

**Chapter 6**  
**Office Administration**  
**Key Terms**

|   |   |
|---|---|
| 1. Almanac                                    | I |
| 2. Archive                                    | A |
| 3. Dewey Decimal classification system        | P |
| 4. Dictionary                                 | D |
| 5. Directories                                | R |
| 6. Encyclopedias                              | K |
| 7. Etiquette references                       | V |
| 8. Fact book                                  | B |
| 9. GPO Access                                 | M |
| 10. Index                                     | C |
| 11. Information banks                         | L |
| 12. Interview guide                           | F |
| 13. Library of Congress classification system | N |
| 14. Library consortiums                       | G |
| 15. Official Airline Guides (OAGs)            | T |
| 16. Parliamentary procedures                  | Q |
| 17. Primary sources                           | E |
| 18. Public library                            | O |
| 19. Secondary sources                         | S |
| 20. Thesaurus                                 | J |
| 21. Word book                                 | U |
| 22. Writing style manuals                     | H |

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- A. Collection of documents of historical or administrative value to an organization. **(2) Archive**
- B. Book or publication, usually published on an annual basis, that includes factual information about international and national events of the year; also known as an almanac. **(8) Fact book**
- C. Publication that contains a list of particular topics or subjects that have appeared in newspapers, periodicals, or other sources with specific references to the source. **(10) Index**
- D. Reference book that provides the correct spelling, meaning, usage, and syllabication of all words recognized in a specific language. **(4) Dictionary**
- E. Research studies such as surveys, interviews, and experiments that yield actual data that can be analyzed. **(17) Primary sources**
- F. Document that contains an interview plan and the questions that need to be asked during the interview **(12) Interview guide**
- G. Networks of public and university libraries that link the online services of the libraries. **(14) Library consortiums**
- H. References that provide assistance in preparing formal reports requiring documentation (footnotes, endnotes, or in-text citations and bibliographies). **(22) Writing style manuals**
- I. Book or publication, usually published on an annual basis that includes factual information about international and national events of the year; also called a fact book. **(1) Almanac**
- J. Lexicon (dictionary) of similar words or information that focuses on synonyms and antonyms; reference that is helpful in determining other words that have the same meaning as the one being conveyed in the message. **(20) Thesaurus**
- K. Set of one or more general reference books that provide detailed information on a wide variety of topics arranged in alphabetical order. **(6) Encyclopedias**
- L. Collections of information specific to a particular profession or field, usually available through computer networks by subscription. **(11) Information banks**

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- M. U.S. Government Web site that provides the official, published electronic version of public information available daily to the general public. **(9) GPO Access**
- N. Alphanumeric filing classification system developed in the early 1900s used for cataloging library books according to 21 major areas of knowledge that includes one or two alphabetic letters and a series of numbers that designate subdivisions within categories. **(13) Library of Congress classification system**
- O. Collections of books and other informational publications housed in a local library and available to everyone who resides in a particular community or geographic area. **(18) Public library**
- P. Most widely known decimal-numeric filing classification system primarily used for cataloging library books into ten general categories. **(3) Dewey Decimal classification system**
- Q. Application of a set of rules and principles for conducting formal meetings efficiently and orderly; appropriate conduct of business meetings as specified in specific references. **(16) Parliamentary procedures**
- R. Listings of companies, associations, organizations, individuals, or products arranged alphabetically, geographically, or by subject. **(5) Directories**
- S. Published and unpublished documents written by others who have studied the research topic. **(19) Secondary sources**
- T. Travel and transportation guides available through subscription for all domestic and international airline flights. **(15) Official Airline Guides (OAGs)**
- U. Alphabetical list of the most frequently used words that indicates the spelling, syllabication, and recommended hyphenation. **(21) Word book**
- V. Publications that feature conventional requirements of social behavior and conduct as established for specific occasions. **(7) Etiquette references**