

Chapter 6
Office Administration
Key Terms

1. Almanac
2. Archive
3. Dewey Decimal classification system
4. Dictionary
5. Directories
6. Encyclopedias
7. Etiquette references
8. Fact book
9. GPO Access
10. Index
11. Information banks
12. Interview guide
13. Library of Congress classification system
14. Library consortiums
15. Official Airline Guides (OAGs)
16. Parliamentary procedures
17. Primary sources
18. Public library
19. Secondary sources
20. Thesaurus
21. Word book
22. Writing style manuals

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- A. Collection of documents of historical or administrative value to an organization.
- 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.
- 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.
- D. Reference book that provides the correct spelling, meaning, usage, and syllabication of all words recognized in a specific language.
- E. Research studies such as surveys, interviews, and experiments that yield actual data that can be analyzed.
- F. Document that contains an interview plan and the questions that need to be asked during the interview.
- G. Networks of public and university libraries that link the online services of the libraries.
- H. References that provide assistance in preparing formal reports requiring documentation (footnotes, endnotes, or in-text citations and bibliographies).
- 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.
- 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.
- K. Set of one or more general reference books that provide detailed information on a wide variety of topics arranged in alphabetical order.
- L. Collections of information specific to a particular profession or field, usually available through computer networks by subscription.
- M. U.S. Government Web site that provides the official, published electronic version of public information available daily to the general public.

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- 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.
- 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.
- P. Most widely known decimal-numeric filing classification system primarily used for cataloging library books into ten general categories.
- 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.
- R. Listings of companies, associations, organizations, individuals, or products arranged alphabetically, geographically, or by subject.
- S. Published and unpublished documents written by others who have studied the research topic.
- T. Travel and transportation guides available through subscription for all domestic and international airline flights.
- U. Alphabetical list of the most frequently used words that indicates the spelling, syllabication, and recommended hyphenation.
- V. Publications that feature conventional requirements of social behavior and conduct as established for specific occasions.