Introduction

What this book covers
The title of this book makes a very big claim. No one can possibly know the answers to all the questions that a student, researcher or academic might ask, nor should they claim to do so. Information resources are constantly evolving and one of the key tasks of the librarian is to make sure that he or she keeps up to date.

What this book does offer is a survival guide for front-line staff to help them find appropriate information quickly, whether they are answering questions at a physical help desk or remotely by telephone, e-mail or instant messaging service.

The entries cover a range of queries commonly encountered in the academic library. They are also of relevance to public library staff assisting visiting students. The key categories covered are:

- **Study skills.** Citing and referencing; literature-searching techniques; social research methods and avoiding plagiarism.
- **Locating different types of resources.** Starting-points for finding commonly requested types of material, including: archives; dictionaries; book reviews; biographical information; conference papers; encyclopedias; images; films; statistical data; maps; market research reports; opinion polls; newspapers; government publications; quotations and speeches.
- **PhD and researcher questions.** Basic guidance to common queries such as how to trace theses and dissertations; locating sources of funding; and searching for books and journals in other libraries.
- **Academic staff questions.** Starting-points for tackling questions relating to open access publishing; copyright licences; finding bibliometric data; and tracing online teaching and learning resources.
- **Subject literature searching.** Some basic starting-points for beginning research in a number of commonly encountered academic subject areas. The full list of these is: Accountancy; Art; Business Studies; Computer Science; Criminology; Development Studies; Economics; Economic History; Education; Engineering; Environment; European Union; Geography; History; Human Rights; International Relations; Languages; Law; Literature; Management; Marketing; Mathematics; Media Studies;
Area studies resources. In addition, key resources for those studying a number of specific regions: African Studies, Asian Studies, Latin American Studies, Slavonic and East European Studies are also provided.

How to use this book
Each of the chapters highlights key places to look for information. These are intended to offer starting-points for research. Read the Points to Consider section first in order to identify common questions and links to related sections (these are indicated in bold type in the text).

The subject categories generally contain the following sub-sections:

• **Key organizations.** Trade, industry and/or scholarly bodies whose websites can be used to locate news and details about recent projects.

• **Libraries and archives.** Useful for searching library catalogues to locate key books and journals. However, do remember to check access agreements before urging students to visit!

• **Dictionaries and encyclopedias.** Useful for checking terminology and providing basic overviews of topics.

• **News services.** Specialist resources which are intended to supplement the national daily newspapers.

• **Journal article indexing services.** There is a general chapter on journal article indexes, which focuses on resources that cover a wide range of subject areas. The sections on journal article indexes in the individual subject chapters have a narrower focus and are designed to be used in addition to it. They include both subscription and free services. Remember that libraries can purchase e-resources via different packages, so local holdings need to be checked.

• **Internet gateways and portals.** In this category are websites which contain directories of links to academic-quality websites. Limitations of space mean that this book cannot list all the resources that students may need. It is therefore recommended to explore these resources in order to retrieve more detailed references to subject sub-fields.

Finally, remember that in order to use this book successfully library staff must combine its content with basic knowledge of their own local services.

A basic checklist of extra information should include knowledge of:
IT questions
• How to access computer networks on and off campus
• How to obtain and reset passwords
• How and where to report IT problems
• How to print/photocopy
• If and how visitors can use library computers/e-resources
• Availability and booking of IT courses

Building/campus questions
• Library opening hours
• Admissions policies – including ID required for entry
• Library/campus room numbers and locations
• Availability and booking facilities of study rooms, lockers
• Facilities for students with special needs
• How to report building maintenance problems

Questions relating to library printed collections
• How to borrow, return, reserve and renew books
• Fines and policies for overdue books
• Borrowing allowances for different categories of library user
• Library class mark locations
• How to report missing books
• How to request items for purchase
• How to request interlibrary loans
• How to contact subject librarians/specialists
• Access agreements with other libraries

Questions relating to library electronic resources
• How to obtain and reset passwords
• How to locate and log on to e-journals and other databases on and off campus
• Whom to report password and/or access problems to
• Availability and range of e-resources available to different categories of library users, including walk-in visitors
ACCOUNTANCY

Typical questions
- Where can I get access to the latest Accounting Standards?
- Are GAAP and Accounting Standards the same?
- Which chartered accountancy firms employ trainees?

Points to consider
- Accountancy courses often use specialist terminology which can be difficult to understand. Good starting-points are the websites of the main professional bodies, which have introductory guides. Particularly recommended is that of the Institute of Chartered Accountants in England and Wales (ICAEW).
- Another frequently requested resource is Accounting Standards. Again, guides can be found on the websites of the main professional bodies. Remember to check dates and jurisdiction.
- Students seeking journal articles may also find it useful to consult the resources listed in the Economics and Business Studies sections.

Where to look

Key organizations
Association of Certified & Corporate Accountants (ACCA)
  uk.accaglobal.com
  Leading organization which offers the Certified Accounting Technician qualification. Website has large selection of resources for students, including syllabuses, sample exam papers and study guides.

Institute of Chartered Accountants in England and Wales (ICAEW)
  www.icaew.com
  Website includes advice for students on careers and qualifications in accountancy. Also available are news stories, job listings and discussion forums. Free access to the ICAEW Directory of Firms, listing over 20,000 accountancy offices worldwide, www.icaefirms.co.uk.

Institute of Chartered Accountants of Scotland
  www.icas.org.uk/icas

International Federation of Accountants
  www.ifac.org
ACCOUNTANCY

Global organization for the accountancy profession. Membership list has links to websites of main national bodies.

Libraries

Institute of Chartered Accountants in England and Wales (ICAEW)

Library

www.icaew.com/en/Library

Specialist library with the world’s largest collection of historic accounting and finance books (covering 1494 to 1914), plus extensive holdings of current books and journals. Website offers free access to excellent guides on the structure of the accounting profession and how to find specific types of accounting information.

Accounting standards

Generally Accepted Accounting Principles (GAAP)

A term used to refer to the standard framework of guidelines for financial accounting used in any given jurisdiction. GAAP includes the standards, conventions and rules accountants follow in recording and summarizing transactions and in the preparation of financial statements.

International accounting standards

Accounting standards issued by the International Accounting Standards Board (IASB) and its predecessor, the International Accounting Standards Committee (IASC).

An excellent starting-point for understanding and comparing standards is the ICAEW, which lists and links to useful research resources,


Accounting Standards Board (ASB)

www.frc.org.uk/asb

National standards setter. Website includes information on regulation, plus free access to many documents, including standards and discussion papers.

Financial Accounting Standards Board (FASB)

www.fasb.org

American national organization. Get news and information about standards.


Useful introduction to accounting and financial reporting, describes the
development of international standards and the present structure, role and operations of the International Accounting Standards Board.

IAS Plus
www.iasplus.com/index.htm
Maintained by Deloitte. Free access to news about international financial reporting. Includes comparisons of International Financial Reporting Standards (IFRSs) and various local GAAPs, e-learning modules for students and many full-text Deloitte publications.

International Accounting Standards Board (IASB)
www.ifrs.org/IFRSs/IFRS.htm
Currently provides free access to the current year’s consolidated unaccompanied IFRS (i.e. the core standards, without implementation guidance). Full access is via the eIFRS online subscription service, eifrs.ifrs.org/eifrs.

International GAAP (subscription required)
www.wiley.com/legacy/igaap09/index.html
Available in print or online. Compiled by Ernst & Young. Guide to interpreting and implementing International financial standards.

Dictionaries
Accounting Terminology Guide
www.nysscpa.org/glossary
Glossary produced by the New York State Society of Certified Public Accountants (NYSSCPA) for financial journalists, serves as a good introduction to American accounting terms.

Essential Accountancy Abbreviations
Directory developed by the ICAEW’s Library and Information Service, includes the abbreviations of organizations, qualifications and other acronyms of accounting documents. The emphasis is on the UK, but the directory also includes the most important worldwide abbreviations. Includes some coverage of organizations which are now defunct.

News services
Accountancy Age
www.accountancyage.com
Free access to articles, news and job listings for UK accountancy and tax professionals.
ACCOUNTANCY

Accounting Web
www.accountingweb.co.uk
Online news and blogs for the accounting profession.

Internet gateways and portals
Use these to locate links to recommended online resources.

AccountancyStudents
www.accountancystudents.co.uk
Site founded by qualified accountant Mark Ellis to help students pass exams. Provides free access to useful online articles, discussion forums, plus links to key organizations and job websites.

AccountantsWorld
www.accountantsworld.com/default.aspx
Gateway to US accounting resources. Free access to news, research resources, sample letters and forms.

AccountingEducation.com
www.accountingeducation.com
A site aimed at accountancy teachers. It includes international news, an articles database, book reviews, job listings and links.