

Find Information on

# Veterinary Office Administration @ your library

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## Step 1: Background Information

You may need to look up background information or definitions of terms to help you understand your topic better. For other background sources, search the [Library catalogue](#).

Martindale's "Virtual" veterinary center [www.martindalecenter.com/Vet.html](http://www.martindalecenter.com/Vet.html)

Veterinary medical encyclopedia [www.vetcentric.com](http://www.vetcentric.com)

Western Veterinary Conference 2008 (CD-ROM)

North American Veterinary Conference video collection (Video)

5-minute veterinary consult

Emergency veterinary procedures

Compendium of pharmaceuticals and specialties

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## Step 2 : Books

The veterinary receptionist's handbook

The nuts and bolts of office procedures

Your professional image : personal empowerment, professional success

Introduction to livestock and companion animals

Pocket pets

Mice, Rats, Gerbils, Rabbits, Gliders, Guinea Pigs

Learning veterinary terminology

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## Step 3 : DVD's, Videos and Movies

How to give exceptional customer service (DVD)

Listening under pressure : the customer service challenge (DVD)

Building workplace communication skills (DVD)

Best of body language (DVD)

Non-verbal communication (DVD)

Exceptional receptionist (Video)

Dealing with the irate customer (Video)

Telephone technique (Video)

Understanding client pet loss (Video)

Seminars in client service (Video set)

First impressions (Video)

Special situations (Video)

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## **Step 4 : Magazines and Periodicals – includes scholarly journal articles**

**Pets magazine**  
**TechNews**  
**Petfood Industry**

To find journal articles and current research about your topic, use a journal index. A journal index is similar to the library catalogue. But instead of searching our collection of books in the catalogue, it searches a database where articles from magazines and journals are listed and collected. Often you can go directly from the index to the full-text article. Look for the Get It button or full-text link.

### **Journal Indexes:**

**Agricola**  
**Cab Direct**  
**Consult**  
**Pubmed (Medline)**  
**Web of Science**

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## **Step 5 : Associations, Societies and Departments**

**Ontario Veterinary Medical Association** [www.ovma.org](http://www.ovma.org)  
**Canadian Veterinary Medical Association** [www.canadianveterinarians.net](http://www.canadianveterinarians.net)  
**Ontario Society of Prevention of Cruelty to Animals** [www.ontariospca.ca](http://www.ontariospca.ca)