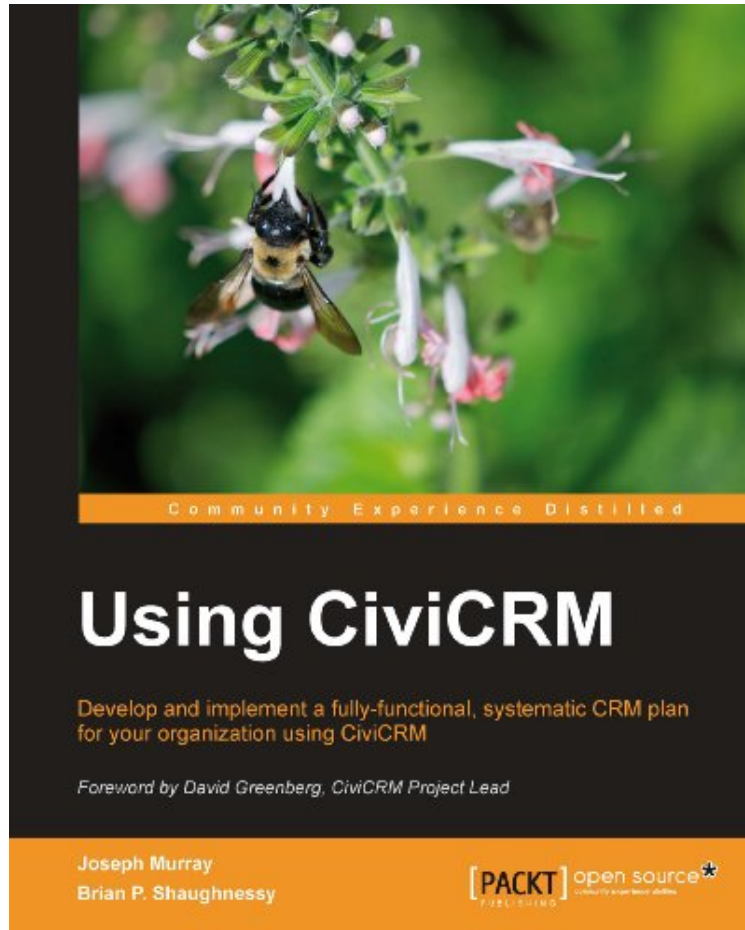


## Using CiviCRM

*Joseph Murray, Brian Shaughnessy*  
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**Joseph Murray, Brian Shaughnessy : Using CiviCRM** before purchasing it in order to gage whether or not it would be worth my time, and all praised Using CiviCRM:

2 of 2 people found the following review helpful. well written, read before, during, and after installationBy Zelda1925Very useful resource for non-profit volunteers (e.g. me) and staff who are thinking about using CiviCRM.This book is now about 2 yrs old, but almost all the advice is still valid (Oct 2013)I found the CiviCRM online documentation quite good, but without practical tips and useful opinions which are offered in this book. Just being aware of the best way to implement a feature (and why the alternatives are sub-optimal) makes the book a worthwhile investment.2 of 2 people found the following review helpful. BASIC - Not for DevelopersBy SleewokThis book is fine if you need someone to hold your hand through setting up CiviCRM. It covers much of the fundamentals for getting started.HOWEVER, do NOT buy this book if you are looking to gain a deeper knowledge with customizing and extending CiviCRM. I was really hoping that there would be some sort of "tutorial" or guiding for customizing and extending. That simple doesn't exist in this book.If you plan to use CiviCRM out of the box, then this will be a great book. If you are a developer, don't bother.4 of 4 people found the following review helpful. Useful, but

outdatedBy Jaap VenterThe book Using CiviCRM is somewhat useful, but is unfortunately outdated. This eBook desperately needs an update in order to be helpful as intended!

This book is a step-by-step tutorial with practical examples, introduced by a planning framework and illustrations of good relationship management techniques for a variety of situations. We begin with basics such as installation, low-level implementation, and CiviCRM's core modules before covering CiviCRM's advanced features and issues such as customization of CiviCRM and integrating it with Joomla! and Drupal. You should be able to quickly grasp and implement the basic elements of CiviCRM before moving on to the more advanced features and tools. This book is for project implementers, organization leaders, staff, and volunteers in advocacy, non-profit, and non-governmental organizations, elected officials, professional/trade associations, political campaigns and parties, government agencies, and other similar organizations who want to implement CiviCRM in a manner tailored to their organization's size, culture, and needs. It addresses CRM strategists, implementers, administrators, and end users looking to become power users in communicating, fundraising, managing events, memberships, grants, cases, and people-resource management.