

LANE COUNTY LAW LIBRARY LEGAL RESEARCH GUIDE -- # 6: CONSUMER INFORMATION

Lane County Law Library

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SUGGESTED RESOURCES:

A. LANE COUNTY LAW LIBRARY CATALOG

<http://opac.libraryworld.com/cgi-bin/opac.pl?command=signin&libraryname=lanecountylawlib>

(TIP: Select "All Words" in the drop down menu, and search the word "consumer", "bankruptcy", "consumer protection", "credit")

(TIP: You will not find everything on line, so please be prepared to use some of these resources and others to help answer your questions.)

The following titles are available in the Lane County Law Library:

1. **THE AMERICAN BAR ASSOCIATION GUIDE TO CONSUMER LAW**, by the American Bar Association, 1997 : KF 1610 .A468 1997 TRE
2. **CONSUMER ACTION HANDBOOK**, by the GSA Federal Citizen Information Center, 2006 ed. KF 1600 .G4 2006 RES (Current version available online at <http://www.consumeraction.gov/viewpdf.shtml>)
3. **CONSUMER CREDIT AND SALES LEGAL PRACTICE SERIES**, published by the National Consumer Law Center in Boston, MA. KF 1600.A3.C74
Series includes volumes on debt collection, bankruptcy, student loans, utilities, and other topics. Manuals include sample pleadings, primary sources, and other practice aids

B. OTHER RESOURCES

State & County Resources

1. **Oregon Department of Justice (Attorney General)**
Financial fraud and consumer protection page: <http://www.doj.state.or.us/finfraud/>
2. **Legal Aid Services of Oregon (Also has Spanish-language pages)**
Includes information on consumer rights, debt collection, garnishment, bankruptcy, credit reports <http://oregonlawhelp.org/OR/index.cfm> (click on the Consumer link)

Federal Government Resources

1. **Federal Citizen Information Center (FCIC) (Also has Spanish-language pages):**
<http://www.pueblo.gsa.gov/>
Links to federal consumer publications including the Consumer Action Handbook
2. **Federal Trade Commission for the Consumer (Also has Spanish-language pages):**
<http://www.ftc.gov/bcp/consumer.shtm>



Provides consumer protection information on a wide range of topics including lending, automobiles, advertising, children's issues, products & services, energy & the environment, travel, and senior's issues

- 3. Money Matters from the Federal Trade Commission:** <http://www.ftc.gov/moneymatters>
Provides money management advice for consumers, including issues involving scams, credit cards, home mortgages, and how to deal with debt (launched April 2009).
- 4. U.S. Consumer Product Safety Commission:** www.cpsc.gov
An Independent Federal Regulatory Agency focused on family safety. The agency works with industry in developing voluntary standards, researches potential product hazards, and informs and educates consumers through media, state and local governments and other outlets. Provides information about product recalls, including two major reports relating to children and toys:
Toy Hazard Recalls: <http://www.cpsc.gov/cpscpub/prerel/category/toy.html>
Toy Safety Publications: http://www.cpsc.gov/cpscpub/pubs/toy_sfy.html

Other Internet Resources

Some keywords to consider when using online catalogs such as library OPACs to find information:

consumer protection
consumer advocacy
consumer education
consumer information

- 1. Better Business Bureau:** www.bbb.org
Provides information on business and consumer alerts, instructions about filing complaints online, and includes a directory of BBBs
- 2. ConsumerWorld.org:** www.consumerworld.org
Public service, non-commercial guide with over 2000 of the most useful consumer resources
- 3. Consumer Guide:** <http://products.howstuffworks.com/>
Commercial site with product reviews and explanations. Also includes auto reviews
- 4. Automobile Pricing and Performance**
NADA Vehicle Pricing Information: www.nadaguides.com
Kelley Blue Book: www.kbb.com
- 5. National Highway Traffic Safety Administration:** <http://www.nhtsa.dot.gov/>
Includes categories on Safety Problems & Issues, Testing Results, Regulations & Standards, and Research & Development
- 6. National Lemon Law Center:** www.nationallemonlawcenter.com
Provides consumer information about individual state lemon laws, and links to consumer protection attorneys
- 7. cnet Reviews** (commercial site for electronics, computers, web hosting): <http://www.cnet.com/>

