

## About This Guide

The Guilderland Public Library Research Guides are intended to help you find resources available in the Library's collection, through electronic databases provided by the Library, and on the Internet that can be useful when researching a particular subject. If you don't have Internet access at home, you may use one of the computers in the Library that are connected to the Internet.

Where possible, we've also included contact information for local organizations that might provide additional information. For obvious space reasons, this is not an exhaustive list. If you need more help with your research, ***JUST ASK A LIBRARIAN!***



## About the Library

**Getting a Library Card:** Library cards are issued to individuals ages 5 and older (for children ages 5-16, a parent's or legal guardian's signature is required.) Come to the Library and fill out a registration form. You'll need identification showing your name, signature and current address, such as a valid New York State Driver's License. If your mailing address is a post office box, you'll need proof of your actual physical address, such as a utility or phone bill. Some registration restrictions may apply.

**Using Your Library Card:** You can use your Library card at any of the 29 libraries in Albany and Rensselaer counties that belong to the Upper Hudson Library System. The first time you use your card, you are limited to four items. After that, the maximum number of items allowable on a patron's account at any given time is 50, or a maximum dollar value of \$1500, whichever comes first. Certain materials can be renewed, and renewals can be done over the phone or at our website. Call the Circulation Department at 456-2400 x8 if you would like to renew items or have more questions.

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**GUILDERLAND PUBLIC LIBRARY**  
2228 Western Avenue, Guilderland NY 12084  
518.456.2400 ~ [www.guilpl.org](http://www.guilpl.org)

*Guilderland Public  
Library Research Guides*

## Consumer Information



## Consumer Information at the Guilderland Library

**Circulating Materials:** Most consumer-related materials can be found with the call numbers **362.1** or a variation. Others can be found with the call numbers **381.3** and **640.73**. Books on other specific topics may be shelved elsewhere depending on the subject. Ask a Librarian if you need help.

**Reference Materials:** *Consumer Reports* magazine, consumer product buying guides, new and used automobile buying guides, the *N.A.D.A. Used Car Guide* and the *N.A.D.A. Recreation Vehicle Appraisal Guide* are all located in the Adult Reference department and are for in-library use only.

**Library Databases:** Electronic databases available through the Library's website ([www.guilpl.org](http://www.guilpl.org)) offer some resources for consumer information.

**ProQuest Platinum** — a searchable file of more than 2,000 magazines and journals. You can read and print out full-text articles from *Consumer Reports* and other sources.

**Reference USA** — A database of American business and residential addresses. Use it to locate company addresses, phone numbers and contact names.

**Thompson Gale Legal Forms** — an excellent source of printable forms on a wide variety of topics, including landlord-tenant forms, bills of sale for both auto and boat, wills, and much more. Also offers handbooks on pet law, real estate, and elder law.

## Consumer Information on the Internet

[www.cpsc.gov](http://www.cpsc.gov)

The Consumer Product Safety Commission is an independent, federal regulatory agency that provides information to consumers on product recalls and potential product hazards.

[www.consumersunion.org](http://www.consumersunion.org)

From the publisher of *Consumer Reports*. While some of the site is available only to subscribers of the magazine, there's plenty of free, informative, and educational materials on a variety of consumer issues. The Library also keeps the past five years of *Consumer Reports*, and has access to full-text articles of the magazine through our ProQuest Platinum database.

[www.ftc.gov/bcp/index.shtml](http://www.ftc.gov/bcp/index.shtml)

A one-stop link to the Federal Trade Commission's Bureau of Consumer Protection, which offers government consumer information resources.

[www.fda.gov/ForConsumers/ProtectYourself/default.htm](http://www.fda.gov/ForConsumers/ProtectYourself/default.htm)

The U.S. Food and Drug Administration created this webpage to help consumers determine which online pharmacies are legitimate and to recognize health frauds. Also offers safety alerts and tips on evaluating health information on the Internet.

[www.atg.wa.gov/teenconsumer](http://www.atg.wa.gov/teenconsumer)

Sponsored by the Washington State Attorney General's Office, this website features consumer articles written for teens by the students of Ellensburg High School in Washington.

[www.fcc.gov/cgb/consumers.html](http://www.fcc.gov/cgb/consumers.html)

Information from the Federal Communications Commission on consumer issues they oversee as well as consumer alerts and fact sheets.

[www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems)

A page of links to NHTSA database files on automobile safety, recalls and consumer complaints.

[www.federalreserve.gov/consumers.htm](http://www.federalreserve.gov/consumers.htm)

Links and information in English and Spanish on topics including bank accounts, credit, identity theft, leasing and mortgages.

[www.consumeraction.gov](http://www.consumeraction.gov)

An online version of the Consumer Action Handbook, put out by the Federal Citizen Information Center.

## Local Organizations

For more information about consumer topics, the following groups can provide help:

Albany County Department of Consumer Affairs  
112 State Street  
Suite 1207-08  
Albany, NY 12207  
518-447-7581  
[www.albanycounty.com/departments/consumeraffairs/](http://www.albanycounty.com/departments/consumeraffairs/)

New York State Consumer Protection Board  
5 Empire State Plaza, Suite 2101  
Albany, NY 12223-1556  
Consumer Assistance Hotline 1-800-697-1220  
[www.consumer.state.ny.us](http://www.consumer.state.ny.us)

New York State Attorney General  
The Capitol  
Albany, NY 12224-0341  
Consumer Helpline: 1-800-771-7755  
[www.oag.state.ny.us](http://www.oag.state.ny.us)

Upstate New York Better Business Bureau  
100 Bryant Woods  
South Amherst, NY 14228  
1-800-828-5000  
716-881-5222  
[www.upstateny.bbb.org](http://www.upstateny.bbb.org)