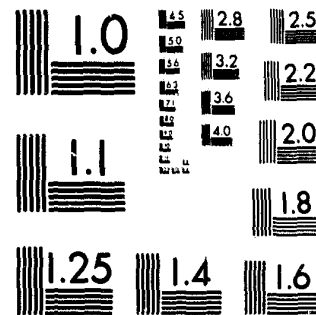


National Criminal Justice Reference Service

ncjrs

This microfiche was produced from documents received for inclusion in the NCJRS data base. Since NCJRS cannot exercise control over the physical condition of the documents submitted, the individual frame quality will vary. The resolution chart on this frame may be used to evaluate the document quality.



MICROCOPY RESOLUTION TEST CHART
NATIONAL BUREAU OF STANDARDS-1963-A

Microfilming procedures used to create this fiche comply with the standards set forth in 41CFR 101-11.504.

Points of view or opinions stated in this document are those of the author(s) and do not represent the official position or policies of the U. S. Department of Justice.

National Institute of Law Enforcement and Criminal Justice
Law Enforcement Assistance Administration
United States Department of Justice
Washington, D. C. 20531

DATE FILMED

3-25-80

Federal Trade Commission



CONSUMER PROTECTION:

A Selected Bibliography

Compiled By

Kathy Spiegel

Library

Bibliography Series No. 4

May 1979

60282

NCJRS

JUL 18 1979

ACQUISITIONS

INTRODUCTION

This selected bibliography is intended to serve as a guide to the researcher to the vast amount of information existing in this field. Although the information included herein is as current as possible, one should be aware that additional sources of information are continually added to the collection.

DIRECTORIES

HC110
.C63C3
REF

Capital Contacts in Consumerism. 2d ed.
Washington, D.C: Fraser/Ruder & Finn, 1976.

New updated edition will be available later this year. Covers federal level organizations, including consumer-related congressional committees; national consumer activist groups; state government consumer offices; Council of Better Business Bureaus; corporate and association consumer representatives; consumer press including television and radio stations, newspapers, newsletters, magazines, selected bibliography and index.

HC110
.C63C6
1978
REF

Consumer Sourcebook. Ed. by Paul Wasserman, 2d ed. Detroit: Gale Research Co., 1978. 2 vols.

Revised and expanded. Volume I covers all levels of government organizations; associations and institutes from consumer affairs organizations to trade and professional organizations; media services, including radio, television and newspaper services; companies and trade names. Vol. II continues companies and trade names; selected annotated bibliography; indexes of organizations, personnel and publications.

Entries include address, phone, contact person and publications.

HC110
.C63C7
REF

Consumer Protection Directory. Ed. by Sally R. Osberg and Thaddeus C. Trzyna. 2d ed. Chicago: Marquis Academic Media, 1975.

Source of information on governmental and private organizations concerned with consumer protection in the U.S. and Canada. Selected information on foreign and international consumer organizations.

Entries include address, phone, contact person, activities/function of organization, subsidiary groups, and publications. Subject, organization, personnel and publication indexes also included.

Much of the information in this directory is in need of updating.

TX335
.D5
REF

Directory of Government Agencies Safeguarding Consumer and Environment. 7th ed. Alexandria, VA: Serina Press, 1978.

A source of federal and/or state agencies associated with consumer and environmental protection. Arranged by topic including such areas as air pollution, automobile safety, food and drugs, insurance, poison control centers, state boards of pharmacy. Contact personnel, address and phone number provided.

HC110
.C63H4
REF

Help: The Useful Almanac 1978-79. Arthur E. Rowse, ed. Washington, D.C: Consumer News, Inc., 1978.

Concentrates on "things you won't find in other yearbooks." Examples: cash gifts received and votes cast by Congressmen related to major consumer and labor issues; cost comparisons for numerous products and services; wholesale and retail prices of new cars, etc. Lots of valuable material. References to useful publications.

TX335
.E9a
REF

Information For Consumers. Madison, WI: Credit Union National Association, Inc., 1977.

New edition available later this year. Names, addresses and phone numbers of top executives whose companies manufacture consumer products or provide consumer services. State and local government agencies as well as consumer organizations also included. Handy booklet.

TX335
.R72
REF

Rosenbloom, Joseph. Consumer Complaint Guide. New York: Macmillan. Annual.

Guide for the consumer in finding appropriate person or agency to contact with a particular problem. Three-part arrangement, narrative format. Includes local, state and federal agencies; media services; industry and trade associations; company, product and brand names directory. Informative and readable.

TX335
.R72a
REF

Rosenbloom, Joseph. Consumer Protection Guide. New York: Macmillan Information. Annual.

Advice on where to find help resolving consumer complaints relating to services of all kinds, both professional and non-professional. Includes accountants, auto mechanics, dentists, funeral directors, lawyers, pilots, brokers, travel agents, etc. Alphabetically arranged by service with narrative description and outline of appropriate complaint procedure. Also references to state licensing boards and associations.

HC110
.C63U5C
REF U.S. Office of Consumer Affairs. Directory,
Federal, State and Local Government Consumer
Offices. Washington, D.C. Annual.

Alphabetical listing of states with
all state, county and municipal
government consumer offices.
Includes toll-free numbers if
applicable.

TX335
.U5P92
REF U.S. Office of Consumer Affairs. Guide to Federal
Consumer Services. Washington, D.C., 1978.

The 1978 edition updates and
replaces the 1971 Guide to Federal
Consumer Services. A listing of
consumer services of every federal
agency or bureau involved with
consumer issues. Includes toll-free
numbers when applicable.

TX335
.W67
REF White, Jack, et al. The Angry Buyer's Complaint
Directory. New York: Peter H. Wyden, 1974.

Narrative guide to complaint proce-
dure, followed by directory of
federal agencies; trade and profes-
sional associations; state, regional
and local groups. Also sample form
letters. Verify information as it
may be out-of-date.

HC110
.C63C56
REF Working for Consumers -- A Directory of State and
Local Organizations. Washington, D.C: Consumer
Federation of America, 1978.

State-by-state listing of over three
hundred non-profit state and local
consumer organizations. Entry
includes address, telephone, contact
person and areas of consumer
interest. Valuable for its
inclusion of lesser known organi-
zations.

MANUALS AND GUIDES

HC110
.C63A5 Anderson, Joanne Manning. For the People: A
Consumer Action Handbook. Reading, MA:
Addison-Wesley Pub. Co., 1977.

A collection of more than twelve
action-oriented consumer project
guides, from health care and food
marketing practices to energy
projects. Additional valuable
resource material at end of volume.

HC110
.C63N4 Nelson, Helen E. A Guide to Consumer Action.
Washington, D.C: U.S. Dept. of Health,
Education, and Welfare, Office of Education,
1978.

A brief but informative guide to
organizing consumer activities;
includes case studies of several
successful groups. References made
to relevant publications and
contact personnel and/or
organizations.

JK
1759
.R6 Ross, Donald K. A Public Citizen's Action Manual.
New York: Grossman Publishers, 1973.

Another "how to" consumer guidebook,
illustrating a wide range of pro-
jects initiated by consumers,
including how to detect and correct
fraudulent repair practices; how to
evaluate pension funds; how to do a
toy safety survey, etc. Some text
references are out-of-date.

SELECTED MONOGRAPHS

HC110
.C63A6
1978 Aaker, David A. & George S. Day, eds. Consumerism: Search for the Consumer Interest, 3rd ed. New York: The Free Press, 1978.

Topical arrangement: perspectives on consumerism followed by discussion according to purchase phase: prepurchase including consumer information and advertising issues; the purchase transaction, including antitrust issues; and the post purchase phase, including warranties and service, safety and liability.

TX335
.B63 Bittinger, Marvin L. The Consumer Survival Book: How to Fight Inflation. New York: Barron's Educational Series, Inc., 1976.

TX335
.C43 Chambers, Raymond L. The Buyer's Handbook: A Guide to Defensive Shopping. Englewood Cliffs, NJ: Prentice-Hall, Inc., 1976.

TX335
.D6 Dorfman, John. Consumer Survival Kit. New York: Praeger, 1975.

HF5415
.5
.E5 Eisenberger, Kenneth. The Expert Consumer: A Complete Handbook. Englewood Cliffs, NJ: Prentice-Hall, Inc., 1977.

Topics include credit, advertising, hazardous products, warranties, drugs and cosmetics, etc.

Includes several appendices with valuable information not readily available elsewhere, such as: various consumer complaint forms, home owners warranty councils in the U.S., comparison of top twenty moving companies, comparison of travel services, etc.

HD110
.C63F47 Fetterman, Elsie and Margery K. Schiller. Let the Buyer be Aware! Consumer Rights and Responsibilities. New York: Fairchild Publications, Inc., 1976.

How to handle consumer problems, how to complain and get effective results. Arranged by topic in a question and answer format.

TX335
.G87 Guide to Consumer Services: Consumers Union's Advice on Selected Financial and Professional Services. Mt. Vernon, NY: Consumers Union of United States, Inc., 1977.

Collection of articles selected from recent issues of Consumer Reports.

Includes advice on credit, income taxes, stockbrokers, landlords, dentists, doctors, auto mechanics, summer camps.

HC110
.C63L3 LaBarbera, Priscilla. Consumers and the Federal Trade Commission: An Empirical Investigation. East Lansing: Michigan State University Graduate School of Business Administration, Division of Research, 1977.

Research into the various aspects of consumer involvement in federal agency rule-making. Notes and selected bibliography included.

HC110
.C63S8 Striker, John M. and Andrew O. Shapiro. Super Threats: How to Sound Like a Lawyer and Get Your Rights on Your Own. New York: Rawson Associates Publishers, Inc., 1977.

TX335
.T46 Thorelli, Hans B. & Sarah V. Thorelli. Consumer Information Handbook: Europe and North America. New York: Praeger Publishers, 1974.

HC110
.C6T5 Thorelli, Hans B., Helmut Belker & Jack Engledow. The Information Seekers: An International Study of Consumer Information and Advertising Image. Cambridge, MA: Ballinger Publishing Co., 1975.

TX335
.T47

Thorelli, Hans B. & Sarah V. Thorelli. Consumer Information Systems and Consumer Policy. Cambridge, MA: Ballinger Publishing Co., 1977.

These three volumes are companions, although each is written to stand alone. The first is "a detailed survey of comparative testing, informative labeling, and quality certifying organizations in the North Atlantic community of nations." Forty agencies in fifteen countries plus ten at the international level are represented. The second volume identifies the consumer audience, comparing its characteristics in Germany to the U.S., plus Norway and other countries. The consumer sophisticates -- the "Information Seekers" -- are compared with average consumers. Consumer attitudes towards advertising and independent information programs are also examined. The third volume is concerned with the delivery of independent consumer information -- present and future. "The nature, anatomy and operating problems of consumer information programs are examined in detail, and include their relationship to the economic, social and political environment in which they operate." Chapter notes are included in each volume and a selected bibliography is found in the third volume.

HD2777
.W639

Williams, Elizabeth. A Consumer's Guide to the Federal Trade Commission. Paul H. Douglas, Consumer Research Center, Inc., 1977.

An informative booklet illustrating the role of citizen participation in FTC proceedings.

LAW & LEGISLATIVE SOURCES

KF1039
.A8C6
REF

Commerce Clearing House, Inc. Consumer Credit Guide. Chicago, IL. 5 vol. looseleaf.

Three volumes devoted to state laws related to consumer credit; remaining 2 volumes of particular interest to FTC; FTC material includes references to advisory opinions, policy statements, staff letters.

TX335
.C59
REF

Commerce Clearing House, Inc. Consumerism: New Developments for Business. Chicago, IL. 1 vol. weekly.

Current reports covering consumer issues including debt collection, credit practices, warranties, advertising, labeling, price-fixing, etc. Index and table of cases. Transfer binders for overflow.

KF390
.5
.P6C6
REF

Commerce Clearing House, Inc. Poverty Law Reporter. Chicago, IL. 2 vol. looseleaf.

Coverage includes references to court decisions, attorney general opinions, administrative rulings, law, regulations, guides, agency reports and releases, law review articles, complaints, briefs, reports from legal services and other programs. A list of legal aid offices and the section on consumer protection are of particular interest. Transfer binders for overflow.

KF1610
.E6

Epstein, David G. Consumer Protection in a Nutshell. St. Paul, MN: West Publishing Co., 1976.

"A succinct exposition of the law ..." as of October, 1975.

KF1608
.M3 Haemmel, William Gordon. Consumer Law: Text - Cases - Materials. St. Paul, MN: West Publishing Co., 1975.

KF1608
.M3 McCall, James R. Consumer Protection: Cases, Notes and Materials. St. Paul, MN: West Publishing Co., 1977.

Accompanied by Statutory Supplement of constitutional provisions, statutes and administrative regulations.

KF1610
.M6 Morganstern, Stanley. Legal Protection for the Consumer, 2d ed. Dobbs Ferry, NY: Oceana Publications, Inc., 1978.

A legal almanac designed to inform the consumer about federal and state agencies involved in consumer issues; provides an introduction to relevant legislation. Valuable appendix provides references to state consumer statutes.

KF1610
.Z95N3 The National Association of Attorneys General. Committee on the Office of Attorney General. Analysis and Digest of Consumer Protection Case Law. Rev. June 1976.

Topical arrangement under broad headings - constitutional challenges and statutory applications. Footnotes and table of cases at end of volume.

KF1606
.5
.N23
REF National Consumer Law Center, Inc. Consumer Law Handbook. Chestnut Hill, MA: 1972. 3 vol. looseleaf.

Covers such topics as unfair practices, debt collection, warranties and remedies. Volume one devoted to Truth-in-lending; latest update is 1976 although a more recent set will soon be available.

KF1602
.P7
REF

Prentice-Hall Consumer Product Law. Englewood Cliffs, NJ: Prentice Hall, Inc. 1 vol. bi-weekly.

Reports on new developments in consumer law including unfair and deceptive advertising and selling practices, safety standards, labeling and packaging requirements and food standards. Quarterly index. Also, periodic special reports on topics of particular interest.

KF1606
.5
.R6
REF

Rothschild, Donald P. & David W. Carroll. Consumer Protection Reporting Service. Cincinnati, OH: W.H. Anderson Co., 1977. 2 vol.

Five-part arrangement: scope of consumer law; federal protection of the consumer; state protection of the consumer; local consumer protection; private institutions and the consumer. Kept up-to-date by annual "replacement pages." Includes appendix and index.

KF1609
.R6

Rothschild, Donald P. and David W. Carroll. Consumer Protection: Text and Materials. 2d ed. Cincinnati, OH: Anderson Publishing Co., 1977.

Three-part arrangement: federal agency regulations; federal statutory responses, state-level consumer protection.

PERIODICALS

American Council on Consumer Interests (ACCI)
Newsletter Columbia, MO: University of Missouri. 9
times/year, Sept. through May.

Consumer news of consumer organizations, federal and
state action. Brief abstracts of articles and other
consumer resource material.

Caveat Emptor. Orange, NJ: Consumer Education Research
Group. Monthly.

Focuses on one major topic per issue, plus
newsbriefs. Recent topics have included smoking,
eyeglass industry, travel industry, health care
system, etc.

Changing Times. Washington, D.C.: The Kiplinger
Magazine. Monthly.

Covers wide range of consumer topics. Interesting
brief articles.

Consumer Credit Letter. Chicago, IL: National Research
Bureau, Inc. Weekly.

"A weekly news digest of consumer credit facts."

Consumer Federation of America (CFA) News. Washington,
D.C.: Consumer Federation of America. Monthly,
except August.

Current coverage of events from all levels of
government significant to consumers. Also,
references to articles, reports, proceedings, etc.

Consumer Finance Law Bulletin. Washington, D.C.: Law
Forum of the National Consumer Finance Association.
Weekly.

Brief abstracts of judicial decisions related to
consumer finance, truth-in-lending and federal
regulatory developments, etc. Relevant state
legislative references.

Consumer Guide. Skokie, IL: Publications
International. 20 times/year.

Monographs on special subjects: Auto repair, diet,
plants, home computers, mopeds, home repairs, stereo
systems, used cars rating, vegetable gardening.
Each issue cataloged individually.

HD6951
.C69
REF

Consumer Guide. Best Buys and Discount Prices.
Annual.

"The money-saving shopper's guide
for thousands of nationally
advertised products."

Consumer News. Washington, DC: Office of Consumer
Affairs, Dept. of HEW. Semi-monthly.

"Reports on consumer activities of federal agencies,
proposed and pending legislation and regulations
affecting consumers." Includes "Consumer Register"
and "Consumer Comment" allowing the consumer to
comment on proposed rules, regulations, etc.
Reference to recent publications is made.

Consumer Newsweekly. Washington, D.C.: Consumer News,
Inc. Weekly.

"News you can use from the Nation's Capital."

Consumer Trends. St. Louis, MO: Consumer Trends, Inc.
Semi-monthly.

"An independent newsletter on consumer credit and
financial affairs."

Consumer Views. New York: Citibank. Monthly.

Tips on managing personal and family finances.

The following three periodicals and annual guides provide product and service evaluations. Consumers Digest also includes in-depth articles, book reviews, and references to government and other publications.

Consumer Reports. Mt. Vernon, NY: Consumers Union of United States, Inc. Monthly.

HD6951 Consumer Reports. Buying Guide Issue. Annual
.C2
REF

Consumers Digest. Chicago, IL: Consumer Digest, Inc. Bi-monthly.

HD6951 Consumers Digest. Guide to Discount Buying.
.C68
REF Annual.

Consumers' Research Magazine. Washington, D.C.: Consumers' Research, Inc. Monthly.

HD6951 Consumers' Research Magazine. Handbook of Buying Issue. Annual.
.C83
REF

Consumers Union News Digest. Mt. Vernon, NY: Consumers Union of the United States, Inc. Semi-monthly.

Prepared by the library staff of Consumer Reports. Succinct but thorough abstracts of timely subjects relating to various consumer interests.

Everybody's Money. Madison, WI: Credit Union National Association, Inc. Quarterly.

"A money management magazine."

FDA Consumer. Rockville, MD: Food & Drug Administration. 10 times/year.

"Official magazine of the Food and Drug Administration." Recent developments in the regulation of foods, drugs, and cosmetics by the FDA.

Family Economics Review. Hyattsville, MD: Consumer & Food Economics Institute. Science and Education Administration, USDA. Quarterly.

"Report on research of the Consumer and Food Economics Institute and on information from other sources relating to economic aspects of family living."

Journal of Consumer Affairs. Columbia, MO: University of Missouri. Semi-annual.

Serves as a "forum for communication discourse and debate on consumer affairs and the consumer interest." Includes bibliographic notes and lengthy book reviews. Subscription includes ACCI Newsletter.

Journal of Consumer Research. Chicago, IL: American Marketing Association. Quarterly.

Scholarly journal on consumerism. Includes bibliographic notes.

Money. Chicago, IL: Time, Inc. Monthly.

Moneysworth. New York: Avant-Garde Media, Inc. Monthly.

Tabloid format.

News and Views. Washington, D.C: Council of Better Business Bureaus, Inc. Quarterly.

Current news of CBBB.

Of Consuming Interest. Arlington, VA: Federal-State Reports, Inc. Weekly newsletter.

Washington Consumers' Checkbook. Washington, D.C:
Washington Center for the Study of Services. 4
times/yr.

Recent studies have included Home maintenance: a
guide to home maintenance services in the
metropolitan area. Update on car repair: new
ratings of car repair shops in D.C. and suburbs.

BIBLIOGRAPHIES, INDEXES & DATABASES

BIBLIOGRAPHIES

KF1601
.E4

Elbrecht, Richard A. Consumer Law Bibliography.
Chestnut Hill, MA: Boston College Law School,
National Consumer Law Center, 1971.

Topical arrangement; fifty-two cate-
gories, further divided by date
within topic. No annotations.
Covers to 1970. Valuable for
historical research.

Z7164
.C92S5

Shonyo, Carolyn. Consumer Products and Consumer
Affairs: A Bibliography with Abstracts.
Springfield, VA: National Technical Information
Service, 1975.

Covers period 1964 - April 1975; a
new edition will soon be available.

INDEXES

Z7164
.C81B9
REF

Business Periodicals Index. Bronx, NY: H.W. Wilson.
Monthly. Quarterly + annual cumulations.

The basic business index covering
a wide range of subjects including
accounting, advertising, banking,
businesses, industries and trades.
Includes book reviews arranged by
author.

Z5776
.C75C6
REF

Consumers Index to Product Evaluations and
Information Sources. Ann Arbor: Plerian Press.
Quarterly; cumulated annually.

Classification arrangement by fourteen broad
categories with sub-categories including
consumerism and general information, health and
personal care, the home, travel and vacations,
etc. Also includes informative annotations of
related books, pamphlets and consumer aids.
Publishers' addresses and subject index at end.

Z7163
.P9
REF

Public Affairs Information Service Bulletin.
New York: Public Affairs Information Service,
Inc. Bi-monthly. Quarterly and annual
cumulations.

"A selective subject list of the
latest books, pamphlets, government
publications, reports of public and
private agencies and periodical
articles, relating to economic and
social conditions, public
administration and international
relations, published in English
throughout the world." PAIS
Bulletin is also available on-line
on Dialog, beginning with 1976.

AI3
.R4
REF

Readers' Guide to Periodical Literature. Bronx,
NY: H.W. Wilson. 9 times/yr. Quarterly. Annual
cumulation.

Alphabetically arranged author-
subject index to periodicals of
general interest published in the
United States. Includes book
reviews arranged by author.

27161
.S6
REF

Social Sciences Index. Bronx, NY: H.W. Wilson.
Quarterly. Annual cumulation.

Alphabetically arranged
author-subject index to periodicals
in the fields of economics, law &
criminology, psychology, sociology
and other related fields.

DATABASES

ABI/Inform -- Primary coverage of all phases of
management and administration. Representative
publications indexed include Harvard Business
Review, Dun's Review, Fortune, Journal of Marketing
Research, Journal of Advertising.

Magazine Index -- cover-to-cover indexing of over 370
popular American magazines. Includes articles, news
reports, editorials, product evaluations. Provides
information not available in any on-line database;
useful as an adjunct in areas such as market
research, food and nutrition, and the social
sciences.

National Newspaper Index -- one of the newest databases
offered by Lockheed's Dialog system. Includes
cover-to-cover indexing of the New York Times, the
Wall Street Journal and the Christian Science
Monitor from January 1, 1979.

New York Times Information Bank -- includes New York
Times material from 1969; also includes 26 other
newspapers and 48 popular periodicals. Five general
categories are covered: general circulation
newspapers, business publications, international
affairs, science publications, and news weeklies,
monthlies, quarterlies. Valuable for current
information.

PAIS International -- see entry under "Indexes."

Social Science Citation Index -- An international,
multidisciplinary index to the literature of the
social, behavioral, and related sciences. A unique
feature is the indexing of the author's cited
references.

END