



Below is the annotated list of new acquisitions with annotations and links to web site documents. Items noted "*REFERENCE*" do not circulate. For other than web documents, please contact the Information Center at library@icba.org or x4439.

GENERAL REFERENCE

Community Bank Management Manual : Administration and Board Management -- Austin, TX: Thompson Media Group, LLC, 2011. (*REFERENCE*)

This manual gives senior management everything needed to manage all bank departments. Vol. I- Administration and Board Management; Vol. II-Investments and Loan Portfolio Management; Vol. III-Risk Management and Bank Compliance.

Pratt's Human Resources Practice and Compliance Guide for Bankers / Spears, J. Rudy. -- Austin, TX: Alex eSolutions Inc. 2010 (*REFERENCE*)

This manual is a guide through the legislated requirements of the major aspects of the employee-employer relationship and provides a state-by-state guide to compliance with major human resources regulations. The guide also addresses discretionary benefits that are not required by any law, but which have a controlling set of regulations once enacted by an employer. The manual also discusses compensation and benefit practices including the practical day-to-day application of key management strategies and responsibilities. Includes cd-rom. Formerly Pratt's Model Employee Handbook.

CARDS & PAYMENTS

Credit Cards : Consumer Costs for Debt Protection Products Can Be Substantial Relative to Benefits but Are Not a Focus of Regulatory Oversight / U.S. Government Accountability Office. -- Washington, DC: U.S. Government Accountability Office, March 2011. (*Web site*)

Debt protection and credit insurance products can cancel or suspend part or all of a credit card debt under specific circumstances, such as loss of life, disability, or involuntary unemployment. In response to a mandate in the Credit Card Accountability Responsibility and Disclosure Act of 2009, this report reviews these products' market share and characteristics, federal and state oversight, and advantages and disadvantages to consumers. For this report, GAO analyzed data it had requested on these products from three major credit insurers and the nine largest credit card issuers. These nine issuers represented 85 percent of the credit card market. GAO also reviewed the products' terms and conditions, related marketing materials,

and applicable federal and state regulations. GAO-11-311.
<http://www.gao.gov/new.items/d11311.pdf>

FINANCIAL CRISIS

The Lost Cause : The Failure of the Financial Crisis Inquiry Commission / Wallison, Peter J.
January-February 2011. (*Web site*)

It should not have been difficult for the Financial Crisis Inquiry Commission to identify the causes of the financial crisis. Everyone on the commission, and everyone interviewed, believed that the crisis was caused largely by the losses to financial institutions arising from the high rates of delinquency and failure among subprime and other low-quality mortgages in the 1997-2007 housing bubble. Where the commission lost its way was in its refusal to inquire why so many subprime and other weak mortgages were created in the first place-- why, in other words, there was such a significant deterioration in mortgage underwriting standards in the years before the bubble's collapse. Without an answer to this question, the commission could only produce a narrative about the financial crisis, not a coherent description of what caused the financial crisis. <http://www.aei.org/docLib/FSO-2011-02-g.pdf>

GSEs

A Dozen Ideas : What to Do about Fannie and Freddie / Pollock, Alex J. February 21, 2011.
(*Journal article*)

The author's view is that in the long run, Fannie and Freddie need to be divided into a "bad bank," a "good bank," and a government agency. The bad bank should be put into a liquidating trust, the good bank should be privatized, and the governmental activities of delivering subsidies and non-market loans should be merged into the structure of the Department of Housing and Urban Development. <http://www.aei.org/docLib/110209-HouseCommitteeonFinancialServicesCapitalMarketsSubcommittee-GSE%20Reform.pdf>

OVERDRAFT

Limited and Varying Consumer Attention : Evidence from Shocks to the Salience of Bank Overdraft Fees / Stango, Victor; Zinman, Jonathan. -- Philadelphia PA: Federal Reserve Bank of Philadelphia, April 2011. (*Web site*)

The authors explore dynamics of limited attention in the \$35 billion market for checking overdrafts, using survey content as shocks to the salience of overdraft fees. Conditional on selection into surveys, individuals who face overdraft-related questions are less likely to incur a fee in the survey month. Taking multiple overdraft surveys builds a "stock" of attention that reduces overdrafts for up to two years. The effects are significant among consumers with lower education and financial literacy. Consumers avoid overdrafts not by increasing balances but by making fewer debit transactions and cancelling automatic recurring withdrawals. The results raise new questions about consumer financial protection policy. (Working Paper 11-17)
<http://www.philadelphiafed.org/research-and-data/publications/working-papers/2011/wp11-17.pdf>

SMALL BUSINESS

Are Small Businesses the Biggest Producers of Jobs? / Kliesen, Kevin L.; Maués, Julia S.
April 2011. (*Web site*)

It is often claimed that small firms are responsible for a disproportionately large share of new jobs that are created in the U.S. economy. If true, this speaks well of the entrepreneurial spirit of the U.S. economy, whereby newcomers introduce new ideas or production processes that lead to new and improved products or services. The rise of global companies like Wal-Mart, Microsoft and Google from small beginnings is a testament to the importance of small businesses and the economic forces they sometimes unleash. However, the claim that small businesses generate a large percentage of new jobs must be evaluated carefully. First, there isn't a universal agreement on the definition of a small business. Furthermore, the failure rates of small business are quite high. According to the Bureau of Labor Statistics, only about half of the businesses that opened in 1994 were still operating five years later. Thus, when one accounts for job destruction, small businesses appear to account for a significantly smaller share of net new jobs created in the private sector than many people might believe.

http://www.stlouisfed.org/publications/re/articles/?id=2087&utm_source=Email&utm_medium=Social%2BMedia&utm_campaign=Email

SOCIAL MEDIA

A New Way to Connect with Your Customers Fiserv, Inc. [n.d.] (*Subject file*)
(Fiserv White Paper)

In the span of a few short years, social websites such as Facebook, YouTube and Twitter have attracted millions of users. Today, three out of every four global consumers who go online visit social networks or blogs and the average visitor is spending two-thirds (66 percent) more time on these sites than a year ago. The use of social websites has become a part of many consumers' everyday lives, making them a channel financial institution can no longer ignore.

http://www.fiserv.com/WP_financial-institutions-social-media-white-paper_nov2010.pdf