

Table of Contents

Foreword	ix
<i>by Reva Basch</i>	
Acknowledgments	xi
Introduction	1
Mary Ellen Bates	11
Business Research for Business Professionals	
Thomas M. Culbert	37
Aviation Expert	
Jodi Gregory	55
Healthcare Industry Monitoring	
Martin Goffman	77
Intellectual Property and Patents	
Lynn Peterson	99
The Craft of Public Records	

Mark Goldstein 125
Civic Entrepreneur

Chris Dobson 159
Serving Corporate Libraries

Crystal Sharp 183
Canadian Business Information

Margaret Metcalf Carr 203
Value-Added Research

Chris Sherman 227
Search Engine Analyst

Amelia Kassel 253
Online Information Expert

Appendix: Referenced Sites and Sources 279

About the Author 301

About the Editor 302

Index 303