

Library and Technology Services Research Guide

NAR Archives Research Guide

The National Association of REALTORS® Archives produces Research Guides with the goal of helping members, scholars, and staff locate information held in the Archives. Each Guide covers one series of records, providing historical background and context on how the materials relate to NAR as a whole. In addition, the Guides contain content lists, brief notes about the materials, and box locations within the Archives. Researchers can use these Guides to gain a better understanding of the materials and quickly decide which records may be most relevant to their research.

Library and Technology Services

Series B8

<https://realtor.soutrnglobal.net/Portal/Members/en-US/RecordView/Index/5769>

The National Association of REALTORS® Library and Archives was authorized by the Board of Directors in 1922 but started serving members in NAR’s Chicago office in 1923 as an information bureau. It was a clearinghouse of practical and useful information that helped members improve upon their business practices, increase their education, and answer their questions about the business of real estate.

Starting in 1923 the sole librarian, Elta Lenart, compiled much of the information for the library and archives herself. She sent surveys to local associations, built a collection of city zoning ordinances, compiled lists of real estate courses, and tracked down data on state license laws. By 1925 there were two librarians, who continued to develop the NAR collection to meet the needs of members and staff. By 1939 they had created “the most varied and comprehensive compilation of material on real estate,” which included periodicals, journals, magazines, books, reference books and archives. Over time the collections grew to include other formats such as audiocassettes, VHS tapes, and CDs. Today the Library and Archives serves members as the “largest real estate library in the world,” offering digital and analog services, reference, and historical research to members.

As technology has grown and changed, NAR has sought to remain on the cutting edge of internal technology and external systems for REALTORS®. In 1968, REALTOR® Computer Services (RCS) was created as a subsidiary of NAR. RCS provided REALTORS® with the computer

services to keep them competitive in an increasingly technological market. RCS had a suite of programs and services, including REALTRON, REALTOR® Link and NAR Link, REINET, CRP, RCS/MLS, and LEADERNET. In addition to RCS, in 1994 NAR launched the REALTORS® Information Network (RIN) as a subsidiary of NAR, to be the vehicle by which REALTORS® can access MLS information from other participating MLSs...” Finally, in the early 2000s the Center for REALTOR® Technology (CRT) was established as a “multi-disciplinary technology research and development group at NAR,”¹ to “track emerging technologies that will affect real estate, educate its members, advocate for the proper use of technology, and innovate when there is a gap between what is needed and what is available.”² CRT was closed in 2018.

NAR’s websites, realtor.com, realtor.org, and One REALTOR® Place, have all played a role in keeping REALTORS® up to date on real estate technology and services.

¹ <https://www.nar.realtor/center-for-realtor-development-podcast/smart-home-technology>

² CRT website, 2018

Collection:

B8:01 Library

B8:01 Box 1

- Library history and background, 1923-1994
 - Library history, mission statements, Library Department Fact Sheet, FAQs, maps of the library space in Chicago and DC, and clippings from various publications (National Real Estate Journal, REALTOR® Headlines, Executive Officer Today, and state publications) about the NAR Library.
- Collection Development, 1970-1994
 - Collecting and library policies, correspondence about donations and acquisitions, and package library information for local/state association libraries.
- Circulation and lending procedures, promotional materials, and request forms, 1992-1996
- Library Surveys and results, 1980
 - Survey of association libraries to “obtain current information on the characteristics and functions of library facilities in related organizations.”
- Library Promotional Brochures, Flyers, and Posters, 1959-1996
- Washington Information Resource Center, 1989-1997
 - The Washington Information Resource Center was created in 1990 to meet the research needs of the Washington, DC office. The focus was on legislative and legal real estate research, while also serving the technology needs of NAR employees and members.
 - Periodicals and newspaper lists, Congressional Hearings information, correspondence about the creation of WIRC, request and computer procedures, an orientation manual, and informational flyers about WIRC.

B8:01 Box 2

- NAREB Library: Notes for typing of Library correspondence and set of standard replies, 1975
 - A manual for library correspondence
- Real Estate Information Sources book written by Janice B. Babb and Beverly F. Dordick, librarians at NAREB, 1963
- It's Your Library Cassettes, CD, and slides (slides in Box 3), n.d.
 - An “8-minute sound slide program” outlining NAR's library services

B8:01 Box 3

- Online Catalog, 1976-1984
 - Correspondence about the conversion and feasibility of conversion to an online library catalog, 1976-1984
 - Library On-Line Catalog System user manuals, 1976-1979

B8:02 Library Committees

In 1957 the Library Committee was created to “work with staff members and develop proper policies relating to Library activities.” The following year the objectives of the Committee were set: “1. To attempt to better understand the purpose of the Library and 2. To think constructively about what we learn for the purpose of such changes in policy to better meet the demands of the future. The Committee recommended that the Library be set up as a separate department within NAREB with its own budget.” The Library Committee was dissolved in 1992 and became the Library Information Services Committee Task Force of the Member Services Committee.

B8:02 Box 1-5

- Library Committee
 - Library Committee History, 1992
 - A history of both the origin of the Library and the Library Committee, as well as a detailed timeline of major objectives and decisions made by the Committee.
 - Education and Resources Committee: Library Subcommittee minutes, 1957-1988
 - Library Committee minutes, 1983-1992
- Library Information Services Committee Task Force of the Member Services Committee, 1993
 - “develop the ability for members to establish and run board and state real estate libraries.”³

B8:02 Box 6

- Library Policy Committee, Subcommittee on Real Estate History minutes, 1960-1964
- Computer Committee minutes, 1985-1991

³ 1992 Nov. Library Committee Minutes

B8:03: Library Publications

B8:03 Box 1-3

- Subject Headings for Real Estate Libraries, 1976-1997
 - Subject headings in use at the NAR Library and “includes the headings used for general and business material as well as those pertaining specifically to real estate subjects.”⁴

B8:03 Box 3

- Real Estate Board Library Kit, 1970
 - A kit to assist local and state associations in establishing a real estate library. Sections include: plan of action, selecting material for the collection, identification and marking of library material, classification system, cataloguing and indexing, subject headings for real estate libraries, circulation procedures, promoting use of the library, inventory records, library supply firms, and how to start a real estate shelf in the public library.
- Library Manual for Boards of REALTORS®, 1975-1994
 - “To assist local Boards of REALTORS® and State Associations in their deliberations on the matter of establishing a library and to provide suggestions on operation to those that reach an affirmative decision.”

B8:03 Box 4

- The Online Guide/Internet Guide for Real Estate Professionals, 1995-1997
 - “developed this as a guide to help real estate professionals find and use this new world of information quickly and effectively.”
- Friends of the Library Newsletter, 1991-1997
- Sample Records Retention Schedule for Business Papers, 1992
 - Files arranged by subject heading and given suggested retention schedules.
- Records Management, 1992
 - “Program presented to Wisconsin Executive Officers.” For local and state association records management. Includes sections on filing and retaining records, records management policies, and records retention.
- State/Board Library Directory, 1992
 - A listing of local and state association libraries

B8:03 Box 5

- Bibliography Series, 1978-1993
 - “Special reading lists, each devoted to a topic of widespread interest to REALTORS® and REALTOR-ASSOCIATES®”

NO BOX

- Real Estate Index, 1975-1985 bound volumes

B8:03 Box 6

- Real Estate Index, 1975-1985 microfiche

B8:03 Box 7

- Real Estate Index promotional materials, 1988-1991
 - Includes 1988 promotional plan, order forms, and purchasing offers

B8:03 Box 7-8

- Real Estate Index, 1988-1991

⁴ Subject Headings for Real Estate Libraries, 1976

- “The National Association of REALTORS® Library today exists as the major resource for real estate literature in the world. The Real Estate Index volumes represent the ongoing indexing and cataloging done in the Library. The data is drawn from the more than 25,000 titles and 600 journals that the Library maintains at their Chicago headquarters.”

B8:04 Information Central

Information Central was formed in 1997, combining customer service, library services, and membership services. This created a single point of contact for “members, boards, institute affiliates, staff, government agencies, academic communities, consumers, and other interested individuals who need to communicate with the National Association of REALTORS®.”

Information Central offered: “a state-of-the-art customer contact and call center, the world’s largest real estate research and lending library, the Virtual Library, the Association’s historical archive, membership services, and the Washington Information Research Center (WIRC).” In 2015, Information Central was renamed Information Services and encompassed the IT Helpdesk. In 2018, Information Services was renamed Member Support and no longer encompassed the IT Helpdesk. In 2019, the Library and Archives became a separate entity under the Legal Department, while Member Support remained as the call center.

B8:04 Box 1

- Promotional materials, 1997-2018
 - Pamphlets, promotional flyers, contact information
 - Promotional information about the Virtual Library
 - Information Services marketing materials—ad slicks, stickers, patches, etc.
- Annual Reports and Accomplishments, 2000-2005
- Newsletters, 1997-2004
 - Titles include “Information Central,” “News, Views, and Get Rid of the Workday Blues!” “Frontlines,” an article from “REALTOR® Magazine,” and “The Compass”
- Virtual Library talking points and list of materials, 1997-1998

B8:04 Box 2

- 4 plaques recognizing Information Central for the Virtual Library and membership services, 2000-2006

B8:07: Online services and websites for members

B8:07 Box 1

- Realtor.com
 - Realtor.com was launched as the official site of NAR in 1997 and was two-fold: a place for consumers to connect with REALTORS® and listings, as well as a place for REALTORS® to obtain real estate business information from all NAR departments and publications.
 - Promotional flyers and brochures for realtor.com, 1997-2007
 - Realtor.com “Facts at a Glance,” 2000
 - “Highlights of the 2000 Campaign” report on realtor.com marketing materials and campaign, 2000
 - “Intellectual Property” flyer about protecting information developed by REALTORS® in their work, 1998
- One REALTOR® Place
 - One REALTOR® Place (ORP) was designed as the “Intranet site accessible to only those in the REALTOR® family—members, REALTOR® association staff, and staff of the Societies, Institutes, and Councils—offering a host of useful information for REALTORS® and REALTOR® organizations.”⁵ ORP was accessed through realtor.com and set up as a virtual building with each floor representing an aspect of the REALTOR® organization.
 - About One REALTOR® Place, 1997
 - One REALTOR® Place NAR Staff Reference Information, 1997
 - Correspondence about ORP usage, trademark, and functionality of ORP, 1996-1998
 - Promotional brochures and standing model, 1997
 - One REALTOR® Place VHS
- Realtor.org
 - Realtor.org took over One REALTOR® Place and realtor.com’s member information pages. In 2001, realtor.org was launched as a “repository of resources, documents, and information used by various types of NAR members, association executives, members of the media, federal regulators and legislators, and consumers.”⁶ Realtor.com stayed as the consumer focused site, while realtor.org served the REALTOR® organization.
 - REALTOR.org strategies and guidelines report, 2005
 - Realtor.org Staff Presentation flyer, 2002
 - Realtor.org site management structure, n.d.
 - Realtor.org Management Structure and Operational Plan, 2001
 - Plans to launch realtor.org
 - Realtor.org Content Style and Standards Guide, 2002
 - Competitive Evaluation for Realtor.org, 2002
 - Web Site Score Card’s assessment of realtor.org on usability, design, customer support, and marketing with recommendations on how to improve
 - National Association of REALTORS® Web Content Management Training, 2007
 - An IBM training for those creating and maintaining web content

B8:07 Box 2

⁵ About One REALTOR® Place, 1997

⁶ Realtor.org content strategy, 2005

- REALTOR® Computer Services
 - REALTOR® Computer Services (RCS) was created in 1968 as a subsidiary of NAREB. It encompassed “five major components: the State/Board Computer Systems Department, the Micro-Computer Systems for Firms Department, the Network Services Department, the Marketing Department, and the Research and Development Department.”⁷ RCS was created to “enhance the flow of real estate information among our members and provide a single source of marketing and customer support services.”⁸ RCS provided REALTORS® with the computer services to keep them competitive in an increasingly technological market. RCS had a suite of programs and services, including REALTRON, REALTOR® Link and NAR Link, REINET, CRP, RCS/MLS, and LEADERNET.
 - REALTRON
 - “REALTRON is the new, nation-wide computer real estate listing service. REALTRON’s services are brought to you by the REALTRON CORPORATION, a member of the Reeves Broadcasting Group, through REALTORS® Computer Service, Inc. REALTRON uses a highly sophisticated computer to store information on available residential and commercial properties. This information lets you electronically select those properties which, within a specified area, meet your clients’ requirements of price, style, and features.”⁹
 - REALTRON brochures, 1969-1970s
 - “The Why and How of Efficiently Using the Computer in Selling, Listing, Soliciting”
 - “How RCS/REALTRON® Puts Excitement In Your Selling and Listing”
 - “RCS/REALTRON® The Nationwide Computerized Real Estate Information Service”
 - “The Personal Computer Terminal”
 - “Facts About REALTRON”
 - Agreements and contracts between RCS and REALTRON, 1968-1971
 - Articles and newspaper clippings about REALTRON, 1968-1969
 - REALTRON Computer Manual, 1969
 - RCS/REALTRON 1st Annual Seminar materials, 1969
 - Materials from the seminar for Executive Officers on how to use and utilize REALTRON for their organizations
 - REALTRON marketing materials, 1969
 - Includes sample sales scripts, sample brochures, investment analysis information, brochures, ad slicks, and press kits. Also includes a folder of blank forms, contracts, and agreements for REALTOR® Associations interested in REALTRON.

B8:07 Box 3

- REALTOR®/NAR Link

⁷ Introduction: The New Division, 1985

⁸ Introduction: The New Division, 1985

⁹ Facts About REALTRON brochure, 1969.

- NAR Link, later renamed REALTOR® Link was “NAR’s knowledge platform, populated with virtually all information created or accessible at NAR, instantly available to all NAR staff and subscribing Boards, States, and members.”¹⁰ The platform included: State and Board Leadership Directory, The Committee Directory, Products and Services Catalog, REALTOR® News, Public Affairs Issues, NAR Library Index, State & Local Issue Tracker Database, Federal Issues Tracker, Capitol Hill Testimony, FDC/FSC Members, Members of Congress, International Real Estate Update, International Network, Board Policy and Programs, NAR Information Experts, and NAR On-Line Information Index & INS.
 - REALTOR® Link and NAR Link brochures, 1994-1995
 - REALTOR® Link and NAR Link Pilot Test feedback, presentations, and database comments, 1994-1995
 - What is NAR/REALTOR® Link information sheets and correspondence, 1994-1995
 - Officers’ Presentation script about NAR Link at state meetings, 1994
 - Style Guidelines and standards, 1994-1995
- REINET (Real Estate Information Network)
 - “A system for disseminating property descriptions and prices. With RCS/REINET you can: exchange property information in your region, across the country, or around the world. Conduct building valuation...do real estate analysis...manage cash flow...prepare expense projections and amortizations. Access an extensive demographic database for every region, state, and locality in the United States. Send and receive messages to and from other subscribers with the electronic mail function.”¹¹
 - REINET brochures, 1980s
 - Product Development Plan for REINET Hot sheet, 1985
 - “hot sheet will provide REALTORS® with a simple, easy accessible advertising and sales vehicle which will operating in conjunction with REINET’s property network. Hot sheet will be an internal advertising vehicle to aid in increasing membership and to increase actual usage of the system.”
 - Correspondence with REINET subscribers offering suggestions, improvements, and international expansion ideas, 1983-1985
 - REINET Budget and Subscriber costs, 1985
 - Correspondence about REINET technology, 1983-1985
- CRP
 - MAC (Apple Computer) software and hardware information, 1984-1985
 - CRP pricing and marketing, 1985
- CRP catalogs, 1984-1986

B8:07 Box 3-4

¹⁰ What is NARLink? Information sheet, 1994

¹¹ REALTOR® Computer Services: Your Family of Computer Products brochure, 1980s

- “Computer and Word Processing Supplies Catalog”
- “The LA75 Companion Printer”
- “MicroVMS: MircroVAX General Purpose Operating System”
- “LA210 Letterprinter: The One Printer for all Digital Computers and IBM Personal Computers”
- “VAX 8200: The Entry-level VAXBI and VAXcluster System”
- “Terminals Topics”
- “VAX Systems: Now a New Generation”
- “VAX: Computer Systems for Now...And the Years Ahead!”
- “Digital’s Word Processing Solutions: DECmate/WPS—A Word Processing Leader”
- “MicroVAX II: Minicomputer Architecture in a Supermicro Package”
- “VT220”
- “Small Computers for Real Estate Firms: Business Plan”
- “The Real Estate Executive’s Guide to Selecting and Implementing a Small Business Computer”

B8:07 Box 4-5

- RCS Budget and budget materials, 1983-1986

B8:07 Box 6

- RCS/MLS
 - A Board owned and operated MLS in which members can: “Add new listings...maintain current listings...delete old listings. Match up client needs with available properties...search for comparable...look for rental comparable. Prepare amortized schedules...calculate payments...perform mortgage analyses...do rent vs. buy comparisons. Calculate Fannie Mae buydowns...analyze all five FHA 245 plans. Calculate balloon payments...amortize VRM or RRM-type mortgages. Take charge of your bookkeeping and management chores...maintain membership...post financial transactions...keep tabs on the local money market.”¹²
 - RCS/MLS correspondence, 1984-1985
 - RCS/MLS Telephone Survey Results, 1984
 - Asked participating boards: “to what degree has RCS/MLS met your expectations? And “would you recommend the RCS/MLS system to other Boards?”
 - RCS/MLS legal correspondence and agreements, 1985
 - RCS/MLS pricing and agreements, 1985
 - RCS/MLS newspaper clippings, 1981-1986
 - RCS/MLS Task Force Recommendations, 1991
 - RCS/MLS Marketing materials, 1980s
 - Strategic Business Plan for RCS/MLS, 1987
- LEADERNET

¹² REALTOR® Computer Services: Your Family of Computer Products brochure, 1980s

- A service to leaders/decision makers at local, state, and national levels. “With RCS/LEADERNET, you can: build a state association data base...search comparable data bases in other states...use electronic mail to send and receive messages. Transmit membership data instantly and receive confirmation that updates have been received and processed daily. Connect with the NAR information data base to receive news on National or legislative and legal issues as well as course offerings of NAR and its affiliates. Receive up-to-the-minute new releases about real estate related issues and access the FLASH EO UPDATED, published electronically each week by NAR.”¹³
 - Correspondence about services to LeaderNet subscribers, 1984-1985
- INSITE
 - Gives small offices a complete computer system that is compatible with all RCS products. INSITE can: “manage brokerage sales. Manage your office accounting function. Prepare sophisticated residential financial analysis. Maintain lists and do word processing. Perform all record-keeping and accounting functions necessary for residential property management.”
 - INSITE User Meeting, 1986
 - NAR decision to provide all hardware and software to INSITE users, 1986
 - INSITE business plans, 1986

B8:07 Box 7

- RCS Bylaws, n.d.
- RCS Board of Directors meeting minutes, 1968-1971
- “Introduction: The New Division” and “REALTORS® Computer Service Reorganization,” 1985
- “REALTOR® Computer Services: Your Family of Computer Products” brochures and product listing chart, n.d.
- National Association of REALTORS®: REALTORS® Use of Computers survey, 1984
- REALTOR® Computer Services “Yellow Pages” staff directory, 1985
- RCS Marketing Plans, 1985
- A Structural Alternative for Organizing the Computer Products of NAR, 1984
- NAR-Talk User’s Manual, 1984
 - A software program from RCS that allows for REALTORS® to communicate via terminals and a created phonebook
- Correspondence about relocation of RCS from Chicago to DC, 1985
- REALTRONICS marketing kit, 1969
 - A system that functioned like RCS/MLS, to give updated listing information electronically

B8:07 Box 8

- REALTORS® Technology Conference and Expo, 1996-1997
 - A technology conference and expo for REALTORS® to see demonstrations of the newest REALTOR® technology and to attend educational sessions on utilizing technology to

¹³ REALTOR® Computer Services: Your Family of Computer Products brochure, 1980s

improve business. Includes programs, promotional materials, and CDs of product demos.

- “The Current State of Electronic Transaction Platforms Specific to the Residential Real Estate Industry” report, 2002
- Technology Think Tank, 1997
 - Materials from the Technology Think Tank, conducted to “collect a body of knowledge on the potential impact of technology on the real estate transaction and, more broadly, on all related activities; to explore alternative strategies for planning ahead for such changes; and to inform the decision-making and actions of NAR with respect to the impacts of technology over the next 1-3 years (or beyond, as the time horizon is an unknown.)”
- RE FORMSNET, LLC, 2007
 - Agreement between RE FORMSNET, LLC and NAR to provide design, development, and marketing of transaction management products for REALTORS®

B8:07 Box 9

- National REALTORS® Database System (NRDS)
 - “The National REALTORS® Database System (NRDS) was created under the directions of A.E.s and NRDS Standards Board to provide an efficient means to store member and office records of the REALTOR® organizations...The NRDS system was created and integrated into One REALTOR® Place.”¹⁴
 - NRDS Standards Board Meeting minutes, 1999-2001
 - NRDS User Manual, 1998
 - “A Proposed National REALTOR® Database System,” 1998
 - NRDS Version 2 changes, 2000
 - NRDS Criteria for Points of Entry and Rating NRDS-Capable Vendors, 1999
 - NRDS Standard Abbreviations, 2001
 - NRDS Background Information, 1998
 - NRDS Work Group Recommendations, 2000

¹⁴ NRDS User Manual, 1998

B8:08: REALTORS® Information Network (RIN)

“Created in 1994 as a subsidiary of NAR, REALTORS® Information Network (RIN) is the vehicle by which REALTORS® can access MLS information from other participating MLSs...It offers REALTORS® cutting edge, information management products to position the REALTOR® at the very center of the transaction, using cutting edge technology to do what REALTORS® do best—help people buy and sell property”¹⁵

B8:08 Box 1

- RIN Business Plan, 1994
- RIN Launch folder, 1995
 - FAQs, information about launch, and promotional materials
- Folder of news clippings about RIN, 1995
- Pilot participant packets, 1995
 - Welcome letter, user guide, floppy disks with desktop application, and mouse pad.
- RIN Desktop Application handbook, 1995

B8:08 Box 2

- RIN Resellers Guidebook, 1995
 - A guidebook for those authorized to sell RIN to REALTORS®. Includes sales information and marketing strategies.
- User Guide and Desktop Application disks, 1995
- RIN promotional materials, 1995
 - VHS: Ensuring Your Future with RIN
 - Cassette: REALTORS® Information Network “Trends in Real Estate” Radio Features
 - Floppy Disk: REALTORS® Information Network PowerPoint 4.0 Presentation

B8:08 Box 2-3

- RIN Board of Directors nomination ballots, n.d.
 - Ballots electing candidates to the REALTORS® Information Network Board of Directors

B8:08 Box 3

- Train the Educator Program packet, 1996
 - A training course designed to show implementers of RIN how to instruct REALTORS® and Associations on the install and utilization of RIN.
 - A training guide, transparent sheet slides (for an overhead projector), and an “Ensuring Your Future with RIN” VHS tape.
- RIN Mousepad, n.d.

¹⁵ RIN Launch packet, 1995

B8:09: Center for REALTOR® Technology (CRT)

CRT was established as a “multi-disciplinary technology research and development group at NAR,”¹⁶ to “track emerging technologies that will affect real estate, educate its members, advocate for the proper use of technology, and innovate when there is a gap between what is needed and what is available.”¹⁷

B8:09 Box 1

- Dublin Group Proposal for the Center for REALTOR® Technology (CRT), 2000
 - Slides explaining the need for “technology driven business models” and defining the vision of the CRT to “lead the digital revolution in real estate.”¹⁸
- Surveys, studies, and reports by CRT
 - Technology and the REALTOR® Survey Analysis, 2002 and 2003
 - The REALTOR®-Client Communication Gateway (RCCG) software package was developed by CRT to “enable REALTORS® to place detailed information about specific properties on a private web page for clients to view.” The survey was to understand the perceived needs for which the package was designed.¹⁹
 - REALTOR® Consumed Services Outlook White Paper, 2003
 - A paper that “gives an overview of the technologies currently in use and preview those that will be widespread in the next few years.”²⁰
 - Multiple Listing Service System Survey Analysis, 2003
 - An analysis of the MLS System Survey which “elicited responses to queries about basic MLS information such as size, costs, and competition, as well as the mechanics of acquiring listing data from members.”²¹
 - REALTOR® Technology Survey, 2004 and 2006
 - “An annual survey to examine use of technology within the REALTOR® community, providing a baseline for future comparison.”²²
 - Multiple Listing Service Technology Survey, 2004 and 2005
 - Survey to “examine the use of current and emerging technologies within the Multiple Listing Service community.”²³
 - Screen Scraping Strategies: A Management Guide, 2004
 - An explanation of screen scraping and strategies for combating the problem.
 - REALTOR® Technology Efficiency Survey and Study, 2005
 - Survey and study to “examine the use of technologies within the real estate industry and what can be done to improve its efficiency and use.”

B8:09 Box 2

- Content Protection Roadmap, 2003

¹⁶ <https://www.nar.realtor/center-for-realtor-development-podcast/smart-home-technology>

¹⁷ CRT website, 2018

¹⁸ Dublin Group Proposal, 2000

¹⁹ Technology and the REALTOR® Survey Analysis, 2002

²⁰ REALTOR® Consumed Services Outlook White Paper, 2003

²¹ Multiple Listing Service System Survey Analysis, 2003

²² REALTOR® Technology Survey, 2004

²³ Multiple Listing Service Technology Survey, 2004

- A study by AMS and CRT “regarding the evaluation of the security risks of real estate data content and a valuation model of the opportunities inherent in the real estate transaction.”²⁴
- Information Security Guidelines & Guides to Protecting REALTOR® Information CDs, 2004
- REpurposed Apps promotional flyer
 - “REpurposed Apps is a website for members to engage each other, recommend, and share apps that they use in their daily workflow.”
- Photograph of REALTORS® at a computer
- CRT stickers and a patch

²⁴ Content Protection Roadmap introduction letter, 2003