An Annotated Bibliography on the Information-Seeking Behavior of Unions and Blue Collar Workers

Adam Mizelle
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Linda Marion, Instructor
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Introduction and Scope

This bibliography deals with the information-seeking behavior of unions and blue collar workers. Included are sources from 1966 through 2007. Work on this subject goes deep in time but shallow in volume. Though individual surveys of union members’ needs by librarians goes back to the creation of the AFL-CIO/ALA Joint Committee on Library Service to Labor Groups in 1945, the range here is to provide enough background on the historical labor movement while giving perspective to modern issues. Though the worlds of both work and information have changed much in the years covered, the observation that “. . .there are few ‘settled’ issues in labor. Thus, older titles retain their importance. . .” (Sparanese 2003) still holds today. The majority of selections come from library and information science (LIS), supplemented by articles from occupational safety and health (OSH). Both the United States and the United Kingdom are covered, so as not to exclude good sources from across the Atlantic. Political economy has had a parallel life in both countries over the last few decades, with labor unions’ fortunes rising and falling in tandem. One piece from the public health literature is included because it is not only timely and relevant, but documents a rare collaboration between labor and public health for the discovery of workers’ information needs.

Definition of the User Group

A union is a membership organization made up of employees doing similar work for same industry, employer, or craft. Vested in the union is its recognized duty to bargain collectively on behalf of its members, hopefully winning contracts to ensure fair treatment and access to hours, raises, benefits, and promotions. The pooled membership dues of the union are used to hire officers such as shop stewards, business representatives, organizers, training officers, community relations officers, and political officers, who steer the union’s work. Though rank and file members are encouraged to volunteer in labor’s campaigns, and have a say in union governance, it is the officers work that concerns most of the literature. Information needs of lay members from the union itself is a regrettably ignored area. Historically, the bulk of union membership has
been in blue collar service and industry: middle to low status jobs covering unskilled, semiskilled, and skilled labor, usually requiring education short of a college degree, with a few important exceptions (teachers, nurses). The term labor is understood to include those employees who lack the power to hire and fire, as distinct from management, who has that ability. One of the key responsibilities of the union is the negotiation and enforcement of a collective bargaining agreement (CBA) with management, that deals with work speed, safety, remuneration, benefits and, yes, access to information. It is in the work of enacting and enforcing a CBA that a union’s main information needs should be understood. Those blue collar workers who are non-union members, but are still distinct from management, are considered as well for their extensive shared interests with union workers. It is my opinion that most information needs of non-union members overlap with those of union members themselves, and in general, that the lack of a union translates into more unmet information needs.

Though labor scholarship is extensive and long term in social sciences and the humanities, attention from LIS is anemic by comparison. Most information seeking behavior literature describes professional, white collar workers. For example, a keyword search for “Information needs” and “labor unions” in ERIC, normally a prime source for LIS scholarship, returns zero records. In preparing this bibliography, I was surprised that searches of labor-oriented journals like Progressive Librarian, and databases like Left Index produced no articles on the information-seeking behavior of this user group. A bright spot in this is the research of Chaplan and Hertenstein (2002, 2005) on how different roles of union officers influence their information-seeking behavior. Unfortunately, a search of their work in Web of Information and Google Scholar shows no citations for these articles. The same dismal state applies to Gallagher’s 1991 article in The Reference Librarian on unions’ problems accessing information from the employers themselves. Clearly, there is a need for more research, and part of my hope in compiling this bibliography is to support future inquiry about this group.

Most LIS articles below rely heavily on mail-in surveys for their data on unions, sent out to a large sample of officers or members (Pearson et al 2007) (Chaplan and Hertenstein

Summary of Findings

Information needs of unions are diverse, but tend to be “practical, problem oriented, and geared to local situations” (Shields 1983). Leaving aside industry specific information, the broad scope of union activities demand information from all kinds of sources and applications. Given that much union activity is in the form of a campaign to influence the actions of decision-makers or voters, the term intelligence, or “all the things which should be known in advance of initiating a course of action”, is just as appropriate as information. (Britannica, cited in Bobo, Kendall, and Max 2001) This would obtain for organizing drives, strikes, legislative campaigns etc. Though many times the worker’s right to information is sanctioned by the authority of legislation such as the National Labor Relations Act, case law, or the CBA itself, access is not always straightforward. If an employer has information the union needs, it is necessary for the union to demonstrate, in writing, how the request for information is relevant (Gallagher 1991). For example, union officers may ask for costs of a new employer sponsored health plan being offered during contract negotiations, to better recommend to its members if this is a good deal compared to an increased wage. Demands for increased wages themselves are stronger when backed up by employer data that demonstrates their ability to pay.

When seeking information, union members and officers tend to first go to informal sources such as personal networks, telephone inquiries, and local office files. Of course, in an active union shop, members and officers will often be in part of each others’ personal networks. “...many shop-floor workers who know little or nothing about sources of information, rely on advice from their shop stewards for both job and personal advice.” (Grose 1974). Indeed, one of the several information needs sited by Chaplan
and Hertenstein (2002, 2005) in their examination of union officials’ information needs is solving the personal problems of their members. Interestingly enough, Chatman’s 1987 study of janitors at a major university in the anti-union South details a group that trusts supervisors more when seeking information about work or personal problems, fearing gossip among coworkers.

When informal sources are not enough, union officials will usually go to the research department of their union headquarters. This is the formal source most likely to have the local, specific information on employers and job markets, handy as this is for contract enforcement, grievances, and arbitration. These research departments are also meant to help support members’ studies for promotion, certification, high school equivalency, and adult education. Officials also report needing information for writing articles, newsletters, and union publications, as well as handling business affairs, planning labor education programs, certification, and apprenticeship.

The public library is the next resort if the union research department is inadequate. While it is beyond the scope of this bibliography to detail those public libraries with special labor collections, it is clear that the frequent lack of any specialized service to labor is a source of dissatisfaction among union officials with public libraries, particularly when it comes to information needed to support business affairs, grievances, and contract negotiations. Even a file of local CBA’s in effect is a valuable service that the library can provide to workers and the community in general. Over time, the literature also reports union officials perception of a pro-management bias in public library collections:

“... the library experiences of local union officials have not materially improved over time. Several of their [survey respondents’] suggestions are the same as, or analogous to, those made by respondents to surveys done decades ago and miles away, a parallel that suggests that trade unionists continue to be overlooked as a subgroup of library users with special needs for information.” (Chapman and Hertenstein 2005)
What is also clear is that training in research techniques can increase union members’ satisfaction with their experience at the library. In his detail of adult students at a UK labor studies program, Shields (1983) spoke of the need through training to “make mature, working-class students, who have a limited formal education, feel confident in an academic library.”

One concept that runs through this literature, in contrast to other user groups, is the authority of claims to information. It is often in the enactment and policing of a CBA, a legally binding contract, that information is sought. Likewise, the union’s, or any worker’s, access to information is a matter of a legally protected right, defined by state or national legislation. It is with this in mind that I would like to include some thoughts on the occupational safety and health sources included.

Better knowledge about chemicals in the workplace is a widely perceived need among workers, union and non (Chatman 1987, Pearson et. al. 2007). Occupational health is a growing field that aims to serve the entire working population, and in this literature I often got the impression that the term “information needs”, while relevant to my topic, was used differently from the LIS literature. Dealing with more legal and policy data, I got the impression in this discipline that the needs of workers were prescribed by experts and managers, as opposed to those needs formulated by the workers themselves. It was often concerned with rendering complex technical data accessible to a lay audience. Granted, these fields exist historically in part due to labors demand for it, so the lack of any mention of union concerns in these sources was all the more surprising.

**Bibliography**

Abstract: Discusses results of a questionnaire that was distributed to local union officials to determine their information needs and how they go about satisfying those needs. Highlights include union roles; information sources; effects of training on sources used; comparisons to previous research; suggestions for further research; and a copy of the survey used.

Search Strategy: I chose Dialog’s OneSearch category, “INFOSCI” to pick up a broader range of sources than one database at a time could. I chose keyword and proximity searching to aggregate terms together over eight searches, ANDing terms together to narrow it down into a manageable number of hits. Keyword and proximity searching also kept the searching general to the various databases, with no need to look up categories.

Database: Dialog [Gale Group Magazine Database]

Method of Searching: Keyword search

Search String: (labor()union) AND members AND (information()needs)

Annotation: Tests and provisionally accepts the hypothesis that union role determines information needs. Research was a mail-in survey of Midwestern union officials and leaders. Separates institutional needs (business affairs, organizing) from individual needs (certification, exams, adult ed) and formal sources (libraries) from informal (personal networks, telephone inquiries, and local office files). Unions most need background info for collective bargaining, specific workplace problems, and statistics for business and economics. Use of the public library is higher than the general population, but often considered inadequate or biased towards management.


Abstract: Discusses the relationship between public libraries and the labor movement. Highlights include the literature of labor and libraries; historical background; labor education; the role of the AFL-CIO/ALA (American Federation of Labor (AFL)-Congress of Industrial Organizations (CIO)/American Library Association (ALA)) Joint
Committee on Library Service to Labor Groups; and meeting the needs of labor today, including examples of public library programs for workers. (LRW)

**Search Strategy:** See search of, “INFOSCI” above.

**Database:** Dialog [Gale Group Magazine Database]

**Method of Searching:** Keyword search

**Search String:** (labor()union) AND members AND (information()needs)

**Annotation:** A mostly historical piece on specific times that libraries and unions have collaborated, very useful for background. Tucked in among the details over the years are helpful points about unions’ needs for local research support in the form of census, legislative, and labor market information, and labor’s support for library establishment and national legislation that funds libraries. Suggests that libraries keep local collective bargaining agreements on file for comparison purposes.


**Abstract:** Examines the authority upon which collective bargaining agents base their claim of right of access to information in the custody of the employer. Considers the attempts of union to obtain information by reason of its claim to the right under the terms of the Labour Relations Act. Examines an alternative vehicle used by the union to claim information (the collective bargaining agreement itself). Discusses some recent developments, notably in the multiplication of governmental regulations, both federal and state, which in an effort to protect individuals' privacy, health and safety if not totally restricting unions' access to employer files of information, are complicating the effort.

**Search Strategy:** I chose Library Lit and Info. Science in Dialog, and a single search on the descriptor “collective bargaining” yielded 31 results. These tended to be case studies on unionized librarians and their issue, too narrow for my purposes. Adding a simple “AND information” to the string narrowed it down to two, this being the first.
**Database:** Dialog [Library Lit and Info. Science]

**Method of Searching:** Descriptor and keyword search.

**Search String:** collective bargaining/de AND information

**Annotation:** Not much to do with libraries. Deals with the information that unions often need from employers in the collective bargaining process. The authority that these claims are made on, based on case law, legislation, and collective bargaining agreements. Talks about claims for information in support of specific bargaining strategies, and what unions need to demonstrate for information requests to be deemed relevant.


**Abstract:** A questionnaire was distributed to local union officials in Illinois in order to determine the officials' use of various types of libraries, their satisfaction with their experience in using the libraries, the problems they encountered in library use, and their opinion of various ways in which libraries might be made more useful to them. They were also asked whether they had had training in how to find information. Respondents to the survey used more than one type of library, and their union role had an impact on which type they were likely to use. They used different types of libraries to find different types of information. In general they were satisfied with their library experience, but they found library collections inadequate for their needs. Respondents who had had training in how to find information appeared to use libraries more but differed little in the frequency or types of problems encountered from those who had no training. When asked their opinion on various suggestions for improving library service to local union officials, they preferred measures that gave greater emphasis to increasing labor materials in library collections. The findings of this study, combined with those of our earlier study (Chaplan & Hertenstein, 2002), suggest that an information seeking model developed by Wilkinson (2001) may be useful in explaining union officials' information seeking behavior.

**Search Strategy:** This was an author search I chose to build upon my first three articles, looking at an author whose research I had already included.
Chaplan and Hertenstein build here on the work in their 2002 article. Moving from information needs to library use by union officials, and again breaking their analysis down by what role union officers and activists play. Again employing a survey methodology, the authors include a thorough literature review of others who have done the same in this area going back six decades. Union members’ information seeking behavior is compared to earlier studies of professionals, lawyers, and teachers. The authors look systematically at patterns of use and level of satisfaction of union officials in their patronage of various kinds of libraries, and asked for their suggestions for libraries to improve their service. Again taking this in context historically, they claim that over time service to union members has not improved, suggesting that this user group continues to be overlooked and underserved. The authors recommend brief research training as a demonstrable way to increase union officials’ satisfaction with the library.


**Abstract:** Shows how the recent growth of trade union studies in the UK has revealed the need for practical user education programmes to help develop confident information skills amongst this group of adult learners. Considers some of the special needs of trade union students, and describes a tape-slide package produced by Leeds Polytechnic Library which deals with the main information sources for trade unionists.

**Search Strategy:** This was a source cited in Chaplan and Hertenstein (2002). I looked this up in the midst of searching LISA for more sources using the descriptor “trade unions” and the keyword “education”. It was one of fourteen results returned.

**Database:** LISA

**Method of Searching:** Descriptor and keyword search.

**Search String:** KW/education and DE/trade unions.
Annotation: This article deals with a contemporary need in the UK at the time, when trade union studies was a growing part of higher education, providing short, continuing courses to union members. The author mentions how unionists needs are for practical, local, problem oriented information, and that part of academic librarians’ responsibility meeting these needs was proper training so that “mature, working class students . . . feel confident in an academic library.”


Abstract: In Britain, the law places duties on employers and suppliers to provide information to ensure health and safety of employees, so far as is reasonably practicable, and there are regulations for the appointment of employees’ safety representatives which employers are required to consult. A recent survey by HSE has shown that suppliers are the most important source of information on substances. However, the flow of information is often obstructed by barriers between the suppliers and the companies, and within organizations. Safety representatives, where they exist, are often better informed than employers, and in companies with safety representatives accident rates are lower. Information from suppliers can be inappropriate for the end use, and the goal-setting approach which has dominated in recent years may not help the non-expert employer. We welcome HSE’s move to more specific control guidance for chemicals.

Search Strategy: I was happy to stumble across this one as a result of an on-the-spot change in search strategy while looking up citations to Chaplan and Hertenstein (2002) on Google Scholar. I had modified the title of the former article by putting “information needs” in quotation marks, making the search string effectively “information needs” AND “Local” AND “Union” and “Officials”. It had not occurred to me to search the occupational safety and health literature

Database: Google Scholar

Method of Searching: Keyword search

Search String: “information needs” AND “Local” AND “Union” and “Officials”
Annotation: This is about the legally sanctioned need of workers to receive information about the presence and effects of toxic chemicals in the workplace. Talks about the process of information provision, its regulation and proscription, and areas where these needs are unmet in practice. Barriers can be between employer and employee and between employer and supplier. Having a union employed safety representative gives a demonstrable improvement in workplace safety records. They also conclude that the government inspectors who oversee this part of the law are underperforming, and that the workforce needs to make some noise for them to step up.


Abstract: Compelling reasons exist for labor and public health to collaborate. For example, compared to white-collar workers, blue-collar and service workers are much more likely to be targeted by the tobacco industry and become smokers. The purpose of this descriptive study was to assess if there were ways public health and labor could collaborate to document the health attitudes and needs of hospitality industry workers. Eligible union members were identified through an electronic enrollment file consisting of 3,659 names maintained by the union. The mail survey instrument covered exposure to secondhand smoke, exposure to hazardous chemicals and materials, time pressure and job demands, and work-related pain/disability. Additional questions related to age, gender, race/ethnicity, level of education, employment history, English proficiency, and self-reported health status. Study results demonstrated that important health information could be successfully collected on unionized workers. Survey data showed that union members were a very diverse group who were exposed to secondhand smoke and supported working in clean-air settings. Workers, especially housekeeping staff, characterized their work as being chaotic and demanding, while almost half of workers reported work-related pain. Key to the successful collaboration was establishing trust between the parties and emphasizing data collection that served the information needs of both organizations. Opportunities exist to improve the health and working conditions of this
population. Health interventions need to be designed to take into consideration the very
diverse, mostly female, and limited English proficiency of this group of workers.

Search Strategy: This was an attempt to try some successful strategies in a new source.
Database: Proquest (all databases)
Method of Searching: Keyword search
Search String: “information needs” and “union members”
Annotation: These authors are eager to demonstrate that public health agencies and
unions can successfully collaborate gathering information that satisfies both of their
needs, the main overlap being advocacy by public health to the state legislature, and by
the union at the bargaining table. This was another survey, this time on working
conditions, of the members of UNITE-HERE Local 8, in the Seattle area. Conceived
initially as a study strictly of second hand smoking, it was broadened to concern toxic
chemicals at work and work related pain, at the union’s request. Hospitality industry here
means bar, food service, kitchen, and housekeeping. Workers reported insufficient
training to deal with hazardous substances. The information was used afterward to testify
in support of the state indoor smoking ban, as well as by the union to bargain for better
working conditions.


Abstract: I set out to find the people we have neglected and instead found what I think
may be the beginnings of a long quiet revolution. A year ago I did not know how many
developments and experiments were taking place in information fields that until recently
have not been explored. The title of my paper was often a source of embarrassment as al
talked to enthusiastic pioneers who did not consider their clients to be deprived.
Nevertheless they were pioneers.

Search Strategy: This was found on the same search that produced Hudspith and Hay
(1998) above, where some well placed quotation marks turned a title search in order to
track down citations into a keyword search, yielding new documents.
Database: Google Scholar
Annotation: One paragraph in this article, almost an aside, bore on my decision to include this otherwise irrelevant general review of professionals in the UK. In the author’s questionnaire, she reports a small but significant number of respondents going to their own unions for information, and speculates more on the need for further research on industrial workers’ and union officials needs. Also mentions how the right to information is part of British law through the Industrial Relations Act. Her discussion foreshadows some of the later work in that union members needs for information are usually specific, local, and geared towards solving problems.


Abstract: This study examines the information needs and seeking behavior of janitorial workers at a large university in the South. Findings revealed that although a number of needs were identified—health, career opportunities, relationships with each other, and better relationship with members of the academic community—the work environment of these low-skilled laborers led to few channels to sources of information. The data reveal that the respondents were not users of the library. In addition to an indifference to print (except for newspapers and *The Bible*) and limited reading skills, psychological and social barriers were also identified.

Search Strategy: In class discussion made it clear that this was one researcher whose work was relevant to my choice of topic. I chose Library Lit. and Info. Science with some confidence in my Dialog skills and a need to include more author searches in my research. The search returned twenty two records.

Database: Dialog (Library Lit. & Info. Science)

Method of Searching: Author search

Search String: AU=Chatman, Elfreda?
Annotation: This paper is based on a series of ethnographic interviews. It documents a mostly unmet collection of information needs, and a climate of mistrust among the janitors at this university. There is no mention of union representation of these workers. Use of the university library was mostly limited to helping children with school work. Like other works consulted, janitors reported a need for health and safety information and leads on career options. Coworkers were a source of information if they were perceived as experienced, another informal source. Given the location of the university in the south, and the mostly African American makeup of the janitorial staff, the lack of a discussion of race and racism was disappointing.


Abstract: Background Information dissemination is a mandated, but understudied, requirement of occupational and environmental health laws and voluntary initiatives. Research is needed on the factors that enhance and limit the development, transfer and use of occupational safety and health information (OSH). Contemporary changes in the workforce, workplaces, and the nature of work will require new emphasis on the dissemination of information to foster prevention.

Methods Legislative and regulatory requirements and voluntary initiatives for dissemination of OSH information were identified and assessed. Literature on information dissemination was reviewed to identify important issues and useful approaches.

Results More than 20 sections of laws and regulations were identified that mandated dissemination of occupational and environmental safety and health information. A four-stage approach for tracking dissemination and considering the flow of information was delineated. Special areas of dissemination were identified: the information needs of the
changing workforce, new and young workers; small businesses; and workers with difficulty in understanding or reading English.

Conclusions We offer a framework for dissemination of OSH information and underscore the need to focus on the extent to which decision-makers and others receive and use such information. More solid data are also needed on current investments in disseminating, diffusing and applying OSH information and on the utility of that information. Published 2003 Wiley-Liss, Inc.

Search Strategy: After choosing to include Hudspith and Hay (1998), I thought it wise to look ahead in time to which researchers used the source. This came up as a later work that cited the former.

Database: Web of Knowledge

Method of Searching: Title search

Search String: “information needs of workers”

Annotation: A review of mandates for information for workers on issues of occupational safety and health, and a detailed discussion of current models of disseminating this information. Emphasizes how technical data gains value when it is made clear and accessible to its in language and format. Particularly helpful is the discussion of “Information Needs of a Changing Workforce”, noting that an increasingly foreign-born workforce will need safety and health information in a variety of languages and reading levels, and cultural sensitivities. The majority of workers in the US are identified as employed at small businesses, where the need for information is even greater.


Abstract: In contrast to other phases of the life cycle, retirement lacks institutionalized roles. It is characterized by much role uncertainty, with the individual depending on his own resources to find substitutes for his work role. A way for the individual to reduce
this role uncertainty might be through gathering information on retirement in order to learn what to expect. This chapter will be concerned with factors associated with exposure to information on retirement, the effects of exposure on preparation for retirement, and on self-evaluation in retirement.

Search Strategy: This was cited in Childers (1976).
Database: Drexel Libraries catalog
Search String: “Social Aspects of Aging”
Method of Searching: Title search

Annotation: I chose to include this piece from an edited volume for the critical topic it addresses in the life of any working person: retirement. Like some of the other sources, it lends further support to the idea that working people get a lot of information from word of mouth. This article also claims that the “middle-status” worker is the most conscious of his/her information need when it comes to retirement, compared to “semi-skilled” and “upper-white collar” workers. Though the subject of unions is not raised here, I would tentatively consider a source like this relevant to the topic because it comes from a time when the workforce was more unionized, and the “middle-status” worker, even if she/he is not a union member, owed his/her relatively higher standard of living at that time partly to the need of all employers to compete with good union jobs in their own recruiting.


Abstract: Despite increased awareness amongst librarians of the need for library services to minority groups, little public library provision is made for trade unionists as trade unionists. In America several attempts have been made to remedy this situation (e.g. in Detroit and Milwaukee), but the only English library system providing a special collection to union members is Coventry City Libraries, with its Tom Mann collection. Some unions have research departments with qualified librarians but systematic
dissemination of information is rare, prevented by lack of staff, and information does not reach the rank and file members to whom it would be of most assistance. Librarians realising the importance of the labour movement and offering it help will find that the benefits are not merely one-sided.

**Search Strategy:** Double checking an abstract in this database for an article previously found, I chose the descriptors listed to find similar articles. This returned eight records.

**Database:** LISA

**Search String:** “trade unions”/de and “user needs”/de

**Method of Searching:** Descriptor search

**Annotation:** Another discussion of needs in the UK at the time, this author singles out the American labor collections as better and more numerous, despite Britain’s greater union membership. Valuable for its opening discussion of information needs. One of very few sources to mention union members’ own needs for information from their union. There is a need for literature giving company information, to establish employers’ ability to pay during contract negotiations.

**Other works consulted:**


Recommended Resources:

Complete and comprehensive, with up to date information about the Change to Win coalition. This has contact information for the officers of every major union, independent or affiliated, and over 30,000 local unions. Also includes government data for reference on Union Member Rights and Union Officer Responsibilities.

Another essential source that centralizes data from the Bureau of Labor Statistics and other government agencies. Contains up to date information on recent labor market trends.

Basically a web portal for labor researchers. In addition to live links to much of the data above, there are links to statistics on labor markets in cities and towns, information on executive pay, and academic oriented labor resources.

Recommended for those trying to organize their workplace as a source of persuasive information on the difference joining a union can make to members. Also includes links to current online legislative campaigns.

Clearinghouse for legal, technical, and professional information. Very extensive collection of training articles, reference on workers compensation, and the like.

Conclusion and Personal Statement:

This was my first term paper in ten years. When I was in college, professors would recommend that I choose research topics that were overlooked, had a small community of experts, or a lot of unanswered questions. I am satisfied that this topic fits that bill, but it came with challenges I did not expect. Compiling this bibliography, where one of the goals was a certain number of sources, was a new task for me using a different style of research. The emphasis on repeatable processes hammered home some of the lessons of this course and the professional demands I can expect as a librarian. I was surprised at the dearth of current, extensive research, given how infamous academia is for progressive politics. Labor receives a lot of criticism for looking backward, and the picture I got from the literature feels dated. There is a need for original research into this topic that reflects the current economic and political reality.

Completing this assignment did take some retracing my steps in order to properly document search strategy. My first notes for my first searches proved to be opaque when I when I went back to write them up, and though I was warned about this, it is one of those mistakes I had to read about, make myself, and then correct. And I am all the more confident for it.

What I take from this assignment is a more conscious, deliberate approach to searching. As my work gained momentum, it reinforced my recent training to work at the Hagerty reference desk, so I am looking forward to applying these lessons at my job. Getting into a thesaurus and its subject headings is the power and the value of these tools, and the more I practiced, the more quickly I could do it.