

ORGANIZING FOR SOCIAL CHANGE: INTERNET RESEARCH RESOURCES

a work in progress

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STARTING POINTS FOR LABOR RESEARCH

AFL-CIO

<http://www.aflcio.org>

The newly designed AFL-CIO web site makes it easier to find information on AFL-CIO programs, political & labor campaigns, speeches, press releases, family-related information, plus directories and links to member unions and affiliates.

CHANGE TO WIN

<http://www.changetowin.org/>

Information on the new labor federation; press releases, constitution, promotional videos (at the current time).

LABOR UNIONS AND THE INTERNET

<http://www.ilr.cornell.edu/library/research/subjectGuides/laborUnionsInternet.html>

YAHOO'S INDEX TO LABOR INFORMATION

http://dir.yahoo.com/Business_and_Economy/Business_to_Business/Labor/

LABOR UNION RESOURCES & DIRECTORIES

XPDNC LABOUR DIRECTORY

<http://www.xpdnc.com/links/links.html>

Excellent directory with an international perspective; useful & interesting categories such as Corporate Agenda, Labour Online, Media Outreach. Geographic and topic-oriented lists.

XPDNC NEW JERSEY LABOR LINKS

<http://www.xpdnc.com/links/lousnj.html>

XPDNC PENNSYLVANIA LABOR LINKS

<http://www.xpdnc.com/links/louspa.html>

Branch, chapter, local, regional organized labor and union website links.

BIG LABOR.COM

<http://www.biglabor.com/>

Created by Union Communications Services, this site features extensive links to U.S. union web sites (internationals and locals), updated weekly, plus a weekly labor cartoon, song, quote, book, steward tip, & today in labor history. Interesting feature: "Info about Your Union" enables you to look up U.S. DOL LM2 (financial) reports, and to locate unions by zip code.

THE WORK SITE

<http://www.theworksite.org/>

Created by Matt Witt of the American Labor Education Service, this site aims to create online communities focused on "Tools You Can Use" and "Resources & Strategy". The expanding "Tools" section includes nuts-and-bolts articles on using video, union communications, working with lawyers, etc. The newsletter "World Wide Work" is a good source for new books and music on labor issues. Registration is required, but there is no fee.

ORGANIZING

RESOURCES & TECHNIQUES

BUILDING POWER IN THE WORKPLACE: THE AFSCME INTERNAL ORGANIZING MANUAL

<http://www.afscme.org/publications/1668.cfm>

THE FIVE BASIC STEPS TO ORGANIZING A UNION (UE)

http://www.ranknfile-ue.org/org_steps.html

MIDWEST ACADEMY DIRECT ACTION ORGANIZING PROCESS

<http://www.mindspring.com/~midwestacademy/Organize/page5.html>

Outlines basic techniques of direct action organizing.

NATIONAL WORK RIGHTS INSTITUTE: THE RIGHT TO ORGANIZE

http://www.workrights.org/issue_organize.html

See "Article" for explanation of basic legal principles and current status of the right to organize.

THE VIRTUAL ACTIVIST 2.0: A TRAINING COURSE

<http://www.netaction.org/training/v-training.html>

Text-based interactive guide to using "email and the Web as effective, inexpensive, and efficient tools for organizing, outreach, and advocacy." Extensive text.

EXAMPLES OF ONLINE ORGANIZING CAMPAIGNS

EWORKERS

<http://www.ibew.org/eworkers/index.htm>

IBEW and CWA organizing the cable industry.

UFCW: WAL-MART WORKERS NATIONWIDE CAMPAIGNS

http://www.ufcw.org/issues_and_actions/walmart_workers_campaign_info/relevant_links/index.cfm

Listing of web sites of Wal-mart organizing campaigns in Las Vegas, Canada, and other cities. A good starting point, as this type of organizing site has a fairly short shelf life.

WASHTECH (WASHINGTON ALLIANCE OF TECHNOLOGY WORKERS, CWA)

<http://www.washtech.org/>

Legislative advocacy, training, organizing, focusing on dot.com workers in the Seattle area.

XPDNC: SECURING WORKER RIGHTS

<http://WWW.Xpdnc.com/links/links.html>

See Organizing Drives, Campaigning Groups categories.



COMPANY INFORMATION

RESEARCH GUIDES

FAST-RAA

<http://www.fast-raa.com/>

Formerly the research arm of the Food and Allied Service Trades Dept., AFL-CIO, RAA is now a non-profit organization dedication to assisting unions with cutting edge research. Their Manual or Corporate Investigation is an excellent guide to corporate research on and off the web. Union researchers can get a password by e-mailing RAA at raa@fast-raa.com.

FACTS @ YOUR FINGERTIPS: AN INTERNET RESEARCH GUIDE FOR ACTIVISTS – CORPORATE RESEARCH (AFSCME)

<http://www.afscme.org/publications/1670.cfm> (Index)

<http://www.afscme.org/publications/1265.cfm> (“Corporate Research”)

One of the best guides to Internet company research on the web. Good section on nonprofits.

CWA STRATEGIC RESEARCH MANUAL

<http://www.cwa-union.org/resources/strategic-research-manual/>

Guide to research procedures for unionists working on strategic campaigns.

RESEARCHING COMPANIES ONLINE

<http://www.learnwebskills.com/company/>

A step-by-step tutorial that focuses on free Internet sites that contain corporate, nonprofit, and industry information.

CORPWATCH RESEARCH GUIDES

<http://www.corpwatch.org/>

CorpWatch, a corporate globalization watchdog organization, offers several online corporate research tutorials: Hands-On Corporate Research Guide, an Industry Research guide, a Corporations and Politics guide, and Develop a Research Plan for beginners. Click on the Research tab on the CorpWatch homepage for the Research portal.

CLASSIFICATION SYSTEMS

NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS)

<http://www.bls.gov/bls/naics.htm>

This new system for classifying industries and businesses uses a 6-digit hierarchical coding system, organizing all economic activity into 20 industry sectors.

STANDARD INDUSTRIAL CLASSIFICATION SYSTEM (SIC) SEARCH

<http://www.osha.gov/oshstats/sicser.html>

The SIC served as the structure for the collection and analysis of economic data for over 60 years, and is still used by many companies and organizations.

STANDARD OCCUPATIONAL CLASSIFICATION (SOC) SYSTEM

<http://www.bls.gov/soc/home.htm>

The classification system used by the U.S. government to classify workers into occupational categories; consists of over 820 occupations, organized into 23 major groups.

CORPORATE PROFILES

YAHOO! FINANCE: COMPANY AND FUND INDEX

<http://biz.yahoo.com/>

Company profiles include thumbnail description of business, basic financials, names & compensation of executives; good starting point for researching publicly traded companies.

HOOVERS ONLINE

<http://www.hoovers.com>

Profiles of major corporations; bypass the fee & request samples.

CORPORATION & ORGANIZATIONAL DATA

CORPORATE INFORMATION

<http://corporateinformation.com>

Use the corporate search engine to find company reports online. Corporate profiles from Wright Investors Service, which sponsors this site, are now subscription-based, but the search engine is free and useful as a starting point.

EDGAR (SEC ONLINE)

<http://www.sec.gov> or

<http://www.secinfo.com>

Full text of financial documents filed by publicly owned U.S. corporations; see proxies for executive compensation disclosure. SECInfo is one of the few commercial sites that still offer this information for no fee (as of this writing).

GUIDESTAR

<http://www.guidestar.org>

GuideStar Basic (free) gives basic information about nonprofit organizations, including its mission and recent IRS 990 filings. Registration is required. Fee-based versions offer more searching and content options.

RESPONSIBLE SHOPPER (COOP AMERICA)

<http://www.coopamerica.org/programs/rs/>

From Coop America, a social justice organization, "research on companies that are subjects of consumer and shareholder action campaigns, and that have significant influence in their industry".

freeERISA.COM

<http://www.freeerisa.com>

Easy access to benefit and pension plan filings of U.S. employers, large and small, private and nonprofit. Registration (free) required.

SEARCH SYSTEMS (Pacific Information Resources, Inc.)

<http://www.searchsystems.net/>

Links to public records databases open to the public; international in scope. Databases vary by country & state, but may include corporation records, professional licenses, court decisions, court records, campaign finances, Access to listings is now fee-based, but you can get a description of a specific database (without the name) and then search for it on Google.

INDUSTRY INFORMATION & LINKS

FULD COMPETITIVE INTELLIGENCE GUIDE: I3 (INTERNET INTELLIGENCE INDEX)

<http://www.fuld.com/fuld-bin/f.wk?fuld.i3.home>

Industry-oriented guide to corporate data, news, directories.

INDUSTRY RESEARCH DESK: INDUSTRY PORTALS

<http://www.virtualpet.com/industry/mfg/mfg.htm>

Industry-related web site; use this site or Fuld (above) to locate industry associations online.

ANALYZING THE NUMBERS

NUMBERS "CRUNCHING FOR NEGOTIATIONS (Costing Out a Contract, the Easy Version!) / UE

http://www.ranknfile-ue.org/ic_costcon.html

Just what it says, the basics of costing out (no spreadsheet needed), from the United Electrical Workers.

HOW TO COST OUT YOUR CONTRACT/ THE MATHEMATICS OF COLLECTIVE BARGAINING

<http://www.webshells.com/ocaw/txts/doc95.htm>

KNOWING THE NUMBERS: A GUIDE TO PUBLIC BUDGET ANALYSIS (AFSCME)

<http://www.afscme.org/publications/1661.cfm>

Written for public sector unions, a good, succinct guide to what type of information should be acquired and what questions to ask once you get it.



WEB SEARCH TIPS : CORPORATE RESEARCH:

Use Ticker Symbols for researching publicly traded corporations. They can be found at

Yahoo: <http://finance.yahoo.com/>

Quote.com: http://finance.lycos.com/qc/lookup/symbol_search.aspx

Privately held companies: These companies are not required to file reports with the SEC, so information from the "usual" sources is limited. Check newspapers and periodicals.

WAGES & SALARIES

WAGE & SALARY DATA: SURVEYS & ANALYSIS

OVERVIEW OF BLS STATISTICS ON WAGES, EARNINGS, AND BENEFITS

<http://www.bls.gov/bls/wages.htm>

Brief overview of the type of data available from the U.S. Bureau of Labor Statistics, the main source of earnings and employment data for United States workers and employees.

NATIONAL COMPENSATION SURVEY (NCS)

<http://www.bls.gov/ncs/>

This U.S. Bureau of Labor Statistics survey of employee salaries, wages, and benefits replaces three previous BLS surveys (ECI, OCSP, EBS). The BLS recommends this survey for those who want wage estimates for pay setting purposes.

OCCUPATIONAL EMPLOYMENT STATISTICS

<http://www.bls.gov/oes/>

This BLS survey of wage and salary workers produces estimates for over 750 occupations in over 400 industry classifications. It can be tailored to specific industries and areas, and is a good source for obtaining a general overview of wages by occupation, industry, and local area.

NEW JERSEY EMPLOYMENT AND WAGE DATA (NJ Dept. of Labor & Workforce Development)

<http://www.wnjin.state.nj.us/OneStopCareerCenter/LaborMarketInformation/lmi14/index.html>

PENNSYLVANIA OCCUPATIONAL WAGES (Penn. Center for Workforce Information and Analysis)

<http://www.paworkstats.state.pa.us/gsipub/index.asp?docid=374>

To find out if your state offers wage survey information, check the State and Local Government on the Net web site, <http://www.statelocalgov.net/index.cfm>, to locate the state department of labor.

EXECUTIVE PAYWATCH

<http://www.paywatch.org>

<http://www.paywatch.org/ceou/database.cfm>

This AFL-CIO created web site tracks trends in CEO compensation (with, of course, a labor slant). The database documents CEO pay data for companies in the Standard & Poor's Super 1,500 Index.

BNA

<http://zeus.bna.com/press/2008/specialreports/>

BNA, a labor relations publisher, analyzes wage patterns and releases summary results in press release format. Their loose-leaf publication, Collective Bargaining Negotiations and Contracts (CBNC), contains analyses of wage patterns in selected industries. CBNC is available online at the Carey Library, SMLR.

COMPILATIONS & DIRECTORIES OF WAGE & SALARY DATA

JOBSMART

<http://jobstar.org/tools/salary/>

This career-search website, created by California librarians, has the best collection of links to salary surveys on the Internet.

ECONOMIC RESEARCH INSTITUTE (ERI): SALARY SOURCES AND SURVEYS

<http://www.eri.com/index.cfm?FuseAction=SurveysSources.USSalary> or

<http://www.eri.com/sources>, click on map for an extensive listing of salary surveys plus surveys on employee benefits, cost-of-living, executive compensation, and HR practices. Over 1900 U.S. salary surveys are listed, mixing those for sale by consulting firms with those available free (but not always on the Internet) from states, BLS, and professional organizations. You can also look up salary sources for foreign countries (use the map). ERI is a consulting firm known for its "Assessor" wage & salary analyses.

YAHOO DIRECTORY: LABOR STATISTICS—SALARY INFORMATION

http://dir.yahoo.com/Business_and_Economy/Business_to_Business/Labor/Statistics/Salary_Information/

A listing of various types of salary surveys available on the Internet. Warning: Some of these sites offer free salary analyses as advertisements for their fee-based reports. Be sure you know where the data comes from and how it was calculated if you intend to use this information.

GLOSSARY

ECONOMIC RESEARCH INSTITUTE (ERI): GLOSSARY OF SALARY & COMPENSATION TERMS

<http://eri-salary-survey.com/glossary.htm>

Brief definitions of terms like “merit progression”, “base payroll”, and “ESOP”.



WEB SEARCH TIP : THINK OUT OF THE BOX (OR WEB)

Don't limit your research to the Internet, even when it seems to be overflowing with information. Check the public library, courthouses, and – yes – people when appropriate.

STATISTICS & ECONOMICS

U.S. GOVERNMENT SITES:

U.S. BUREAU OF LABOR STATISTICS

<http://stats.bls.gov/>

The major site for U.S. employment, cost-of-living, and other labor-related statistics.

U.S. CENSUS BUREAU

<http://www.census.gov>

The major site for locating population and housing statistics.

FEDSTATS

<http://www.fedstats.gov>

ECONOMIC STATISTICS BRIEFING ROOM

<http://www.whitehouse.gov/fsbr/esbr.html>

SOCIAL STATISTICS BRIEFING ROOM

<http://www.whitehouse.gov/fsbr/ssbr.html>

STARTING POINTS & GUIDES:

FINDING DATA ON THE INTERNET

<http://nilesonline.com/data/>

STATISTICAL RESOURCES ON THE WEB (Univ. Michigan)

<http://www.lib.umich.edu/govdocs/statsnew.html>

Great “hub site” for finding U.S. & foreign statistical online info.

JOBWATCH (Economic Policy Institute)

<http://jobwatch.org>

EPI tracks and analyzes current trends on U.S. jobs and wages.

LAW, GOVERNMENT & POLITICS

LAW:

LEGAL INFORMATION INSTITUTE (Cornell University)

<http://www.law.cornell.edu>

Text of major court decisions, federal legislation, some state laws.

FINDLAW

<http://www.findlaw.com>

Index & directory to legal information, including electronic law journals.

THOMAS (LIBRARY OF CONGRESS)

<http://thomas.loc.gov>

U.S. legislative information, including Congressional Record, current bills, committee information.

NEW JERSEY LAW

<http://law-library.rutgers.edu/ilg/njlaw.php>

A guide to NJ laws, court decisions, and publications on the Internet from the Rutgers Univ. Law School Library.

GOVERNMENT & POLITICS:

FIRSTGOV

<http://www.firstgov.gov>

Portal (first stop) for any U.S. government Internet site, including agencies, services, & masses of information.

PROJECT VOTESMART

<http://www.vote-smart.org>

Tracking of candidate positions and votes.

STATE AND LOCAL GOVERNMENTS ON THE NET

<http://www.statelocalgov.net/>

Well-organized, up-to-date guide to state & local government Internet sites.

TAPPING OFFICIAL SECRETS

<http://www.rcfp.org/tapping/index.cgi>

Reporters Committee for Freedom of the Press guide to open records and meetings laws.

NEW JERSEY OPEN GOVERNMENT GUIDE

<http://www.rcfp.org/ogg/index.php?op=browse&state=NJ>

CAMPAIGN FINANCE

YAHOO: CAMPAIGN FINANCE

http://dir.yahoo.com/Government/U_S_Government/Politics/Elections/Campaign_Finance/

Extensive list of websites offering analyze and studies on this topic; see "Databases" subcategory for sites that provide current and recent filing info, U.S. and state.

OPEN SECRETS

<http://www.opensecrets.org>

Find out who contributed how much to whom; you can look up individuals or PACS. Federal-level elections only.

FEC

<http://www.fec.gov>

Web source of original campaign finance data. You can also look up original reporting documents.

NEW YORK STATE BOARD OF ELECTIONS CAMPAIGN

<http://www.elections.state.ny.us/>

Click on the "Campaign Finance" tab for access to NYS campaign finance disclosure records from July 1999 to the present.

NEW YORK CITY CAMPAIGN FINANCE BOARD

<http://www.cfb.nyc.ny.us/>

See the "Public Disclosure" section for the NYC campaign finance database and other disclosure info.

LABOR LAW

GENERAL

FINDLAW / LABOR LAW

<http://www.findlaw.com/01topics/27labor/index.html>

YAHOO'S INDEX TO EMPLOYMENT LAW SITES

http://dir.yahoo.com/Government/Law/Employment_Law/

Yahoo's directory of employment law sites is a good starting point.

U.S. DEPARTMENT OF LABOR

<http://www.dol.gov>

ELAWS: DOL EMPLOYMENT WORKPLACE LAWS

<http://www.dol.gov/elaws>

ADMINISTRATIVE BOARDS

U.S. NATIONAL LABOR RELATIONS BOARD

<http://www.nlr.gov>

PUBLIC EMPLOYEE RELATIONS BOARDS

<http://www.afscme.org/publications/11159.cfm>

A list of all existing boards, including links to web sites where available, courtesy of AFSCME.

NJ PUBLIC EMPLOYMENT RELATIONS COMMISSION

<http://www.state.nj.us/perc/>

NYS PUBLIC EMPLOYMENT RELATIONS BOARD

<http://www.perb.state.ny.us/>

PENNSYLVANIA LABOR RELATIONS BOARD

<http://www.dli.state.pa.us/landi/cwp/view.asp?a=136&Q=66181&landiPNav=%7C1070%7C#1334>



Web Search Tip: FINDING LEGAL DECISIONS.

Legal decisions available from these web sites are examples of the "Invisible Web", web sites that cannot be easily located. Legal decisions are archived in online databases that search engines cannot index. When searching for legal decisions, it is useful to find out which agency or court adjudicates the decisions you are looking for and then check out that web site. Unfortunately, many court cases, especially those from the lower courts, are still not available outside of fee-based (and expensive) databases such as Lexis and Westlaw.

CASES

U.S. Supreme Court and U.S. Court of Appeals decisions are widely available on the Internet. Availability of other federal and state court decisions varies widely. For links to what is available (at no cost) on the Internet, start with the "Court Opinions" option on the **Legal Information Institute** home page: <http://www.law.cornell.edu/>.

LEGAL INFORMATION INSTITUTE SUPREME COURT COLLECTION

<http://www.law.cornell.edu/supct/>

U.S. NLRB: DECISIONS

<http://www.nlr.gov/nlr/legal/decisions/>

NYS PERB DECISIONS

<http://www.perb.state.ny.us/dec.asp> (recent)

<http://www.perb.state.ny.us/Decarc.asp> (archived back to 3/00)

NJ INTEREST ARBITRATION AWARDS

NJ SYNOPSES OF RECENT COMMISSION DECISIONS

<http://www.state.nj.us/perc/html/reference.htm>



Web Search Tip: ARBITRATION AWARDS.

I am often asked, "Where are the Arbitration Awards?" Labor Arbitration decisions are propriety material; they belong to the parties involved. You may find some decisions on the web, but the case books and databases used by dispute resolution practitioners are only available on the Internet through fee-based databases (i.e., not for free). For a complete listing of Arbitration Award resources, online and print, see the Catherwood Library's online Subject Guide: Arbitration: <http://www.ilr.cornell.edu/library/subjectGuides/arbitration/arbitrationAwards.html> .

REFERENCE

INTERNET PUBLIC LIBRARY

<http://www.ipl.org>

Organized by librarians to be the first stop for students (& people) who want to do research on the Internet.

REFDESK

<http://www.refdesk.com>

Quick access to online dictionaries, thesauri, and other reference books, plus today's news, weather, virus threats, e-mail sites, lottery results—anything you need to know right away.

THE LIBRARY OF CONGRESS

<http://lcweb.loc.gov>

Wonderful digital collections from the Smithsonian on U.S. history and culture.

PERIODICALS

FINDARTICLES.COM

<http://www.findarticles.com/>

Collection of free magazine articles, going back to 1998. Mainly "newsstand" titles.

MAGPORTAL.COM

<http://www.magportal.com/>

Accesses many of the magazines available at no cost over the Internet; mostly in the areas of business, entertainment, and hobbies, no academic journals.

INTERNET PUBLIC LIBRARY: MAGAZINES

<http://www.ipl.org/div/serials/>

A listing of hundreds of online magazines, journals & e-zines, organized by topic.

PUBLIC LIBRARIES

Many public libraries now provide off-site access to electronic resources, including databases of newspaper & magazine articles and business resources. Check out the website of your community library:

LINKS TO NEW JERSEY LIBRARIES (NJ STATE LIBRARY)

<http://www.njstatelib.org/LDB/Reference/>

LIBRARIES ON THE WEB – USA PUBLIC

http://lists.webjunction.org/libweb/Public_PA.html

http://lists.webjunction.org/libweb/Public_NJ.html



WEB SEARCH TIP : PERIODICAL ARTICLES ONLINE – YOU GET WHAT YOU PAY FOR

Although it is tempting to use free periodical article sites for research, the most comprehensive and scholarly sources remain fee-based databases, such as those produced by ProQuest, EbscoHost, and IAC. Take advantage of the offerings from your local public library. It may take a few extra minutes to access these databases, but the payoff will come in the quality and credibility of your information.



SEARCH ENGINES

Search Engines are sophisticated computer programs that can help you zero in on the exact piece of information you are looking for. Not all Search Engines are created equal. The first three Search Engines listed here are currently considered to be the best. But, you may find that another SE works better for you. Whichever SE you end up using, take the time to learn to use all of its features; this will save you research time in the long run.

GOOGLE / GOOGLE ADVANCED SEARCH

<http://www.google.com>

http://www.google.com/advanced_search

Developed at Stanford University, Google utilizes a link-related form of searching, and has no advertising!

Advanced search screen offers many additional search options, including search by file format, date, and domain.

YAHOO! SEARCH

<http://search.yahoo.com/>

Long a directory, Yahoo! recently bought up a number of search engine companies and now is doing “pure” search using the Inktomi technology. It is currently the major challenger to Google.



WEB SEARCH TIP: DOMAIN SEARCHING

This is an amazingly useful feature that can be found in the Advanced Search Menus cited above.

Domain searching means you can select whether you want .org or .edu or .com or .gov web sites in your Results List. Since most union web sites end in “.org”, you can easily weed out unwanted sites by specifying “*only .org*” under the “Domain” heading. Similarly, you can limit your results to those from colleges & universities by specifying “*only .edu*”.

SPECIALIZED SEARCH ENGINES

GOOGLE U.S. GOVERNMENT SEARCH

<http://www.google.com/ig/usgov>

Use to locate government information or web sites.

GOOGLE IMAGES

<http://www.google.com/images>

For photographs, pictures, drawings. Advanced version allows you to specify color or black-and-white.

YAHOO! NEWS

<http://news.yahoo.com/>

For current news from newspapers, wire services, web sites.

GOOGLE BLOG SEARCH

<http://blogsearch.google.com/>

GOOGLE SCHOLAR

<http://scholar.google.com/>

Locates online academic materials (i.e., research papers, scholarly articles, citations of articles, theses, books, abstracts). In beta (experimental), not comprehensive. Useful for leads to scholarly titles, but researchers should use in conjunction with academic databases.

DIRECTORIES & SUBJECT INDEXES

YAHOO! DIRECTORY

<http://dir.yahoo.com>

“Classic” Yahoo!, a human-created directory of websites, organized by subject.

LIBRARIANS INDEX TO THE INTERNET

<http://lii.org>

Created & run by Bay Area librarians, LII is an excellent source for reference and guru sites.

INFOMINE: SCHOLARLY INTERNET RESOURCE COLLECTIONS

<http://infomine.ucr.edu/>

Excellent resource for finding university-level content, including digital collections, e-journals, e-textbooks, maps, gateways, etc. Resources are selected on the first level by academic librarians.

FINDING PEOPLE



INFOSPACE

<http://www.infospace.com>

TELEPHONE DIRECTORIES ON THE WEB

<http://www.infobel.com/teldir/default.asp>

SWITCHBOARD

<http://www.switchboard.com>

THE ULTIMATE WHITE PAGES

<http://www.theultimates.com/white/>

GETHUMAN DATABASE

<http://gethuman.com/us/>

How to get a human being when contacting customer service at over 380 U.S. companies.

HARD TO FIND 800 NUMBERS

<http://www.hardtofind800numbers.com/>

For the telephone numbers you cannot find on the web sites.

GOOGLE TIP: You can use Google to find a phone book listing for a person or business. Enter the name of the business or person and the city or state or zip code. Or, you can enter a telephone number. If the person or business is in a U.S. telephone book, Google will return the complete listing.



WEB SEARCH TIP : CHECK FOR CREDIBILITY & ACCURACY

Remember that anybody can post information on the Internet. Make sure your information comes from credible, accurate, up-to-date Internet sites. For more information on how to evaluate web sites, see:

- Cornell University, Five Criteria for Evaluating Web Pages
<http://www.library.cornell.edu/olinuris/ref/research/webcrit.html>
- UC Berkeley, Evaluating Web Pages: Techniques to Apply & Questions to Ask
<http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/Evaluate.html>

REVIEW: Hints for Using Search Engines:

- If possible, use unique terms.
- Or, use 2 or 3 key words or phrases.
- Order makes a difference, type the most important keywords first.
- Identify phrases by using quotation marks
 - example: "chocolate turtles" instead of chocolate turtles
- If you don't get any results, think of synonyms
 - example: "medical care" or "health care"
- If you get too many results, explore the Advanced Search features of the search engine
 - Can you search by key word in title?
 - Can you limit the date?
 - Can you limit the domain (.edu, .org)?
 - Can you search by document format?
 - ex.: try looking for research reports by specifying a .pdf (Adobe Acrobat) format.
- Try using a specialized search engine.
- Use credible web sites, by recognizable authors or organizations.

Remember that not everything is on the Internet! If you can't find anything after using the above hints, try the print resources or online periodical databases available through libraries and colleges.



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