabulary which the Information Center uses to organize hundreds of resources, publications, and sample documents. The following pages are a reflection of this taxonomy in the form of a "site map" to the Information Center portion of the website.

This taxonomy was developed with the assistance of the Standing Professional Committees (SPCs) and is designed from the average museum professional's perspective. Its eight main categories encapsulate the main issues and operational areas of most museums. Many areas of overlapping topics are cross-referenced accordingly and new sections are added as necessary.

This document is most helpful to those who wish to browse the resources. For those who know the exact resource they need, it is best to use the [Search function](#) of the AAM website.

Resources to Help You Meet the AAM Standards

The AAM Standards are called the [Characteristics of Excellence for U.S. Museums](#). The following sections of the Information Center's Online Resources address these different standards:

Standard 1: Public Trust and Accountability

[Collections Stewardship](#)

(Ethical & Legal Collections Issues)

[Financial Stability](#)

(Development & Financial Management)

[Governance & Support Organizations](#)

(Accountability & Ethics and Diversity)

[Interpretation & Education](#)

(Evaluation & Visitor Studies)

[Mission & Institutional Planning](#)

(Engaging the Community)

[Marketing & Public Relations](#)

(Public Relations)

Standard 2: Mission & Planning

[Mission & Institutional Planning](#)

Standard 3: Leadership & Organizational Structure

[Mission & Institutional Planning](#)

[Governance & Support Organizations](#)

[Human Resources](#)

Standard 4: Collections Stewardship

[Collections Stewardship](#)

Standard 5: Education & Interpretation

[Interpretation & Education](#)

Standard 6: Financial Stability

[Financial Stability](#)

Standard 7: Facilities & Risk Management

[Facilities & Risk Management](#)

Information Center Online Resources Site Map

Collections Stewardship

Collections Management

- Access to Collections
- Digitization
- Acquisitions & Accessioning
- Appraisals
- Cataloging
 - Collections Management Software
 - Research (Collections)
- Categories of Collections
- Couriering
- Deaccessioning
- Inventories (Collections)
- Loans
- Marking
- Old Loans & Objects Found in Collections
- Packing, Moving, & Shipping
- Writing a Collections Management Policy

Collections Planning

Conservation & Historic Preservation

- Collections Care by Type
 - Archaeological Collections
 - Baskets
 - Books & Paper
 - Preservation Reformatting (Books & Paper)
 - Ceramics, Glass, & Stone
 - Discs, Tapes, & Cylinders
 - Firearms
 - Furniture & Wooden Objects
 - Historic Vessels
 - Leather
 - Machinery
 - Metal
 - Musical Instruments
 - Natural History Collections
 - Paintings
 - Photographs
 - Preservation Reformatting (Photographs)
 - Textiles
- Condition Reporting
- Conservation Treatment
- Historic Preservation
- Planning
- Preventive Care
 - Cyclical Maintenance & Housekeeping
 - Integrated Pest Management
 - Light
 - Temperature & Relative Humidity
- Storage & Handling

Ethical & Legal Collections Issues

- Access to Collections Records
- Freedom of Information Act
- Ownership & Protection of Cultural & Natural Resources
- Rights & Reproductions
- Tax Issues (Collections)
 - Deductibility (Collections)

Facilities & Risk Management

Construction

- Closing During Construction
- Expansion/Renovation
- Feasibility Studies
- New Construction

Facilities & Site Management

- Accessibility (Facilities)
- Leases
- Office Procedures
- Relocation
- Space Allocation

Risk Management

- Emergency Preparedness & Recovery
 - Earthquake
 - Federal Assistance
 - Fire
 - Flood & Water Damage
 - Hazardous Material
 - Hurricane
 - Terrorism
 - Tornado
- Emergency/Disaster Plan Development
- Hazards in Collections
- Insurance
 - Collections Insurance
 - Arts & Artifacts Indemnity Act
 - D&O
- Recovery of Business Operations
- Safety
- Security/Theft/Vandalism

Information Center Online Resources Site Map

Financial Stability

Development

- Assessing Readiness
- Case Statement
 - Economic Impact
- Development Program Management
 - Board Responsibilities
 - Development Software
 - Development Staff
 - Legal Issues (Development Program)
- Donor Relations
 - Cultivation
 - Donor Recognition
 - Prospect Research
- Evaluation (Development)
- Fundraising Methods & Sources
 - Annual Campaigns
 - Businesses
 - Capital Campaigns
 - Buildings
 - Endowments
 - Federal Government
 - IMLS
 - NEA
 - NEH
 - NSF
 - Foundations
 - Grant Writing
 - Local Government
 - Online Fundraising
 - Planned Giving
 - Special Events
- In-Kind Goods & Services
- Tax Issues (Development)
 - Deductibility (Development)
- Trends

Earned Income

- Admissions Income
- Corporate Sponsorship
- Facility Use
 - Facility Rental
 - Filming
 - Flowers & Plants
- Food Service
- Licensing
- Membership
 - Corporate Programs
 - Direct Mail
 - Dues & Benefits
 - Reciprocal Membership Programs
 - Retention & Renewal
- Museum Stores
 - E-Commerce

Tax Issues (Earned Income)

- Deductibility (Earned Income)
- UBIT

Travel Programs

Financial Management

Accounting

- Accounting Software
- Capitalizing Collections
- FASB
- GASB

Asset Management

- Cash Management
- Endowments
- Fixed Assets
- Inventories (Financial)
- Reserve Funds

Audit

Budget

Financial Reports

- Annual Reports
- Form 990

Financing

Internal Controls

Policy Development

- Accounting Policies
- Endowment Policies
- Gift Acceptance Policies
- Investment Policies
- Purchasing Policies
- Reserve Policies
- Travel & Entertainment Policies

Retrenchment

Information Center Online Resources Site Map

Governance & Support Organizations

Accountability & Ethics

- Codes of Ethics
- Conflict of Interest
- Developing an Institutional Code of Ethics
- Disclosure
- Record Retention
- Tax Issues (Governance)
- Whistleblower Protection

Governing Documents

- Articles of Incorporation
- Bylaws
- Delegation of Authority
- Management Agreement Development
- Statement of Support

Promoting Effectiveness

- Meetings
- Retreats
- Self Assessment

Recruitment & Orientation (Board)

- Board Development
- Diversity (Board)
- Orientation (Board)
 - Handbook Development

Relationship with Staff

- Board-Director

Responsibilities

Structure

- Advisory Groups
- Committees
- Position Description Development (Board)
- Size
- Term Limits

Support Organizations

Human Resources

Contracted Services

- Choosing a Consultant
- Contracted Services by Type
 - Accountants
 - Appraisers
 - Architects & Contractors
 - Conservators
 - Evaluators
 - Executive Search Consultants
 - Exhibit Contractors
 - Fundraising Consultants
 - Graphic Designers
 - Guest Curators
 - Legal Counsel
 - Management Consultants
 - Planning Consultants
 - Security Consultants
 - Technology Consultants
- Contracts
- Employees vs. Independent Contractors
- Finding a Consultant
- Request for Proposal

Directors

- Contracts
- Transitions

Employment Law

- Age Discrimination in Employment Act of 1967
- Americans with Disabilities Act of 1990
- Civil Rights Act of 1964
- Civil Rights Act of 1991
- Equal Employment Opportunity Commission
- Equal Pay Act of 1963
- Fair Labor Standards Act
- Family Medical Leave Act
- Occupational Safety & Health Administration
- Rehabilitation Act of 1973

Interns

Personnel Policy Issues

- Benefits
- Compensation
- Diversity (Staff)
- Grievance
- Harassment
- Performance Management (Staff)
 - Directors (Evaluation)
 - Disciplinary Action
- Personnel Records & Privacy
- Separation (Staff)
 - Exit Interviews

Position Description Development (Staff)

Information Center Online Resources Site Map

Professional Development & Training

- Leadership
- Management Skills
 - Team Building
- Mentoring
- Training

Recruitment, Selection, & Orientation

- Background Check
- Interviews
- Job Offers
- Orientation (Staff)
- Recruitment (Staff)
 - Job Listings
 - Search Firms

Resumes

Volunteers

- Orientation & Training
- Performance Management (Volunteers)
 - Evaluation (Volunteers)
 - Recognition
 - Separation (Volunteers)
 - Supervision
- Position Description Development (Volunteers)
- Recruitment (Volunteers)
- Screening, Interviewing, & Placement
- Volunteer Policy Development
- Volunteer Program Management
 - Legal & Risk Management Issues
 - Staff
 - Volunteer Program Evaluation

Interpretation & Education

Accessibility (Programs)

Evaluation & Visitor Studies

Interpretive Planning, Policies, & Research

- Controversial Issues
- Furnishing Plan Development
- Interpretation & Education Policy Development
- Interpretive Planning (Interpretation)
 - Oral History

Learning in Museums

Methods of Delivery

- Demonstrations & Discovery Rooms
- Exhibits
 - Exhibit Conservation
 - Fabrication & Installation
 - Gallery-Based Technology & Interactives
 - Labels
 - Off-Site Exhibits
 - Planning & Design
 - Traveling Exhibits
- Interpretive Markers
- Museum Theater
 - Living History

- Non-Print Media
- Online Interpretation & Education
- Public Programs
- Publications
- School & Educator Programs
 - Museum Schools
- Tours
- Speaking & Writing Tools
 - Speaking Tools
 - Writing Tools

Marketing & Public Relations

Legal Issues (Marketing & PR)

- CAN-SPAM Act
- Do Not Call
- Do Not Fax
- Truth in Advertising

Market Research

- Attendance
- Market Segments

Marketing Plan Development

Positioning & Branding

Promotion

- Advertising
- Internet Promotion
 - E-Mail
- Printed Materials
- Signage
- Tourism

Public Relations

- Community Relations
- Crisis Communication
- Media Relations
- Social Media
- Visitor Services

Mission & Institutional Planning

Business Plan Development

Change Management

- Closing Permanently
- Life Cycles
- Mergers

Engaging the Community

- Collaborations
 - Library Partnerships
 - Museum Partnerships (Between Museums)
 - Public Broadcasting Partnerships
- Community Revitalization

Information Technology

- Communications Equipment
- Data Backup
- Hardware
- Internet Access

Information Center Online Resources Site Map

Museum Websites
 [Accessibility \(Websites\)](#)
Networks
Online Privacy & Security
Software
Technology Plan Development

[Institutional Planning](#)

[Mission & Vision](#)

 Mission Statement Development

[Project Management](#)

[Starting a Museum](#)

Museum Reference

[Bibliographies](#)

 Collections Stewardship
 Facilities & Risk Management
 Financial Stability
 Governance & Support Organizations
 Human Resources
 Interpretation & Education
 Marketing & Public Relations
 Mission & Institutional Planning

[Directories](#)

 Museum Directories
 Museum Organizations, Associations, Committees
 & Councils

[AAM-Specific Committees, Councils &
 Affiliates](#)

[Discipline & Field-Specific Museum
 Organizations](#)

[International Museum Organizations &
 Associations](#)

[Regional & State Museum Associations](#)

 Resource Organizations Related and of Interest to
 Museums

[Archive & Library Fields](#)

[Arts, Sciences, History & Humanities Fields](#)

[Conservation & Preservation Fields](#)

[Education & Visitor Studies Fields](#)

[Facilities & Risk Management Fields](#)

[Museum Studies Fields](#)

[Nonprofit Sector](#)

 Contractor, Consultant, & Supplier Directories

[Discussion Networks](#)

 Discussion Listservs

[Discussion Lists Specific to Museums](#)

[Discussion Lists of Interest to Museums](#)

 Weblogs (Blogs)

[Blogs Specific to Museums](#)

[Blogs of Interest to Museums](#)

[Glossaries](#)

 Collections Stewardship

 Facilities & Risk Management

 Financial Stability

 Governance & Support Organizations

 Human Resources

Interpretation & Education
Marketing & Public Relations
Mission & Institutional Planning

[Green Resources](#)

 Green Facilities & Operations

 Green Interpretation & Education

 Green Marketing & Public Relations

 Glossary of Green Terms

[Standards, Best Practices & Codes of Ethics](#)

[Surveys – Under Construction](#)