

Top-Voted Books of 2024:

Goodreads Choice Awards Winners

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The Women

253 147

Fiction | The
Wedding People

94 733

Young Adult
Fantasy | Ruth-
less Vows

93 230

Mystery &
Thriller | The
God of the
Woods

82 603

Young Adult

Science Fiction | The

Audiobook |

Goodreads Choice Prices Customer Service

Peter J. Rea, James K. Stoller, Alan Kolp

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Literature's Social Lives Günter Leypoldt, 2025 This book draws from literary sociology to look at literature in a longue durée from Romantic poetry to the Toni Morrison novel It proposes a new value theory and sketches an institutional history of US and Anglophone literary culture from 1800 to the present Its bifocal institutional and value theoretical lens offers a fresh look at literary production explaining the tension of vocation and trade regimes since 1800 the relevance of subsidies to authors of high literary ambition the network dependency of avant gardes and identity groups the institutional prerequisites of world literary iconicity and the diversification and ranking of reading cultures

Marketing and Social Media Lorri Mon, Christie Koontz, 2020-12-07 Marketing and Social Media A Guide for Libraries Archives and Museums Second Edition is a much needed guide to marketing for libraries archives and museum professionals in the social media age This book serves as both an introductory textbook and as a guide for working professionals interested in developing well planned evidence based marketing campaigns Chapters cover coordinating efforts with the organization s mission goals and objectives how to do a SWOT analysis and environmental scanning the use of existing data as well as issues in collecting additional data how to identify and involve stakeholders a 4 step marketing model considerations of price placement product and promotion market research understanding customer groups and market segmentation marketing mix strategy and evaluation promotional activities channel selection social media marketing activities content marketing social media policies guidelines crisis communication and evidence based assessment Discussion of social media and examples of social media marketing activities are included throughout the book as well as case study examples of marketing and social media campaigns in libraries archives and museums This second edition further includes a new final chapter offering step by step guidance for brand new social media managers on how to get started from their first day on the job with social media marketing management assessment strategic planning and content calendar planning activities in addition to working with colleagues and managers to integrate social media into work activities across the organization For educators this text includes elements which can be developed into classroom or workshop assignments which include pull quotes highlighting important concepts in each chapter key terms discussion questions illustrative case study examples from archives libraries and museums and an annotated bibliography for further reading

Adding Value to Libraries, Archives, and Museums Joseph R. Matthews, 2016-03-28 This book explains the concept of adding value and shows staff at libraries and other organizations why they need to take steps now to ensure they are adding new value to their communities whether it be a local town or neighborhood a faculty and student body or a school Value is at the core of every organization s purpose Without value organizations die Libraries as well as museums archives and galleries have traditionally added value to their communities through their collections and services but yesterday s collections and services are no longer enough In order to remain sustainable today s libraries archives museums and galleries must explore new ways to add value that resonate in the lives of

their customers This unique book explains how addressing the 5 C s of adding value content context connection collaboration and community enables organizations to find new ways to invigorate their services better serve their communities and thrive today and tomorrow It addresses adding value in the context of other key topics such as crowdsourcing embedded librarianship makerspaces self publishing and repurposing spaces Filled with charts tables screenshots and other visual representation this is a useful and provocative guide that anyone interested in vesting in the successful future of libraries archives and museums needs to read **Kansas Farmer, Mail & Breeze** ,1930 [Good Housekeeping](#) ,2009 **Good Housekeeping Magazine** ,2008 **The Publishers Weekly** ,2009 [University of Arkansas at Little Rock Law Review](#) ,2011 *Provider* ,2000 **Library Journal** ,2008 **Illinois Reading Council Journal** ,2014 **Better Humans, Better Performance: Driving Leadership, Teamwork, and Culture with Intentionality** Peter J. Rea,James K. Stoller,Alan Kolp,2022-12-27 Build a sustainable high performance culture around the seven classical virtues Virtue is more than a word It s a way for us all to live a way to flourish as human beings And when applied to organizational life virtue serves to enhance engagement strengthen teamwork and foster success in business Better Humans Better Performance connects the classical virtues Trust Compassion Courage Justice Temperance Wisdom and Hope with science that can help you achieve results in areas such as Cultivating excellence in leadership High performing teams Cultures that drive performance outcomes Character education for families Integrity as a growth market The science of resiliency Coaching deliberate practice and habits of high performance Better Humans Better Performance is a practical guide to achieving individual team and organizational performance **The Airbnb Way: 5 Leadership Lessons for Igniting Growth through Loyalty, Community, and Belonging** Joseph A. Michelli,2019-10-16 New from bestselling author Joseph Michelli How Airbnb has disrupted the hospitality industry for unparalleled success critical lessons that apply to any 21st Century business No one understands better than Joseph Michelli how businesses create and leverage world class customer experiences Over the past decade Michelli has guided businesses in human experience transformation and revealed how Starbucks Zappos Mercedes and other top companies design and execute the strategies that made them the undisputed leaders of their industries Now Michelli turns his attention to major disrupter Airbnb In The Airbnb Way he shows how innovative leaders have managed to build an unique brand by inspiring and engaging a community of hospitality entrepreneurs a feat unparalleled in the shared economy Inside you ll find Airbnb s strategies and practices that drive customer engagement and loyalty How to provide phenomenal customer service in the shared economy Proven principles for getting the most from all stakeholders including those who share resources and services Exclusive interviews with Airbnb leaders hosts and guests that provide invaluable information for your business The shared economy is the future but it introduces business challenges never before faced How do you serve a broad range of customers across varying geographies through a distributed network of partners Airbnb has solved the puzzle and Michelli shows you all the pieces and how they fit

together *BLD ASP .NET IN*, Kourosh Ardestani,2002-09-25 Today most companies of any size have an intranet to disseminate information within their company Typically there are core generic functions HR policy office forms news document sharing etc that most intranets provide The same underlying technology of ASP NET that is used to build Web internet applications can be used to build intranet applications for any business *Newsweek* ,2007 **Library Journal** Melvil Dewey,Richard Rogers Bowker,L. Pylodet,Charles Ammi Cutter,Bertine Emma Weston,Karl Brown,Helen E. Wessells,2007 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately *Stop. Think. Invest.: A Behavioral Finance Framework for Optimizing Investment Portfolios* Michael Bailey,2022-01-04 Use the power of behavioral finance to make smarter better informed decisions through every step of the investing process In an economy where markets are more unpredictable than ever emotions can derail the efforts of even the most experienced investors and wreak havoc on portfolio returns Applying powerful behavioral finance concepts Stop Think Invest provides a framework for identifying personal biases and avoiding mistakes that can cost big profits Based on the author s extensive research and 100 key behavioral finance concepts this guide provides a winning 12 step process you can use to successfully manage your trading and investing for long term success including Begin the initial research into a new stock Create an investment thesis why are you buying the stock Trade timing and size when are you buying and how much Make the initial purchase Review the trade round up or round down Test your original investment thesis Stop Think Invest reveals critical information about behavioral finance flaws such as anchoring confirmation bias recency bias and loss aversion Unlike other behavioral investing guides Stop Think Invest offers a fully organized and practical approach to applying behavioral finance to everyday investing *Building an ASP.NET Intranet* Kourosh Ardestani,2003-08-29 The authors base the books sample intranet on Microsofts free best practices example the IBuySpy Portal and teach you to quickly create an application that exploits the advanced features of ASP NET A full explanation of the IBuySpy Portal architecture is provided which allows you to maximize product usage Further the authors explore customizing existing portal modules and even build some of their own In the course of reading you will acquire a breadth of techniques for ASP NET development from effectively using stored procedures to creating an advanced user interface with ASP NET Web Controls *How to Win Customers* Jacques Horovitz,1990-01-01 *The Best Service is No Service* Bill Price,David Jaffé,2011-09-14 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers To be successful companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service Eliminate dumb contacts Create engaging self service

Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences

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