

[Cites and Bytes]

The Information Newsletter for the Business & Economics Department

Volume 9, Number 12
December 2009
Edited by David Brenner

[NEW BOOKS]

Architects of Ruin: How big government liberals wrecked the global economy---and how they will do it again if no one stops them by Peter Schweizer. "A spirited attack on lefty icons." (New York Times) **332.0973 S413**

Bailout Nation: How Greed and Easy Money Corrupted Wall Street and Shook the World Economy by Barry Ritholtz, Bill Fleckenstein, and Aaron Task. "Above all, **Bailout Nation** is about the socialization of risk and the privatization of profits. Bailouts are always unfair. Small businesses and individuals are left to the mercies of bankruptcy courts all the time." (Forbes.com) **332.0973 R6115**

Crude World: The Violent Twilight of Oil by Peter Maass. "Maass brings fresh detail to a familiar topic in this worrying but never sensationalistic look at the murky world of oil. Supplies of the resource may already have entered a period of rapid decline, with Saudi Arabia, long the world's largest oil producer, possibly passing the peak point of production just as demand from China surges. Maass exposes the staggering destruction oil has wrought in countries less well-known as energy suppliers." (Publishers Weekly) **338.2P4 M1113**

The Return of Depression Economics and the Crisis of 2008 by Paul Krugman. "Krugman's facility with both arcane details and vast unified explanations boils down complexity so much that the reader often wonders: Why didn't I see it that way myself?" (Boston Globe) **380.124 K94-1**

Too Big to Fail: The Inside Story of How Wall Street and Washington Fought to Save the Financial System---and Themselves by Andrew Ross Sorkin. "Andrew Ross Sorkin pens what may be the definitive history of the banking crisis." (The Atlantic Monthly) **332.0973 S7137**



LOS ANGELES
PUBLIC LIBRARY

[CUSTOMER SERVICE]

<http://sbinfocanada.about.com/od/customerservice/a/custservrules.htm> "8 Rules of Good Customer Service" from About.com .

<http://money.howstuffworks.com/customer-service.htm> "How Customer Service Works" from How Stuff Works.Com .

[JOB HUNTING GUIDE]

Los Angeles Public Library's Job Hunting Guide

This guide lists more than 200 employment-related Web sites and resources, offers referrals to assistance available in-person and by telephone, and highlights selected online and print resources available from the library. The guide is designed for first-time job seekers, the unemployed, job seekers making career transitions, and employers with job opportunities.

The guide is divided into five chapters and provides valuable information about:

Part 1: [Coping with Unemployment, Financial and Health Care Issues](#)

Part 2: [Where to Look for Jobs](#)

Part 3: [Exploring Career Opportunities, Education and Training](#)

Part 4: [Researching Potential Employers](#)

Part 5: [Interviewing, Resumes, Cover Letters, Exams, Dress for Success, etc.](#)

http://www.lapl.org/resources/guides/job_hunting/index.html

[EVENTS]

Forthcoming Programs to be **presented by**

Inventors Workshop International Educational Foundation; Entrepreneurs Workshop; Valley Economic Development Center; and Los Angeles Public Library, Business and Economics and Science, Technology and Patents Departments - **FREE** For more information on any of these events, please call (213) 228-7110.

December 8, 2009 (Tuesday) 6-8 pm, Meeting Room A

"Customer Service"

Customer service is a learned art. This workshop will teach business owners how to treat customers, keep customers, and appropriately and effectively negotiate customer complaints.

