

Reach Beyond the Library Walls: Meeting Consumer Information Needs

TLA-2009 Annual Conference

Answer Consumer Questions with TexShare Databases!

- **EBSCO Alt Health Watch** includes journals and reports, pamphlets, booklets, special reports, original research and book excerpts.
- **EBSCO Business Source Complete** provides Datamonitor Reports, regional newspapers, Kiplinger Letter, Kiplinger Personal Finance, and Kiplinger Forecasts.
- **EBSCO Health Source - Consumer Edition** features consumer health magazines, Merriam-Webster's Medical Desk Dictionary, reference books, patient education sheets, pamphlets, and newsletters.
- **EBSCO MasterFILE Premier** includes full-text Consumer Reports to the present.
- **EBSCO Newspaper Source** provides national & international newspapers, and full text television & radio news transcripts on business, health, travel, law, personal finance, employment, and more.
- **Gale Health & Wellness Resource Center with Alternative Health Module** includes pamphlets, newsletters, videos, reference books, videos, and articles.
- **Gale InfoTrac Newspapers** provides titles from international and national newspapers including several Texas newspapers on business, health, travel, law, personal finance, employment, and more.
- **OCLC-NetLibrary** features full-text books on travel, health, law, and personal finance.
- **ProQuest: eLibrary Curriculum** contains all of Kiplinger's personal finance journals, plus Journal of Consumer Affairs, Consumer Reports: Editor's Edition, plus all of the TV/radio transcripts for ABC/CBS/CNN news programs such as Wall Street Corporate Reporter; Your Money, Your Bottom Line, Nightly Business Report, and the Dave Ramsey Show.

In this issue:

Answer Consumer Questions with TexShare Databases	1
Review Top Ten Consumer Questions Topics	2
Check Out Top Consumer Web Sites for Popular Topics	2

TLA-2009 Annual Conference

Reach Beyond the Library Walls: Meeting Consumer Information Needs

Additional copies available at:
http://www.texshare.edu/outreach_materials/consumer.pdf

A program of the
Texas State Library
and Archives Commission



Information compiled by:
Russlene Waukechon,
TexShare Database
Coordinator,
Texas State Library
and Archives Commission
& Monica Rabel Norem,
Lone Star College-CyFair
Reference Librarian

Review Top Ten Consumer Question Topics

In an unscientific poll of Harris County Public Library Reference Staff, most respondents selected legal and health-related topics as the most frequent consumer questions they receive. Does this list match the questions you receive at your library? Read more about how TexShare databases and helpful websites can help you answer consumer questions.

MOST POPULAR CONSUMER REQUESTS IN LIBRARY

1. Legal forms and information – divorce, name change, leases, immigration
2. Health conditions and diseases – learning disabilities, specialized diets
3. Employment assistance – resumes, online applications
4. Travel planning – country/city guides
5. Product Ratings – computers, televisions, appliances
6. Education – help by grade level (K-12) and study guides for TAKS, TEXES, GED, ASVAB
7. Personal Finance – credit repair, investment, real estate
8. Home Appliance/Car Repair – how-to manuals
9. Taxes – forms, instructions, assistance
10. Small Business – loans/grants, start up, nonprofits

Check Out Reliable Consumer Web Sites for Popular Topics

Site includes information in Spanish **SP**

Legal

- The People's Lawyer—Richard Alderman @ <http://www.peopleslawyer.net/>
- State Bar of Texas—Consumer and Commercial Law @ http://www.txconsumerlawyers.org/consumer_links.html
- Abogado General de Texas-Protección al Consumidor @ http://www.oag.state.tx.us/consumer/index_span.shtml **SP**

Health

- MedlinePlus @ <http://medlineplus.gov/> (see also: <http://medlineplus.gov/spanish/>) **SP**

Employment

- Indeed @ <http://www.indeed.com/>
- Resume Workshop @ <http://owl.english.purdue.edu/workshops/hypertext/ResumeW/>

Travel

- Farecast @ <http://farecast.live.com/>
- Wikitravel @ http://wikitravel.org/en/Main_Page

Product Ratings

- ConsumerSearch @ <http://www.consumersearch.com/>

- Consumer Reports @ <http://www.consumerreports.org/> (see also: <http://espanol.consumerreports.org/> and EBSCO's MasterFILE Premier) **SP**

Education

- Helping Your Child Series @ <http://www.ed.gov/parents/academic/help/hyc.html> **SP**

Personal Finance

- 360 Degrees of Financial Literacy @ <http://www.360financialliteracy.org/Life+Stages/>

- Mint @ <http://www.mint.com/>

Home Appliance/Car Repair

- RepairPal @ <http://repairpal.com/>
- Home Maintenance and Repair @ <http://web1.msue.msu.edu/msue/imp/mod02/master02.html>

Taxes

- <http://www.irs.gov/> (see also: <http://www.irs.gov/espanol/>) **SP**

Small Business

- Small Business Planner @ <http://www.sba.gov/smallbusinessplanner/index.html>