

What's New for Government (WNFG)

Issue #2 2008

Free Loan Books and Audiovisual Materials for Wisconsin State Employees

BOOKS

Business Presentations

Power points! : how to design and deliver presentations that sizzle and sell.
AMACOM, c2007. 213 p., [16] p. of plates : ill. (some col.) ; + 1 CD-ROM (4 3/4 in.)

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip074/2006036988.html>

Call Number: HF5718.22.M55 2007

Employee Motivation

Gostick, Adrian Robert. **The carrot principle : how the best managers use recognition to engage their people, retain talent, and accelerate performance.** Free Press, 2007. 214 p.

Electronic Location: Publisher description

<http://www.loc.gov/catdir/enhancements/fy0703/2006051668-d.html>

Call Number: HF5549.5 I5 G6925 2007

Leadership

Maxwell, John C. **The 360-degree leader : developing your influence from anywhere in the Organization.** Nelson Business, c2005. 315 p.

Electronic Location: Table of contents

<http://www.loc.gov/catdir/toc/ecip061/2005028424.html>

Electronic Location: Publisher description

<http://www.loc.gov/catdir/enhancements/fy0623/2005028424-d.html>

Call Number: HD57.7.M39383 2005

Personnel Management

Boudreau, John W. **Beyond HR : the new science of human capital.** Harvard Business School Pub., c2007. 258 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip075/2006038272.html>

Call Number: HD53.B646 2007

Resumes (Employment)

Smith, Michael Holley. **Bioblogs : résumés for the 21st century**. 1st ed. Collins, c2006. 167 p.

Call Number: HF5383.S628 2006

“...What is Bioblog? It is a stunning, attention-grabbing, graphics-based art form that workers of the future will use to get hired by the best employers...”

Women Executives

Cornish, Liz. **Hit the ground running : a woman's guide to success for the first 100 days on the job**. McGraw-Hill, c2006. 196 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip067/2006002291.html>

Electronic Location: Publisher description

<http://www.loc.gov/catdir/enhancements/fy0629/2006002291-d.html>

Call Number: HD6054.3.C678 2006

DVDS

Putting Customers First! (Library Video Network, 2006; 38 minutes, closed-captioned) is a training program for library staff on how to provide outstanding customer service in person, on the telephone, and online, to both internal staff and external library customers. It defines good customer service and examines strategies used by two public libraries to apply customer service principles to a library setting. The program looks at a library's appearance and style as one of the elements of customer service, and covers some of the challenges presented by newer technologies such as email and chat transactions. This DVD specifically addresses staff in libraries, but the principles of good customer service described and illustrated can be applied more broadly to other service organizations as well.

Call Number: DVD V-165

DVDs may be requested for specific use dates. If no use date is indicated on the request, the DVD will be sent immediately, or, if it is in use, it will be reserved and sent as soon as it is available.

Borrowing Materials from What's New for Government (WNFG):

Please go back to the WNFG website at: <http://dpi.wi.gov/rll/indgov.html#WNFG> to find directions on how to borrow these items from the Wisconsin Reference and Loan Library.