ETLA 404: Connections: Kiss, Bow, or Shake Hands

As upper classmen, you should have some familiarity with library resources. This guide is a pathfinder to point you in the right direction for information on intercultural communication.

Checking the reference collection to provide some background information or historical perspective on your topic is always a good first step. Below are some print and online titles in the Kelly Library reference collection that contain some information on intercultural communication, history, and social customs of various countries of the world. Note that if you are viewing this guide online through the library’s web page (under the Guides link), or on your instructor’s Moodle site, you can click on the hyperlinks and go directly to the electronic sources. The print sources are listed in call number order.

*Encyclopedia of Contemporary British Culture*  REF DA 589.4 .E53 1999
*Encyclopedia of Contemporary French Culture*  REF DC 33.7 .E53 1998
*Encyclopedia of Contemporary German Culture*  REF DD 290.25 .E53 1999
*Encyclopedia of Contemporary Italian Culture*  REF DG 450 .E53 2000
*Encyclopedia of Contemporary Spanish Culture*  REF DP 233.5 .E63 1999
*ColumbiaChronologies of Asian History and Culture*  REF DS 33 .C63 2000
*Encyclopedia of the Modern Middle East and North Africa*  REF DS 43 .E53 2004 vols 1-4
*Southeast Asia: An Historical Encyclopedia*  REF DS 524 .S68 2004 vols 1-4
*Encyclopedia of Modern China*  REF DS 744 .E53 2009 vols 1-4
*New Encyclopedia of Africa*  REF DT 2 .N88 2008 vols 1-4
*Oxford Companion to Canadian History*  REF F 1026 .O94 2004
*Cuba*  REF F 1758 .C9345 2012 vols 1-2
*Countries and Their Cultures*  REF GN 307 .C68 2001 vols 1-4
*Encyclopedia of World Cultures*  REF GN 307 .E53 1991 vols 1-10
*Encyclopedia of Taboos*  REF GN 471.4 .H65 2000
*Greenwood Encyclopedia of World Folklore and Folklife*  REF GR 35 .G75 2008 vols 1-4
*Encyclopedia of World Dress and Fashion*  REF GT 807 .E54 2010 vols 1-10
*Worldmark Encyclopedia of National Economies*  REF HC 15 .W674 2002 vols 1-4
*Do’s and Taboos around the World*  REF HF 5387 .D66 1983
*International Business Etiquette: Europe*  REF HF 5389.3 .E85 1999
*Statesman’s Yearbook*  REF JA 51 .S7

Language dictionaries:
- French: REF PC 2640s
- Spanish: REF PC 4640s
- Portuguese: REF PC 5328
- German: REF PF 3640
- Russian: REF PG 2640
- Chinese: PL 1455

*Magill’s Survey of World Literature*  REF PN 528 .M29 vols 1-6

*Biography in Context*
Credo Reference
Gale Virtual Reference Library
Oxford Reference Online

The three online sources above may be accessed through the Journal Articles and Databases link on the library web page.

Tip: Remember to look at the bibliographies at the end of articles in these print and online reference sources. They may lead you to additional information. For books, you can check the library’s catalog, and for periodical articles, you can check the E Journals by Title list. If Kelly Library does not own the items, or have electronic access, you can request the materials through interlibrary loan.

Next, you need to look at the Holston Associated Libraries catalog. It is a shared catalog with three other libraries (King College, Tazewell County Public Library, and Washington County Public Library), and you can borrow materials from them. If you see a title you would like to request, please speak with a circulation staff member or a reference librarian. Some subject headings that might be helpful: business etiquette—[name of country]; communication and culture; intercultural communications; manners and customs; national characteristics, [name of country]; [name of country]—description and travel; [name of country]—economic conditions; [name of country]—history; [name of country]—politics and government; [name of country]—social life and customs. This is a very selective list; it’s just to get you started on your research.

The first one is from Academic Source Complete, a multi-subject database of scholarly and popular periodical articles. It is showing a simple keyword search on the phrase "cross-cultural communication" AND travel. Tip: Note the limiters (“refine your results) in the left margin. ASC is a good, all-purpose database with which to begin your search for articles. EBSCO, the vendor of ASC, also produces several other databases that might be relevant, depending upon which aspect of your country you are researching: Business Source Complete, Communication and Mass Media Complete, Hospitality and Tourism Complete, and Psychology and Behavioral Sciences Collection. The user search screen is the same for all of these databases. If you can use one, you can use them all.

![Search Result Image]
There is another all-purpose database from another vendor with popular and scholarly articles that might be useful too: **General OneFile**.

Yet another database, **JSTOR**, may be useful. **JSTOR** is a database of scholarly periodicals covering a wide variety of academic subjects, and is almost (but not quite) 100% full-text; you’ve probably used this database in English 101, Transitions I, or history classes. It is an archival database, which means it usually has a “moving wall” (time lag) of varying lengths for each periodical title. Look at the following screen shots.
**Tip:** The databases we’ve reviewed have a lot of full-text content, but are not completely full-text. If you find a citation that is not full-text in a database, remember to check the E-Journals by Title list. If an article is not full-text in one database, it may be in another database to which the library subscribes.

The last database in this guide is **World Catalog**. It is not a periodical database; it is a database of over a million books, audiovisual and other types of material. It is a good way to identify what you might not know exists. Below is a subject search on **Japan—social life and customs, limited to books published in English 1990-2013**.
You will probably find articles that are not full-text in any database, or books that Kelly Library does not own. You can request them through interlibrary loan, and we can try to obtain the item, or get a photocopy for you. To use this service, you need to allow 5-7 working days to receive the material. To use this service, please speak with Patty Greany or Jane Caldwell.

If you need help finding or using any of the resources discussed in this guide, please do not hesitate to speak with one of the librarians who provide reference assistance:

Jane Caldwell
Jody Hanshew
Lorraine Abraham, Library Director & CIO
Patty Greany
Janet Kirby

You can contact us in person, by phone (944-6208) or email (askalibrarian@ehc.edu)

Circulation staff members are:

Ashley Ahn
Cyndi Cunningham
David Lyons, Circulation Supervisor
Holly McCormick
Janice Snead

We're here to help you with your information needs.

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