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
Veterinary medical encyclopedia 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

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

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)
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

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)