



Library Services Course Guide ~ Office Administration

About our Course Guides:

Each page is dedicated to the areas covered by the courses offered here at RPCC. Each page lists various types of resources, including printable guides and handouts, suggested databases for research, selected e-books and books in our collection, and links to relevant online resources.

For more information on course offerings, visit the following web pages:

Catalogs: <http://www.rpcc.edu/catalogs.cfm>

Technical Programs: <http://www.rpcc.edu/technicalPrograms.cfm>

Suggested Databases:

Click on any **Databases** link on the Library website to access these. Please note that access from off-campus will require your Library User ID (or Alt ID) & PIN, or, for some resources, a different User ID & Password. See our page on [Using Online Library Resources From Home](#).

- **Academic Search Complete**
- **Business Source Complete**
- **LearningExpress Library**
- **LexisNexis Academic**

Selected E-Books:

The **eBook Collection** from EBSCOhost is our largest provider of e-books (electronic copies of printed books PDF format), available 24 hours a day, 7 days a week. **eBook Collection** has an easy-to-use search interface. You will be prompted to login with your 12-digit Library User ID to access these e-books from off-campus. Please see our Tutorials on eBook Collection from EBSCOhost for more information.

- *Administrative Assistant's and Secretary's Handbook*, 3rd Edition, 2007, by James Stroman.
- *Business Math Demystified*, 2006, by Allan G. Bluman. Also available in print; see below.
- *The First-time Manager*, 5th Edition, 2005, by Loren B. Belker & Gary S. Topchik.
- *Getting Organized At Work: 24 Lessons to Set Goals, Establish Priorities, and Manage Your Time*, 2005, by Kenneth Zeigler.
- *Guide to Good Business Communications: How to Write and Speak English Well in Every Business Situation*, 5th edition, 2009, by Michael Bennie.
- *Managing Records As Evidence and Information*, 2001, by Richard J. Cox.
- *Touch Typing in Ten Hours: How to Use the Essentials of Microsoft Word 2007*, 3rd Edition, Rev, 2009, by Ann Dobson.
- *What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service*, 2008, by Richard S. Gallagher.

Visit our eBook Collections, <http://library.rpcc.edu/ebooks.html>, for links to eBook Collection from EBSCOhost and other e-book collections. Please note that books that are still protected by copyright may not be available online in full-text from the free sources.

Locations of Office Administration Resources in the Library:

Office Administration-related topics can be found in resources located in these Library of Congress call number ranges:

- **HF5546 to HF5548.6** - Office management.
- **HF5691 to HF5716** - Business mathematics.
- **HF5717 to HF5734.7** - Business communication.
- **HF5735 to HF5746** - Business records management.
- **Z49 to Z51.5** - Typewriters. Typewriting. Keyboards. Keyboarding.
- **Z52 to Z52.5** - Word processing.

Selected Books in the Library:

- *Business and Management Communication: A Guide Book*, 2001.
Call number: **HF 5718 .B778 2001**
- *Business Math Demystified*, 2006.
Call number: **HF 5691 .B666 2006**; also available as an e-book, see above.
- *Entrepreneur Magazine's Ultimate Book of Business Letters*, 2007.
Call number: **HF 5721 .K54 2007**
- *Keyboarding & Formatting Essentials: Lessons 1-60: Microsoft Word 2007*, 2nd Edition, 2008.
Call number: **Z 49 .A31 K523 2008**

Online Resources:

The following resources have been reviewed and selected in collaboration with relevant faculty. Please note that websites outside of RPCC are beyond our control. We strive to ensure that the sites that we recommend are reliable and valid sources of high-quality information. Please let us know if you find any consistently dead links.

- **IAAP: International Association of Administrative Professionals**

<http://www.iaap-hq.org/careers/>

While membership is required for full benefits, this organization offers some resources at no cost; see "Careers" and "Research/Trends" for some useful information.

- **Office and Administrative Support Occupations,**

<http://www.bls.gov/oco/oco1005.htm>

From the *Occupational Outlook Handbook, 2010-11 Edition*, from the **United States Dept. of Labor, Bureau of Labor Statistics**, <http://www.bls.gov/home.htm>, provides information on the nature of the work, job outlook, earnings, and more, for numerous occupations related to office administration including customer service representatives, secretaries and administrative assistants, and more.