Introduction
Dewey reference questions can be highly specific: specific data points, time series data, stock or bond data, etc. Sloan students, our largest user community, often do a lot on their own before coming to us with the more challenging questions.

A few basics on the information service environment:
- There are numerous specialized resources, including CD-ROM and other local installations, some of which require MIT authentication. The list of local databases is at http://libguides.mit.edu/deweydatabases
- Social science data sets are important to our user community. Dewey’s Data Services Librarian helps users access data sets through the Harvard-MIT Data Center and other sources. A workstation with statistical analysis software is available in Dewey.
- Market research reports are in high demand, but are also very expensive and hence difficult for us to acquire (although we do have access to some databases containing market research reports and data). We have resources and tools to assist students in doing their own market research.

These tools can be useful starting points:
- Research Guides:
  - Biotech and Pharmaceutical Industry http://libguides.mit.edu/biopharma-industry
  - Companies http://libguides.mit.edu/companies
  - Economics http://libguides.mit.edu/econ
  - Finance and Investment http://libguides.mit.edu/finance
  - Industries http://libguides.mit.edu/industries
  - Labor and Industrial Relations: http://libguides.mit.edu/labor
  - Management http://libguides.mit.edu/management
  - Market Research http://libguides.mit.edu/market
  - Organization Studies: http://libguides.mit.edu/orgstudies
  - Political Science http://libguides.mit.edu/polisci
  - Social Science Data Services http://libraries.mit.edu/guides/subjects/data/ (includes statistical sources for economics, finance, health, industries, labor, political science, polls and surveys, and trade)

Examples of questions
Offer starting points as indicated if you wish, but feel free to tell the user you are referring the question to Dewey librarians. Then follow the standard referral procedure.

For these examples, suggestions in italics are likely starting points, not necessarily complete answers. In many cases, multiple sources could be consulted.
1. Company information
   - I need annual reports to shareholders and SEC filings for Biogen-Idec.
     - see the Corporate Reports guide at [http://libguides.mit.edu/corpreports](http://libguides.mit.edu/corpreports) and click on Types of Reports
     - LexisNexis Academic also has SEC filings
   - Who is the CFO of Home Depot?
     - Hoover’s
     - Factiva (for Company Snapshot search screen, click on Companies/Markets and then Company)
     - Datamonitor Reports in Business Source Complete (see Company profiles)
   - I need to know how many medical device manufacturers there are in Massachusetts.
     - ReferenceUSA
     - Hoovers
     - See Industries guide for links to SIC and NAICS classifications: [http://libguides.mit.edu/industries](http://libguides.mit.edu/industries)

2. Market research questions
   - What is Dell’s share of the PC market?
     - Business Source Complete – Company Profiles
   - Do you have market research reports from __________
     - We have access to reports (but not all content) from:
       - Forrester [includes Jupiter Research reports]
       - Frost and Sullivan
       - Gartner Group
       - IBISWorld
       - IDC
       - eMarketer
     - See the market research guides: [http://libguides.mit.edu/market](http://libguides.mit.edu/market) and [http://libguides.mit.edu/market-res-diy](http://libguides.mit.edu/market-res-diy)
   - I need statistics on sales of MP3 players in Europe
     - Global Market Information Database
     - Other sources in the Market Research guide

3. Industry/product questions
   - I’m researching the computer game industry
     - See the Market Research and Industries guides
   - I need information on the arthritis pharmaceuticals market.
     - See Biotechnology Industry guide: [http://libguides.mit.edu/biopharma-industry](http://libguides.mit.edu/biopharma-industry)
   - I need information on online grocery stores.
     - eMarketer
   - I’m researching current trends in the optoelectronics industry.
     - See the Industries guide

4. Finance questions: Refer users to the Finance & Investment guide to get started [http://libguides.mit.edu/finance](http://libguides.mit.edu/finance) but cc ask-dewey and tell them a Dewey librarian will follow up. Follow-up will likely include some interrogation to determine the real question. Some examples of what these sound like:
   I’m looking for
   - monthly stock prices for [company x] for the past [x] years.
   - prices and yields for some corporate bonds.
• venture capital data for the health and wellness industry.
• the NYSE total volume of advances, daily, since 1991.
• private equity deals for South Korea.
• the total volume of puts and calls from the Chicago Board Options Exchange, daily, since 1995.
• quarterly historical earnings estimates for the S&P 500 stock market index.
• sources of data for hedge funds.
• access to Bloomberg. NOTE: the Bloomberg terminal located in the Sloan Trading Room (basement of E52) is available to any member of the MIT community. It is a complicated database with a significant learning curve. Neither Sloan nor Dewey Library provides support. A phone number for assistance is posted at the machine.

5. Business strategy questions
  • I’m looking for non-technical articles on lean manufacturing. ABI/Inform Global; Business Source Complete
  • I’m researching ways that companies promote innovation. ABI/Inform Global; Business Source Complete; Conference Board Research Database; Barton
  • How are banks handling CRM (customer relations management)? ABI/Inform Global; Business Source Complete; LexisNexis Academic; Factiva
  • I’m researching recent trends in participatory management. ABI/Inform Global; Business Source Complete
  • I need information on starting a business in [country X] – business and political climate, regulations, etc. Business Monitor; Economist Intelligence Unit/Country Commerce

6. Economics questions
  • What is the GDP for [country X]?
  • I need the GDP of two dozen countries as far back as possible.
  • I’m looking for exchange rates for Venezuela, Argentina, and Chile. See the Economics guide: http://libguides.mit.edu/econ
  • What is the outlook for foreign direct investment in Turkey? Go to the Dewey Research Advisor, http://libraries.mit.edu/dra and enter ‘foreign direct investment’

  • trade data at the HS-8 (product) level for European countries since 1960
  • data on all US imports and exports, by 4 digit SITC since 1950.
  • country-by-country data on footwear imports from Hong Kong.

8. Political science questions
  • I’m looking for Senate hearings on the 1998 tobacco settlement. See the Congressional Publications guide: http://libguides.mit.edu/congress-publications
  • I’m looking for the text of the Patriot Act. Proquest Congressional: http://libraries.mit.edu/get/congress-u

9. Social science statistics questions
Refer users to the Social Science Data Services page, and to “By Subject”, http://libraries.mit.edu/guides/subjects/data/