This guide is an introduction to the business resources at Miller Library. You may borrow up to 15 physical items (books, magazines or DVDs) and most loans are for two weeks. You also have unlimited access to the online library. You will need your TAFE NSW user name and password for access. If you need help with finding resources, using technology or finishing assessments please ask us for help.

Miller Library
Cnr Banks and Hoxton Park Roads
Miller NSW 2168
T 02 9825 7414
W swsi.tafensw.edu.au/Library
E swsi-tafensw.libanswers.com
What’s on the shelves?

Browse the shelves, ask for help or search the catalogue - tafecat.tafensw.edu.au

| Subject                        | Code  | Author                        | Shelf
|--------------------------------|-------|-------------------------------|------
| Body language                 | 153.69|                               |      |
| Bookkeeping                   | 657   |                               |      |
| Business letters              | 651.75|                               |      |
| Business plans                | 658.4012|                              |      |
| Change management             | 658.406|                              |      |
| Communication                 | 302.2 |                               |      |
| Communicating at work         | 658.45|                               |      |
| Complaints handling           | 658.812|                              |      |
| Conflict                      | 658.3145|                             |      |
| Customer service              | 658.812|                              |      |
| Dictionaries - English        | 423   | Microsoft Publisher           | 005.52 |
| Emails                        | 651.75| Microsoft Word                | 005.52 |
| English grammar               | 425   | Office procedures             | 651   |
| Human resources               | 658.3 | Organizational behaviour      | 302.35|
| Interpersonal skills          | 302.34| Performance                   | 658.3125|
| Management                    | 658   | Presentations                 | 658.452|
| Meetings                      | 658.456|                             |      |
| Mentoring                     | 658.3124|                             |      |
| Microsoft Access              | 005.7565|                            |      |
| Microsoft Excel               | 005.54| Supervision                   | 658.302|
| Microsoft Office              | 005.5 | Telephone skills              | 651.73 |
| Microsoft Outlook             | 005.57| Training staff                | 658.3124|
| Microsoft PowerPoint          | 005.58| WHS                           | 363.11 |
|                               |       | Writing                       | 428.2 |

Computer software

Microsoft Office including Access, Word, Excel, Publisher and PowerPoint is installed on all student PCs in the library.

Typequick Professional is designed to teach adults keyboard skills. Create your account and complete the tutorials at your own pace. Available on all student computers in the library.

Microsoft Project is designed to assist the project manager in developing a plan, assigning resources, tracking progress, managing the budget and analysing workloads. It is available on one student PC.

Useful resources and equipment

The library provides a range of equipment, facilities and services to assist you in your studies.

- Air-conditioned/heated study space
- Print / copy / scan facilities
- Headphones
- USB recharge cables and charge station
- Charge station for TAFEcard
- Wi-Fi assistance - TAFENSW
- Student PCs
- Librarian support
- Research assistance
- Referencing help
- Username lookup and password reset
- Community jigsaw (take a study break)
- Food and drink friendly (but please take your rubbish with you).
The online library

SWS RT0 Library website: swsi.tafensw.edu.au/Library

Online subject guide - Business Management - swsi-tafensw.libguides.com

TAFE Library catalogue - tafecat.tafensw.edu.au

**eBooks**

A comprehensive range of resources are available online as eBooks. You will need your TAFE username and password to access them from https://swsi-tafensw.libguides.com/ebooks/home

Some sample titles -

- The administrative professional: technology & procedures (2017)
- Writing online: a guide to effective digital communication at work (2016)
- The business skills collection (2015)
- Microsoft Office 365 for dummies (2016)
- The business communication handbook (2016)
- The business skills collection (2014)

**eVideos**

The online library includes streamed videos covering a wide range of business topics. These can be viewed on mobile devices. You will need your username and password to view them from https://swsi-tafensw.libguides.com/online_videos/BySubject

Some sample titles -

- Service for sales (2015)
- Finance and budgets (2015)
- Understanding accountability (2015)
- Planning and organising (2012)
- Building a management team (2016)

**Software programs and online tools**

The following online tools will assist you with your studies. Access from the library webpage.

Need help? LibChat is a live chat service run by SWS RT0 libraries. The service defaults to an email form out of hours. Access the live chat service at swsi-tafensw.libanswers.com

Lynda.com Online courses in business, software, technology and creative skills. Log in with your TAFE NSW username and password. Tutorials available in five languages.

**Studioity**

Studioity is a free study support service for TAFE NSW students.

Get help with academic writing, grammar, punctuation and spelling. Or connect with a tutor for subject help by email or chat up to 10 times per term.