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# The Queen City Brew, Library Newsletter, Vol. 3, Issue 1, September 2006

Johnson & Wales University - Charlotte

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Official Newsletter of Johnson & Wales University's Charlotte Campus Library

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# The Queen City Brew

Volume 3, Issue 1

September 2006

### **Welcome Back!**



For those of you returning welcome back and those of you who are new just plain welcome! It's a tradition of ours to highlight changes that have taken place over the summer regarding the library. This summer there have been a lot:

• We received the remaining collections from the Charleston and Norfolk campus libraries. This represented several thousand books and hundreds of videos which have now been

incorporated into the Charlotte library collection. Whereas last year we finished the spring terms with approximately 23,500 books this year we will begin the fall term with closer to 29,000!

- While the largest change to the collection has been through the influx of materials from the other campuses, the library staff have also engaged in collection development over the summer. Through faculty requests and collection analysis we have significantly enhanced all areas of the collection including areas which support the Arts & Sciences, business courses, hospitality courses, and culinary and baking and pastry courses as well (see the new items added section in this newsletter).
- In order to ensure that we still have room to grow and that the information we are providing is the most current and relevant possible we weeded several hundred books from the collection. During the first semester we plan to have a large book sale for those who are interested. Proceeds will be going to both future library collection development as well as a local charity.
- We added some new database resources including Hoovers and Morningstar. These will benefit all students but especially those in the business program. Among other things, Hoovers will be great for researching companies and Morningstar for researching stocks and mutual funds.
- There are now significantly more soft, comfortable seats in the library.
- A series of six "extra quiet area" study carrels have been added to one of the conference rooms in the back area of the library.
- On a staff level, two library assistants, Amy MacCabe and Rhonda Trueman, have been promoted to librarian positions, and we have another new staff member, John Davis.



#### **New Library Hours**

Library hours will be increased from the 2005/2006 academic year. The new hours are as follows:

- Sunday 1 pm 8 pm
   Mon.– Wed. 8 am 10 pm
- Thursday 8 am 9 pm
- Friday 8 am 4 pm
- Saturday 12 pm − 4 pm

Richard Moniz

## Reasons to Read: Public Speaking

Do you find yourself at a loss of words when introduced to someone new? Would you like to make a great impression at your next interview? Is there a class presentation looming in your future? The key to finding the right words may be as close as the library. That is right! Learning to speak with ease to one person or to a roomful of people might

just begin with reading a book. The Library at Johnson & Wales Charlotte has a wide array of books on speaking skills. From the basics of voice and diction, through the use of charm and wit in conversation and on to the power to speak with confidence to a group, you will find a book to meet your need.

- Hahner, Jeffrey C., et al. <u>Speaking Clearly: Improving Voice and Diction</u>. Boston: McGraw Hill, 2002.
  The basics of speech and linguistics with descriptions of problem pronunciations and exercises for correcting and strengthening speech patterns.
- Shepherd, Margaret. The Art of Civilized Conversation. Margaret Shepherd. New York: Broadway Books, 2005. What to say and, sometimes more importantly, what not to say in everyday conversations can make the difference between making a sale (or a friend) or losing one.
- Ready, Anne, Cooper. <u>Off the Cuff: What to Say at a Moment's Notice</u>, Franklin Lakes, NJ: Career Press, 2004. Learn how to answer the unexpected question

during an interview or the request to "say a few words" at a friend's wedding.

• Tracy, Brian, et al. <u>The Power of Charm: How to Win Anyone Over in Any Situation</u>. Atlanta: AMACOM, 2006. This book discusses the importance of paying

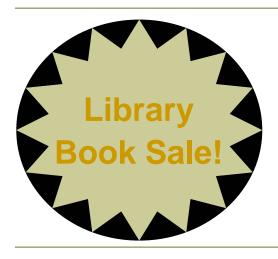
attention not only to what you are saying and how you are saying it, but also to what your attitude and body language are saying too.

- Carlson, Tony. The How of Wow: A Guide to Giving a Speech That Will Positively Blow 'Em Away. Atlanta: AMACOM, 2005. This book gives insstruction on how to possess the ability to present yourself and your material in a way that will be heard and remembered by your audience.
- Weissman, Jerry. *Presenting to Win, The Art of Telling Your Story*. New York: Pearson/Prentice Hall, 2006. Presentation advice, techniques, and skills from a top notch corporate presentations coach.

These books represent just a few books the library has for improving your public speaking skills. If you would like a place to practice those skills, Johnson & Wales has a chapter of Toastmasters

(<u>www.toastmasters.org</u>) that meets regularly throughout the year. For more information contact: Joan Solomon (joan.solomon@jwu.edu).

Rhonda Trueman



We've had a very busy summer incorporating books received from Charleston and Norfolk into the Library's collection and purchasing new books to develop the collection. During this process we have liberated books that may be excellent additions to your personal library. Please come by the Library, September 21st - September 25th to buy these books at bargain prices. Hardcover books and VHS videos \$1.00, paperback books \$.50! The books for sale will be located on book carts on the sidewalk outside the library each day from 8:30 AM to 4:30 PM. Proceeds will be used to purchase new books and to benefit a local charity. Cash or checks only, please.

#### **Faculty Focus**

## Incorporating IL Into Your Syllabus & Assignments



For many of us, the sheer bulk of information available on information literacy (IL) is overwhelming. And, if that isn't enough to throw us into a tailspin, it's information ON information! If only we could keep track of all of the IL innovations that are useful in the classroom without spending hours in front of the computer hunting down leads. The key to keeping your head above the IL water is to find a few great sources to start with and branch out from there. The sites listed below are some of my favorites:

- ACRL Information Literacy Standards Toolkit: A great overview of IL, including points of interest for faculty. The section on "Resources and Ideas" has model lesson plans, and the "News" section is regularly updated with the latest and greatest in IL happenings.
   <a href="http://www.ala.org/ala/acrl/acrlissues/acrlinfolit/infolitstandards/standardstoolkit.htm">http://www.ala.org/ala/acrl/acrlissues/acrlinfolit/infolitstandards/standardstoolkit.htm</a>
- New York City College of Technology- Information Literacy: Designing Research Assignments with a Purpose: This site provides a great overview of IL organized by skill. The best part, though, is the third section (by Tess Tobin), which includes sample assignments currently used by faculty and link to a paper on alternatives to term paper assignments. <a href="http://library.citytech.cuny.edu/instruction/learningcomm/index.html">http://library.citytech.cuny.edu/instruction/learningcomm/index.html</a>
- **Drew University Library Designing Research Assignments:** This site is a simple, informative list of components and examples of IL assignments. Don't be put off by the "research assignments" in the title most of the assignments are smaller in scope and can be worked into hands-on projects.

  http://www.users.drew.edu/~icaldwel/assign.html
- Saint Anselm College, Geisel Library Information Literacy Assignments: This site has brief ideas for IL assignments bulleted and arranged by ACRL standard. This is a great quick-reference for those of you who just need a few ideas to awaken your assignment muse! <a href="http://www.anselm.edu/Library/ILassignments.html">http://www.anselm.edu/Library/ILassignments.html</a>

Johnson & Wales University, Charlotte librarians are always available to help you develop assignments that meet your instructional objectives and incorporate information literacy. Please don't hesitate to contact the librarian of your choice for assistance!

Christine Tran

## **Faculty Appreciation Day**



To kick off the Library Book Sale, we are planning a Faculty Appreciation Day in the Library. We hope that faculty will join us in the Library from 8:00 AM to 4:00 PM, September 20, 2006 for coffee and donuts and the opportunity to purchase books before the Book Sale officially begins on September 21st.

Volume 3, Issue 1

## **Charlotte Shout's Culinary Arts Experience**

Charlotte Shout is a month-long cultural arts festival that celebrates visual arts, music, dance, theatre, science, history, and the culinary arts. The 2006 festival runs from September 6 – September 30. Information is available about the various events at

http://www.charlotteshout.com/nav.cfm. Check back often as the website is updated with new information.

Charlotte Shout's Culinary Arts Experience will take place September 29 – September 30 here at Gateway Village. The Exclusive Culinary Gala Preview Party on September 29 from 5:00 p.m. – 10:00 p.m. requires a \$75.00 all inclusive ticket for the evening. This party will feature demonstrations by celebrity chefs Anthony Bourdain, Sara Moulton, Marcus Samuelsson, and Billy Strynkowski. You can sample wine, beer, and liquor as well as great food from selected area restaurants. Musical entertainment will be provided as well for this hot party.

The Culinary Arts Experience continues on September 30 with free admission. You will need to purchase tokens in order to sample the food, wine, and beer from a variety of restaurants and vendors. This two day celebration is sponsored by the Compass Group, Johnson & Wales University, and Charlotte ArtsFest, Inc.

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The final lineup of celebrity chefs includes Bourdain, Moulton, Samuelsson, Strynkowski, Sara Foster, Wolfgang Puck, Scott Liebfried, Ming Tsai, and Martin Yan. Rick Browne will be here at the Blues, Brews and BBQ September 22 –September 23. You can purchase cookbooks from the different chefs in the Village Bookstore at Gateway Village.

Check out the Blues, Brews and BBQ September 22 – September 23, 2006. Charlotte's only sanctioned barbecue competition is returning for the fourth year. Here teams compete for the opportunity to win a spot at the Memphis in May Cookoff. Learn about cookers and brew schools while listening to live music.

Jean Moats

## **Yiasou Greek Festival**

Go Greek this September. The Yiasou Greek Festival sponsored by Holy Trinity Greek Orthodox Cathedral at 600 East Blvd provides the opportunity to experience Hellenic cultural exhibits, authentic Greek cuisine and pastries, entertainment and shopping. Festival hours are 11 am to 8 pm Thursday, September 7; 11 am to 10 pm Friday and Saturday, September 8 and 9; and 12 noon to 8 pm on Sunday, September 10. Admission is \$2.00.

Be sure to check out the marketplace with a variety of vendors where you can purchase jewelry, crafts, and gifts. However, the best part of the festival is the food. Enjoy roasted lamb, Grecian baked chicken, spanakopita, Greek salads, baklava, gyro and souvlaki sandwiches. While you enjoy your meal, you can watch youth and adults from



Holy Trinity dancing in traditional Greek costumes. There are games and activities for children as well. Before you leave, stop by the cathedral to learn more about the Greek Orthodox religion and to see the beautiful iconography. Tours of the cathedral are conducted on the hour throughout the festival.

To learn more about the festival and to get a sneak peek at the menus, go to: http://www.yiasoufestival.org/index.html.

Jean Moats

## It's Google Good!

"What, you just Googled your research topic!!??" For many good reasons, this may ring a familiar tune from your campus Librarian or Professor. You probably already know that Googling can be dangerous territory especially if you forget to thoroughly evaluate the selected website(s). But what if you were attentive in last year's Library Instruction session on evaluating web resources and you feel confident that you know how to use superior judgment when Googling? Well, if this is the case then read on to learn how you can create power searches in Google.

At one time or another you have probably wondered why your Google searches end up with many non-relevant results. Perhaps it has to do with the fact that there are over 4.2 BILLION webpages in Google and another billion+ which aren't even indexed. Or perhaps it has to do with the mysterious way Google gathers and displays search results (this is a Google secret!). Or *just perhaps* it has to do with how *you* are searching! Needless to say, trying to locate correct, relevant, and verifiable information can be like finding a needle in the old haystack! To get better results the next time you Google go ahead and try a few of these different search strategies. You may be surprised at the results!

Command	Use	Example
implied boolean	Similar to traditional Boolean terms (AND, OR, NOT), implied boolean uses the + and – operators to force Google to include or exclude words from your search string.	Looking for information about panthers the animal, not Panthers the football team? Try this search using implied Boolean: panthers -football +animal
*	Searching for an exact quote but not sure of all the words? Try using an asterisk in place of the unknown word(s).	What are the lyrics for that Shakira and Wyclef song? Try this search string: I never ***she *dance like this
define	The define term quickly locates definitions of your search term from various online dictionaries.	A quick definition can be found by typing the term define: and then the keyword. Here's an example for the term <i>literacy</i> : <i>define:literacy</i>
allintitle	This term focuses your search by looking for specific keywords in a webpage title.	Hmmmwhere was that website about global warming and Al Gore? Try this search string to locate it: allintitle:global warming al gore
stocks	Locate stocks instantly using this term. Note: you must know the ticker symbol for this function to work.	What's the Bank of America Stock at today? Try: stocks:BAC
~	Using the tilde symbol in a search string tells Google to search for similar or like words.	How can I search for airfare that is not only inexpensive but also cheap or lowcost? Try using the following search string:  ~inexpensive airfare Europe
site	Using the word site as a query pulls websites with a specific domain. This is great for government and educational websites.	How can I limit my Google search to find government statistics for the population of North Carolina: Try: site:gov north carolina population
6677	Searching for an exact phrase? Try putting double quotation marks around your search terms.	Example: "charlotte restaurants" (produces 160,000 results) vs. charlotte restaurants (produces 21,600,000)
directory	Web directories can be great starting points for a topic or subject search.	In Google go to: <a href="http://directory.google.com/">http://directory.google.com/</a> and search by topic for a subtopic.

Lastly, when typing in your search terms Google will ignore many common words like "where", "how", "to", "and" and "a". To force Google to search these words try using your + sign to force these common terms into your search query.

## It's Google Good! (cont'd from page 5)

The tips and tricks mentioned this article only skim the surface for how to yield better Google search results. To read more about Google and how to improve your searching techniques, check out these online resources:

Blachman, Nancy. <u>Google Guide</u> 20 Aug. 2006. <a href="http://www.googleguide.com/index.html">http://www.googleguide.com/index.html</a>

"Google Help Center" Google. 20 Aug. 2006. <a href="http://www.google.com/help/operators.html">http://www.google.com/help/operators.html</a>

"Googling to the Max". Finding Information on the Internet: A Tutorial. 18 Jul 2006. University of California Berkeley Library. 20 Aug. 2006. <a href="http://infolib.berkeley.edu/TeachingLib/Guides/Internet/Google.html">http://infolib.berkeley.edu/TeachingLib/Guides/Internet/Google.html</a>

Amy MacCabe

## **Book Exchange**



The book exchange is underway in the library again this year. Fantasy, mystery, romance, motivational, sci-fi....they are all available for your leisurely read. Simply come into the library and browse the selection which is located in front of the circulation desk. Take as many books as you would like to read and leave the books you want to exchange on the table. Check-out is

not needed and you can keep the books for as long as you like. Don't have any books to exchange? No worries. This exchange is open to everyone regardless of whether or not you can donate books.

Amy MacCabe

#### A Taste for Literature

"As I ate the oysters with their strong taste of the sea and their faint metallic taste that the cold white wine washed away, leaving only the sea taste and the succulent texture, and as I drank their cold liquid from each shell and washed it down with the crisp taste of the wine, I lost the empty feeling and began to be happy and to make plans."

-Ernest Hemingway, A Moveable Feast

#### **New Arrivals**

When considering this publication, we knew it would not be possible for us to include both a list of all of the items we received from the Charleston and Norfolk libraries (several thousand items in total) as well as those which we purchased through normal collection development. As a result, the following is a list of <u>only</u> the items that we have purchased through our normal collection development process. We, of course, hope that you will come by the library both early and often to view all of our collections!

#### **Arts & Sciences**

1453

1945: The War that Never Ended

A Failure of Initiative

A Problem from Hell

A Season in Mecca

A Summons to Memphis

Albert Schweitzer

American Vertigo

American Woman

Anatomy and Physiology For Dummies

And a Bottle of Rum

And their Children After Them

Andersonville

Angle of Repose

APA

Arab and Jew

Arc of Justice

Are Men Necessary

Assassins Gate

Away Down South

Beak of the Finch

Before the Next Attack

Big Bam

Big Cotton

Blind Watchmaker

Blind Watchmaker

Bobos in Paradise

Breathing Lessons

Bright Forever

Bright Shining Lie

#### **New Arrivals: Books**

Bushworld

Caine Mutiny

Carry Me Home

Challenging Nature

Charlemagne

China: Its History and Culture

China: The Balance Sheet

Chinese Lessons

Clemente

Climbing Mount Improbable

Clousplitter

Common Ground

Confessions of an Economic Hit

Man

Crashing the Gate

Creators

Devil's Highway

Divided Ground

Down and Out in the Great Depres-

sion

Dragons of Eden

Education myths

Elbow Room

**Empire Falls** 

End of Iraq

Enron

Evidence of Things Unseen

Executioner's Song

Facing East from Indian Country

Fiasco

Fortunate Son

France and the French

Gangs of New York

Generation Me

Ghost Wars

God: A Biography

Good Scent from a Strange Mountain

Good War

Hooked

Horse: How the Horse Has Shaped Civilizations

How We Live

In a Barren Land

Inconvenient Truth

Independence Day

Information Literacy Assessment

Iran Awakening

Keepers of the House

Kristallnacht: Prelude to Destruction

Lenin's Tomb

Lies

Lincoln at Gettysburg

Loving, Living, Party Going

Making of the Atomic Bomb

March

Maximum City

Mayflower

My Life and Hard Times

Natural Disaster Hotspots

Natural Disaster Hotspots Case Studies

On Human Nature

Persian Fire

Perspectives on Plagiarism

Peter the Great

Plows, Plagues, and Petroleum

Prophets of Regulation

Red Queen

Red Sky at Morning

River out of Eden

Satanic Verses

Satisfaction Guaranteed

Shades of glory

Simon Bolivar

Social Transformation of American Medicine

Southern Seen

Standing on the Shoulders of Giants

Stone Diaries

Sudden origins

Tales of the South Pacific

Ten-Minute Trainer: 150 Ways to Teach It

The Age of Diminished Expectations

The Ancestor's Tale

The Box

The Chosen

The Devil and Miss Prym

The Diversity of Life

The Future of Life

The Gale Encyclopedia of Mental Disorders (2 volumes)

The Great Deluge

The Great Unraveling

The Historian

The Hours

The Long Tail

The Mambo Kings

The Mighty and the Almighty

The Passion of My Times

The Prize

### **New Arrivals: Books**

The Proteus Effect

The Supreme Court Explained The Sustainability Revolution

The Tycoons

The Weather Makers

The World is Flat (2 additional copies)

Thousand Acres Through Their Eyes

Time's Arrow

To Hell with All That Understanding China Unfinished Season

Using Pop Culture to Teach IL Viruses, Plagues, and History

Voices of Protest War of Nerves War Without Mercy

Way West

Wealth and Democracy Weirdos in the Workplace What Happened here

What We Believe But Cannot Prove

Whiskey Rebellion Who were the Israelites Whose Bible is it? Whose Freedom?

Why the North Won the Civil War

Will in the World Winds of Change World Undone

You are Not a Stranger Here

#### From the Information Plus series:

American Economy Electronic America Sports in America

Water

Youth Violence

#### From the At Issue Series:

**ADHD** Adoption

Affirmative Action Alcohol Abuse Alzheimer's Disease Animal Experimentation

Anorexia Antidepressants Anti-Semitism

Are American Elections Fair? Are Chain Stores Ruining America?

Are Efforts to Reduce Terrorism Successful?

Are Privacy Rights Being Violated? Are the World's Coral Reefs Threatened?

Bilingual Education

Bulimia Castro's Cuba

Child Labor and Sweatshops

Civil Rights Club Drugs

Constitutional Convention Contemporary Issues

Creationism Versus Evolution

Cults Date Rape Depression Diabetes

Do Infectious Diseases Pose a Serious Threat? Do Nuclear Weapons Pose a Serious Threat? Does Advertising Promote Substance Abuse? Does Capital Punishment Deter Crime? Does the Internet Benefit Society?

Does the Internet Increase the Risk of Crime?

Does the United States Need a National Health Insurance Policy? 19.95

Does the World Hate the United States?

Drugs and Sports **Drunk Driving Drunk Driving** Early Black Reformers **Endangered Species** Ethnic Violence Euthanasia

Explorers of the New World

Fast Food Food Safety Gangs Genocide Global Warming Great Speeches in History

History Firsthand

Holocaust: Death Camps

Immigration Inner-City Poverty Is the Death Penalty Fair?

Is the Gap Between the Rich and Poor Growing? Is the World Heading Toward an Energy Crisis?

## **New Arrivals: Books**

Is Torture Ever Justified?

Islam in America

Islamic Fundamentalism

Legalizing Drugs

Making and Using the Atomic Bomb

Marijuana

Marijuana

Media Bias

Missile Defense

Muslims in America

National Security

Nuremberg Trial

Oklahoma City Bombing

Pearl Harbor

Performance Enhancing Drugs

Physician-Assisted Suicide

Pioneers

Police Corruption

Prohibition

Protecting the Nation's Borders

Rain Forests

Rape

Rape on Campus

Reality TV

Religion and Education

Renaissance

Reparations for American Slavery

Reproductive Technology

Roaring Twenties

School Shootings

Sex Education

Sexually Transmitted Diseases

Sexually Transmitted Diseases

Should There Be Limits to Free Speech?

Sixties Counterculture

Slavery

Slavery Today

Smoking

Steroids

Terrorism

The 1960s

The Black Death

The Death Penalty

The Ethics of Abortion

The Ethics of Adortion

The Ethics of Capital Punishment

The Ethics of Euthanasia

The Ethics of Genetic Engineering

The Ethics of Human Cloning

The Israeli-Palestinian Conflict

The Middle Ages

The Militia Movement

The Right to Die

The Spread of AIDS

The Vietnam War

The World Trade Center Attack

Vaccinations

Voting Behavior

War Crimes

Welfare Reform

What Causes Addiction?

What Encourages Gang Behavior?

What is a Hate Crime?

What Motivates Suicide Bombers?

White Supremacy Groups

Women in the Military

Women's Rights

Women's Rights

Women's Suffrage

World War I

World War II

#### From the Issues on Trial series:

Civil Liberties and War

Freedom of the Press

Racial Discrimination

Reproductive Rights

Rights of Suspects

Students' Rights

The Death Penalty

The Environment

#### From the Religions and Religious Movements series:

Buddhism

Christianity

Confucianism

Hinduism

Islam

Judaism

#### From the Turning Points in World History series:

American Frontier

American Slavery

Ancient Egyptian Civilization

Baby Boom

Immigration

North American Indian Wars

Rise of the Soviet Union

#### **New Arrivals: Books**

The American Revolution

The Cold War

The Creation of the U.S. Constitution

The Early Middle Ages

The End of Ancient Rome

The Holocaust

The Industrial Revolution

The Rise of Communism

The Rise of Nazi Germany

The Technological Revolution

The Vietnam War

The War on Terrorism

Victorian England

World War I

World War II



100 Fashion Designers - 010 Curators

365 Answers About Human Resources for the Small Business Owner

A Handbook of Management Techniques: A Comprehensive Guide to Achieving Managerial Excellence and Improved Decision Making

A History of Central Banking in Great Britain and the United

A Nation of Realtors

A Sociology of Work in Japan

Action Learning in Action

Alexander Hamilton

Alignment: Using the Balanced Scorecard to Create Corporate Synergies

All Marketers Are Liars

And Now a Few Words From Me

Automatic Millionaire

Bag the Elephant!

Becoming a Category of One

Beyond Budgeting

Beyond Oil

Black Style

Blink

Blog Rules: A business guide to managing policy, public

relations and legal issues

Blood and Oil

Blueprint to a Billion

Bond's Top 100 Franchises 2006

**Branding Unbound** 

Bridging the Culture Gap

Broken Genius: The Rise and Fall of William Shockley, Creator of the

Electronic Age

**Building Public Trust** 

Capitalism at the Crossroads

Capitalism, Democracy, and Welfare

Career Warfare

China, Inc.: How the Rise of the Next Superpower Challenges America and

the World

Choosing & Using Consultants

Confidence

Consultants & Advisers

Credit Markets for the Poor

Culture and Politics in Economic Development

Dealing with Darwin

Does IT Matter?

Doing Right in a Shrinking World: How Corporate America Can Balance

Ethics and Profit in a Changing Economy

End of the Line

Essentials of Business Process Outsourcing

Excellence in Warehouse Management

Fashion

Fashion Cultures; Theories, Explorations and Analysis

Fashion Design

Fashion Retail (Interior Angles)

Fashion Retailing: A Multi-Channel Approach

Fashion: From Concept to Consumer

Feeding the Monster: How Money, Smarts, and Nerve Took a Team to the

Top

First Among Equals

Food is love: food advertising and gender roles in modern America

Foundations: Creating Impact in a Globalised World

Free Agent Nation

Freedom From Want

Fresh Fruits

Fruits

General Motors and the Nazis

Generating Buy-In

Generation Debt

Global Business Etiquette: A Guide to International Communication and

Customs

Governance as Leadership

Hard Facts, Dangerous Half-Truths & Total Nonsense

Hedgehogging

How to Get the Financing for Your New Small Business

How to Use the Internet to Advertise, Promote and Market your Business

or Website

#### **New Arrivals: Books**

Icons of Fashion: The 20th Century

I-deals, Idiosyncratic Deals Employees Bargain for Them-

selves

Ideas Are Free

Immigrants, Unions, and the New U. S. Labor Market

Imperial Nature

In the Company of Others

In the Line of Fire: How to Handle Tough Questions When it

Counts

**Integrity Selling** 

Integrity Service: Treat Your Customers Right-Watch Your

**Business Grow** 

Juicing the Orange: How to Turn Creativity into a Perwer

Business Advantage Knock 'em Dead (1998)

Leadership and Self Deception: Getting Out of the Box

Lion Taming

Listener Supported

Lovemarks

Loyalty Myths

Making Strategy Work

Management Wisdom from the New York Yankees' Dynasty

Managers not MBAs

Managing Customers as Investments

Mass Affluence

Media Man

My Life as a Quant

My Years With General Motors

Naked Conversations

Never Eat Alone

No Substitute for Victory Nobodies to Somebodies

Off the Cuff

Oil: Politics, Poverty and the Planet Optimizing the Power of Action Learning

Origins of the Crash

Performance Management

Peripheral Vision: Detecting the Weak Signals that Will

Make or Break your Company Plowshares and Pork Barrels

Podcast Solutions: the Complete Guide to Podcasting

Presenting to Win

Principles of Marketing (1991)

Pull: Networking and Success Since Benjamin Franklin

Raising Less Corn, More Hell Red-Hot Cold Call Selling

Resonant Leadership: Renewing Yourself and Connecting with Others through Mindfulness, Hope and Compassion

Revolutionizing IT

RFID and Beyond

Right From the Start

Sales Management

Satisfaction

Saving Social Security

Score! A Better Way to Do Business

Secrets of Style

Self-employed Workers Organize

Silos, Politics, and Turf Ward

Small Giants

State and Business Groups in Mexico

Strategic Supply Chain Management

Streamlined

Supply Chain Management

Supply Chain Management on Demand

Supply Chain Strategies

Ted Levitt on Marketing: Harvard Business Review Paperback Series

The Agenda

The Anatomy of Peace: Resolving the Heart of Conflict

The Art of Civilized Conversation

The Art of the Start

The Big Moo

The Broadband Explosion

The Cluetrain Manifesto: The End of Business as Usual

The Commodification of Childhood: The Children's Clothing Industry and

the Rise of the Child Consumer

The Concise Handbook of Management

The Corporate Blogging Book: Absolutely Everyting you need to know to

get it right

The Design of Things to Come

The Dollar Crisis

The Dollarization Discipline

The Economic Sociology of Capitalism

The Economic Transformation of the United States

The Economics of Mobile Telecommunications

The Enthusiastic Employee

The EVA Challenge

The Extended Enterprise

The Facilitator's Fieldbook: step-by-step procedures, checklists and guide-

lines, samples and templates

The Fashion Sleuth: How to Research the Internet for Fashion

The Financial Troubleshooter

The Five Lessons a Millionaire Taught Me About Life and Wealth

The Future of Competition

The Giants of Sales

The Growth Gamble

The How of Wow

The Incredible Payback

### **New Arrivals: Books**

The Innovation Killer: how what we know limits what we can imagine-- and what smart companies are doing about it

The Language of Fashion

The Little Book that Beats the Market

The Little Red Book of Selling

The London Look: Fashion from Street to Catwalk

The Master of Seventh Avenue

The Next Global Stage

The Number

The Origin of Wealth; Evolution, Complexity, and The Radi-

cal Remaking of Economics

The Origins of Value

The Outsourcing Revolution

The Patterson Principles of Selling

The Pocket Stylist

The Power of Charm: How to Win Anyone Over in Any

Situation

The Power of Impossible Thinking

The Prime Solution

The Project Management Advisor

The Responsibility Virus

The Restaurant Dream?

The Sales Success Handbook: 20 Lessons to Open and Close

Sales Now

The Set-Up-To-Fail Syndrome

The Sourcing Solution

The Supply Chain Imperative

The Ten Faces of Innovation

The Triangle Fire, the Protocols of Peace, and Industrial De-

mocracy in Progress Era New York

The Trusted Advisor

The United States of Wal-Mart

The Virtual Handshake

The Wal-Mart Effect

The Well-Timed Strategy

The Wisdom of Crowds

The Wizard and the Warrior

Tough Management

Travels of a T-Shirt in the Global Economy

Twilight in the Desert

Ultimate Question: For Driving Good Profits and True

Growth

Underdog Advantage

Understanding Fashion History

United States Foreign Oil Policy Since World War I

Varieties of Capitalism and Europeanization

Village of the Dammed

What Clients Love

What Not to Wear

What Not to Wear: For Every Occasion

What You Wear Can Change Your Life

Why Great Leaders Don't Take Yes for an Answer

Why Most Things Fail

Why Some Companies Emerge Stronger and Better from a Crisis

Will Your Next Mistake be Fatal?

Winners Never Cheat

Winning the Merger Endgame

Workforce Crisis



A Baker's Field Guide to Cupcakes

A Cook's Tour In Search of the Perfect Meal

A Personal Touch on Celiac Disease

Adventures in the Kitchen

Anthony Bourdain's Les Halles Cookbook

Big Book of Barbecue Sides

Blue Ginger

Bone in the Throat

Bringing Home the Bacon & Cutting the Mustard

Chinese Cooking for Dummies

Cooking New American

Cook's Tour in Search of the Perfect Meal

Design and Equipment for Restaurants and Foodservice

Eating and Healing: Traditional Food as Medicine

Escoffier: The King of Chefs

Extreme Cuisine

Feeding Desire: Design and the Tools of the Trade 1500-2005

Food at Work

Food Culture in Russia and Central Asia

Food Culture in South America

Food Culture in Sub-Saharan Africa

Food Culture in the Caribbean

Food Culture in the Near East, Middle East, and North Africa

Food in History

Food in the Ancient World

Foster's Market Cookbook

French Cheeses

French Food on the Table, on the Page, and in French Culture

Frequent Fryers Cookbook

Gluten-Free Baking Classics

Gone Bamboo

Grilling America

#### **New Arrivals: Books**

Grilling America

Heat

Hotel Bemelmans

How Baking Works

How to Cook Without a Book

Insatiable

Kitchen Culture in America

Martin Yan Quick and Easy

Martin Yan's Asian Favorites From Hong Kong, Taiwan, and

Thailand

**Nasty Bits** 

Real American Food

Sara's Secrets for Weeknight Meals

Shut Up and Eat

Simply Ming

Slow Mediterranean Kitchen

So What Can I Eat?

Tasting Balsamic Vinegar of Modena (2 copies)

Terrors of the Table

The Abs Diet

The Africa Cookbook

The Barbecue America Cookbook

The Best American Recipes 2004-2005

The Family Table

The GF Kid

The History and Culture of Japanese Food

The Land of Balsamic Vinegar (2 copies)

The Meaning of Food

The Official Patient's Sourcebook on Celiac Disease

The Professional Bar & Beverage Manager's Handbook

The World is Not For Sale: Farmers Against Junk Food

Two for the Road

What Should I Eat? A Complete Guide to the New Food

Pyramid

What to Eat

What to Eat: Ten Things You Really Need to Know to Eat

Well and Be Healthy

Wild Menu

Windows on the World Complete Wine Course

Wine, Food, and Tourism Marketing

Wolfgang Puck Makes It Easy

Your Organic Kitchen



A Method to March Madness

A Trip Too Far

Business & Convention Travellers 2001 Edition

Case Studies in Ecotourism

Cases in Human Resource Management in Hospitalitly

Cases in Sustainable Tourism

Casino Operations Management

Center for Exhibition Industry Research Index 2005

Coney Island: Fred Thompson and the Rise of American Amusements

Cruise Operations Management

Culture Shock! Barcelona at Your Door

Culture Shock: Cambodia

Culture Shock: Czech Republic

Culture Shock: Ireland

Culture Shock: Japan

Culture Shock: Malaysia

Culture Shock: Munich at Your Door

Culture Shock: Shanghai

Culture Shock: Spain

Culture Shock: Tokyo

Culture Shock: Vancouver at Your Door

Culture Shock:Bahrain

Culture Shock: Netherlands

Current Issues and Development in Hospitality & Tourism Satisfaction

E-Commerce and Information Technology in Hospitality and Tourism

Electronic Procurement: Applications and Trends

Food Service Manual for Health Care Institutions

Hospitality Management Education

Human Resource Management in the Hospitality Industry

Human Resource Management in the Hospitality Industry: A Practitioner's

Perspective

Instant Employee Handbook Creator

International Cases in Tourism Management

International Cultural Tourism

Internet Marketing in Hospitality

Ocean Travel and Cruising: A Cultural Analysis

Restaurant and Food Graphics

Safety and Security in Tourism: Relationships, Management and Marketing

Sex and Tourism

Sport and Adventure Tourism

Sport Promotion and Sales Management

Sport Tourism Destinations

## New Arrivals: Books, Videos/DVDs & Books on CD

Sports Tourism: Participants, Policy & Providers

The 2005 Travel & Leisure Market Research Handbook

The Development and Management of Visitor Attractions

The Encyclopedia of Tourism

The Food Service Manager's Guide to Creative Cost Cutting

The Guide to Ridiculously Easy Entertaining

The Internet and Travel and Tourism Education

The Waiter & Waitress and Waitstaff Training Handbook

Total Health Club Management

Tourism, Security & Safety: From Theory to Practice

## Video/DVDs

Better Bread Series (4 DVDS)

Bread Art: Decorative Ornaments Made Easy Bread Art: Decorative Breads to Make at Home

Burt Wolf What We Eat (4 DVDS)

Cappuccino Trail: The Global Economy in a Cup

CEO Exchange: Happy Customers & Employees: The Rec-

ipe for Success

CEO Exchange: The Dream Team: Turning Big Ideas Into

Multibillion Dollar Businesses Cola Wars: Message in a Bottle Frontline: Tax Me If You Can

General Motors: Driving the World from Detroit

Great Lodges of the Canadian Rockies

In Brands We Trust

Nightly business Report: 25 Most Influential Business Per-

sons of the Past 25 Years

On the Money: The ABCs of Accounting: Assets & Payroll On the Money: The ABCs of Accounting: Introductions &

Definitions

On the Money: The ABCs of Accounting: The Matching

Concept & The Accounting Cycle Outsourcing: White Collar Exodus Project Runway - 2nd Season Sandwiches That You Will Like

The Clios 2005

The Meaning of Food

Tortilla Soup Frontline: Dot Con



Advanced Selling Strategies

Execution

Field Notes from a Catastrophe

First Things First

Goals!

How Full is Your Bucket

The First World War

The One Percent Doctrine

The Servant Leadership Training Course: Achieving Success Through

Character, Bravery, & Influence

The Terrorist

The Zahir

Winning With People