

# Research Guides



## CONSUMER PROTECTION

### ADULT REFERENCE – 1<sup>ST</sup> FLOOR

***Weiss Ratings' Consumer Guide to...*** (Kept at Reference Desk)

Elder Care Choices – R368 The

Health Savings Accounts – R368 The

Homeowners Insurance – R368 The

Medicare Prescription Drug Coverage – R368 The

Medicare Supplement Insurance – R368 The

Variable Annuities – R368 The

### MAGAZINES

*Consumer Reports* (Also available through EBSCOhost, see Librarian for details)

*Consumer Reports Buying Guide* (Kept at Reference Desk)

### FINDING BOOKS AND OTHER LIBRARY MATERIALS

**Dewey Decimal browsing numbers: 339, 340, 659**

In addition to reference books, you may want to search for other books and materials (videos, audiobooks, etc.) on your topic. You can access the Library catalog from the Library or from home by going to [www.wtpl.org](http://www.wtpl.org). A good **subject** heading for this topic is **consumer protection** or **consumer protection – United States**.

### EBOOKS

Visit **EBSCOhost** ([www.wtpl.org/research](http://www.wtpl.org/research)) or <https://wtpl.overdrive.com> to search the thousands of eBooks the Library has to offer. Library card required. Contact an Adult Services Librarian for additional details.

### ARTICLES

The following sources can be used to find magazine articles dealing with your topic:

- **EBSCOhost and General OneFile** - Access from the Library or at home using your library card number at [www.wtpl.org](http://www.wtpl.org). Search for full-text articles in these online databases using your choice of keywords. You can limit the search to a certain year or even a certain magazine. *Consumer Reports* magazine is available online through EBSCOhost – see Librarian for details.

## WEB SITES

### **Better Business Bureau**

File a complaint, check out a company or charity, lemon laws and more. [www.bbb.org](http://www.bbb.org)

### **Clark Howard**

From the popular radio program, this site provides practical consumer information and many tips. [www.clarkhoward.com](http://www.clarkhoward.com)

### **Consumer Reports**

Articles, studies and tips on hundreds of consumer products and topics.

[www.consumerreports.org](http://www.consumerreports.org) (Also: **CR's Green Site** [www.greenerchoices.org](http://www.greenerchoices.org), **CRs' Consumer WebWatch**, and [www.consumerwebwatch.org](http://www.consumerwebwatch.org) Web site evaluations)

### **Consumer Pamphlet: General Information on Consumer Protection in Florida**

The Florida Bar has compiled information from Florida's Department of Agriculture & Consumer Services and the Florida Office of the Attorney General, Department of Legal Affairs.

<https://bit.ly/2CCAyMV>

### **Consumer Protection**

Covers food, product safety, health, home & community, money, transportation, children, careers & education, technology and more. [www.ftc.gov/bcp/consumer.shtm](http://www.ftc.gov/bcp/consumer.shtm)

### **Florida Department of Agriculture and Consumer Services**

Regulate various businesses, such as motor vehicle repair shops, charitable organizations, pawnbrokers, health studios, sellers of travel, intrastate movers, professional surveyors and mappers, sweepstakes/game promotions and telemarketers. Get an A-Z Resources Guide, learn about your rights and responsibilities. <https://bit.ly/2PnS36o>

### **Florida Division of Consumer Services**

Offers a variety of info and resources to educate consumers regarding numerous insurance and financial topics. The Division offers a toll-free Insurance Consumer Helpline to assist insurance consumers with insurance questions and inquiries or to file a complaint. <https://bit.ly/2IOWj0X>

### **National Consumers League**

The consumer's perspective on concerns including workers' rights, child labor, workers' rights, privacy, food safety and medication information and more. [www.nclnet.org](http://www.nclnet.org)

**For additional information, please see an Adult Services Librarian.**