

Library Hours

Contact us

Monday – Friday 7:30 am – 10:00 pm
Saturday – Sunday 9:00 am – 3:00 pm

Website <http://www.ntc.edu/library>
Email library@ntc.edu
Phone 715.803.1115

SUGGESTED SEARCH TERMS

(Search Terms for Articles, Books, and Videos)

Active listening	Cultural differences	Listening skills
Body language	Customer service	Negotiation in business
Business etiquette	Decision making	Problem solving
Business writing	Filing systems	Professional image
Career development	Group problem solving	Public speaking
Communication skills	Intercultural communication	Resumes (Employment)
Conflict resolution	Interpersonal communication	Teams in the workplace
Cover letters	Interpersonal conflict	Teamwork (workplace)
Critical thinking	Job applications	Technical writing
Cultural awareness	Job hunting	Telephone etiquette

(Search Terms for Books and Videos)

Commercial correspondence	Mediation
Employment interview	Professional appearance
English grammar	Research guide
Intuition	Workplace
Leadership	Writing skills



CALL NUMBERS (174 – 617)

153.68	Listening	651.7	Communication in the workplace
153.69	Nonverbal communication	651.73	Telephone skills
158.2	Interpersonal Communication	651.75-79	Business Writing
174	Ethics	658.402	Teams, Teamwork
303.69	Conflict Resolution	658.403	Decision making
331.702	Careers	658.45	Business Communication
363.242	Police report writing	658.812	Customer Service
395.52	Business and office etiquette	808.02-042	Writing skills, handbooks
428.2	English grammar	808.0666	Technical writing
650.14	Resumes, Cover Letters, Interviewing	808.51	Public Speaking (speeches)

JOURNALS AVAILABLE FOR CHECKOUT



- *HR Magazine* (2010 - Present)
- *Insight Into Diversity* (2010 - Present)
- *Writer's Digest* (2010 - Present)

DATABASES

- Academic Search Premier
- Business Source Premier
- Ebrary
- Films on Demand
- Gale Virtual Reference Books (GVRL)
- MasterFILE Premier
- OmniFile Full Text Select
- Professional Development Collection
- ProQuest Research Library

ELECTRONIC BOOKS & SPECIALIZED REFERENCE SOURCES

- Ebrary
 - *McGraw-Hill 36-Hour Course in Business Writing and Communication* (2010)
 - *Business Ethics* (2010)
 - *Professional Image : Your Road to Success* (2010)
 - *101 Great Resumes* (2009)
- Gale Virtual Reference Library
 - *The Essential Guide to Workplace Mediation & Conflict Resolution* (2010)
 - *Bridging the Culture Gap* (2008)
 - *The Complete Presentation Skills Handbook* (2008)
- ProQuest Career and Technical Education
 - *10 Steps to Successful Business Writing* (2009)



ONLINE PERIODICALS

- Business Source Premier
 - *Harvard Business Review* (1922 – present)
- ProQuest Career and Technical Education
 - *Occupational Outlook Quarterly* (1983 – present)
- Professional Development Collection
 - *Career Development Quarterly* (1996 – present)
 - *Journal of Employment Counseling* (1994 – present)*

* 12 month delay due to publisher embargo

STREAMING VIDEOS

- Films on Demand
 - *Job Killers: Don't Say That!* (2012)
 - *Job Search: Busting the Myths* (2011)
 - *Online Customer Service* (2012)
 - *Writing Essentials* (2010)
 - *Diversity in the Workplace: Playing Your Part* (2012)