

The Compassionate Geek

A breakthrough parenting book that redefines the meaning of 'geek' and inspires parents to free themselves and their kids from the 'culture of cool.' In a world of superficial values, peer pressure, and out-of-control consumerism, the world needs more GEEKS: Genuine, Enthusiastic, Empowered Kids. Today's 'culture of cool' has changed the way kids grow up. Rather than enjoying innocent childhoods while developing strong, authentic characters, today's kids can become cynical 'even jaded' as they absorb the dangerous messages and harmful influences of a dominant popular culture that encourages materialism, high-risk behaviors, and a state of pseudo-adulthood. Author and mother of four Marybeth Hicks suggests an alternative: bringing up geeks. In this groundbreaking book, she shows parents how they can help their children gain the enthusiasm to pursue their passions, not just the latest fashions; the confidence to resist peer pressure and destructive behaviors; the love of learning that helps them excel at school and in life; and the maturity to value family as well as friends, as well as make good moral decisions. With a foundation like that, kids will grow up to be the coolest adults.

Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, The Compassionate Geek is the definitive guide for delivering amazing customer service to customers and end-users. Filled with practical tips, best practices and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Each chapter contains a reflection and discussion section to help improve customer service skills. Inside are lots of personal stories and examples of mistakes made and lessons learned in addition to an entire chapter on overcoming personal and professional obstacles. All of the information is presented in a straightforward style that can be understood and used right away. There's nothing foo-foo, just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end-users. Here's what you'll find: The four intrinsic qualities of great customer service providers Customer service tips on how to say no without alienating your customer or end user Best practices for communicating with email, including examples Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques A six-step flow chart for handling customer and end user calls Customer service skills to use when the customer or end user is wrong How to work with the different generations in the workplace Motivational stories of human triumph with reflection and discussion questions Techniques for overcoming personal and professional obstacles All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and

technical support best practices learned from years of working with technical staff and demanding customers and end users.

The epic battle between humankind and their godlike rulers finally ignites in the masterful follow-up to Age of Myth and Age of Swords. The alliance of humans and renegade Fhrey is fragile—and about to be tested as never before.

Persephone keeps the human clans from turning on one another through her iron will and a compassionate heart. The arrogant Fhrey are barely held in check by their leader, Nyphron, who seeks to advance his own nefarious agenda through a loveless marriage that will result in the betrayal of the person Persephone loves most: Raithe, the God Killer. As the Fhrey overlords marshal their army and sorcerers to crush the rebellion, old loyalties will be challenged while fresh conspiracies will threaten to undo all that Persephone has accomplished. In the darkest hour, when hope is all but lost, new heroes will rise . . . but at what terrible cost? Magic, fantasy, and mythology collide in Michael J. Sullivan's Legends of the First Empire series: AGE OF MYTH • AGE OF SWORDS • AGE OF WAR

In 2004, Kentaro Toyama, an award-winning computer scientist, moved to India to start a new research group for Microsoft. Its mission: to explore novel technological solutions to the world's persistent social problems. Together with his team, he invented electronic devices for under-resourced urban schools and developed digital platforms for remote agrarian communities. But after a decade of designing technologies for humanitarian causes, Toyama concluded that no technology, however dazzling, could cause social change on its own. Technologists and policy-makers love to boast about modern innovation, and in their excitement, they exuberantly tout technology's boon to society. But what have our gadgets actually accomplished? Over the last four decades, America saw an explosion of new technologies – from the Internet to the iPhone, from Google to Facebook – but in that same period, the rate of poverty stagnated at a stubborn 13%, only to rise in the recent recession. So, a golden age of innovation in the world's most advanced country did nothing for our most prominent social ill. Toyama's warning resounds: Don't believe the hype! Technology is never the main driver of social progress. Geek Heresy inoculates us against the glib rhetoric of tech utopians by revealing that technology is only an amplifier of human conditions. By telling the moving stories of extraordinary people like Patrick Awuah, a Microsoft millionaire who left his lucrative engineering job to open Ghana's first liberal arts university, and Tara Sreenivasa, a graduate of a remarkable South Indian school that takes children from dollar-a-day families into the high-tech offices of Goldman Sachs and Mercedes-Benz, Toyama shows that even in a world steeped in technology, social challenges are best met with deeply social solutions.

The Stakes Have Never Been Higher... An avid gamer, Jamie Marten loves to escape into online adventure. But when she falls through an antique mirror into a lavish bedchamber—200 years in the past!—she realizes she may have escaped

a little too far. Micah Axelby, Earl of Dunnington, has just kicked one mistress out of his bed and isn't looking to fill it with another—least of all this sassy, nearly naked woman who claims to be from the future. Yet something about her is undeniably enticing... Jamie and Micah are worlds apart. He's a peer of the realm. She can barely make rent. He's horse-drawn. She's Wi-Fi. But in the game of love, these two will risk everything to win.

The first in an epic new fantasy series, introducing an unforgettable new heroine and a stunningly original dystopian steampunk world with a flavor of feudal Japan. **A DYING LAND** The Shima Imperium verges on the brink of environmental collapse; an island nation once rich in tradition and myth, now decimated by clockwork industrialization and the machine-worshippers of the Lotus Guild. The skies are red as blood, the land is choked with toxic pollution, and the great spirit animals that once roamed its wilds have departed forever. **AN IMPOSSIBLE QUEST** The hunters of Shima's imperial court are charged by their Shogun to capture a thunder tiger – a legendary creature, half-eagle, half-tiger. But any fool knows the beasts have been extinct for more than a century, and the price of failing the Shogun is death. **A HIDDEN GIFT** Yukiko is a child of the Fox clan, possessed of a talent that if discovered, would see her executed by the Lotus Guild. Accompanying her father on the Shogun's hunt, she finds herself stranded: a young woman alone in Shima's last wilderness, with only a furious, crippled thunder tiger for company. Even though she can hear his thoughts, even though she saved his life, all she knows for certain is he'd rather see her dead than help her. But together, the pair will form an indomitable friendship, and rise to challenge the might of an empire.

Stand out in one of IT's fastest growing job markets If you're looking for a job in IT, the help desk is the heart and soul of most IT operations, and an excellent starting point for a promising career. With the help of *Getting an IT Help Desk Job For Dummies*, you'll gain the knowledge and know-how to cut through the confusion of navigating the Information Technology job market. IT can be intimidating to hopeful-yet-inexperienced job candidates, but this guide will help you find and land the job of your dreams. Through easy-to-follow explanations, authoritative information, and a bit of humor, *Getting an IT Help Desk Job For Dummies* serves as your thorough and approachable guide to maximizing your competitive edge in this booming market. The IT job market has continued to expand as technology matures and deepens its roots in business operations. This is good news for you! However, it makes it that much harder to get a job in IT, as recent grads and other professionals are practically stampeding to get their feet in the door of this rapidly expanding industry. Luckily, *Getting an IT Help Desk Job For Dummies* gives you an advantage by providing expert instruction on how to score an interview and secure a job offer, the skills needed to obtain and maintain an IT position, and authoritative information on how to establish a career path in the IT field. Explore careers in the IT Help Desk field and establish the path you want to follow Plan for post-education certifications and training to make yourself more

marketable Get expert guidance for creating a winning resume and cover letter Prepare for your IT Help Desk interview Loaded with simple, straight-forward advice, Getting an IT Help Desk Job For Dummies is your all-in-one guide to starting your IT career on the right foot!

"Jenny made me laugh so hard I feared for my safety! I think that's how she was able to get past my defenses and make me feel more okay about myself." -Allie Brosh, author of *Hyperbole and a Half* For fans of David Sedaris, Tina Fey, and Mindy Kaling-the new book from Jenny Lawson, author of the #1 New York Times bestseller *LET'S PRETEND THIS NEVER HAPPENED...* In *LET'S PRETEND THIS NEVER HAPPENED*, Jenny Lawson baffled readers with stories about growing up the daughter of a taxidermist. In her new book, *FURIOUSLY HAPPY*, Jenny explores her lifelong battle with mental illness. A hysterical, ridiculous book about crippling depression and anxiety? That sounds like a terrible idea. And terrible ideas are what Jenny does best. According to Jenny: "Some people might think that being 'furiously happy' is just an excuse to be stupid and irresponsible and invite a herd of kangaroos over to your house without telling your husband first because you suspect he would say no since he's never particularly liked kangaroos. And that would be ridiculous because no one would invite a herd of kangaroos into their house. Two is the limit. I speak from personal experience. My husband says that none is the new limit. I say he should have been clearer about that before I rented all those kangaroos." "Most of my favorite people are dangerously fucked-up but you'd never guess because we've learned to bare it so honestly that it becomes the new normal. Like John Hughes wrote in *The Breakfast Club*, 'We're all pretty bizarre. Some of us are just better at hiding it.' Except go back and cross out the word 'hiding.'" Jenny's first book, *LET'S PRETEND THIS NEVER HAPPENED*, was ostensibly about family, but deep down it was about celebrating your own weirdness. *FURIOUSLY HAPPY* is a book about mental illness, but under the surface it's about embracing joy in fantastic and outrageous ways-and who doesn't need a bit more of that?

Your easy-to-follow step-by-step guide to configuring a Cisco router from the ground up *The Accidental Administrator*: Cisco Router Step-by-Step Configuration Guide is packed with more than 30 easy-to-follow interactive exercises, loads of screen captures, and lots of step-by-step examples to help you build a working router from scratch. Easily the most straightforward approach to learning how to configure a Cisco router, this book is filled with practical tips and secrets learned from years of Don's teaching and consulting on Cisco network devices. As a bonus, you won't waste your time on boring theory. All the essentials are covered in chapters on installing, backups and restores, and TCP/IP. You'll learn the nitty-gritty on subnetting, remote administration, routing protocols, static routing, access-control lists, site-to-site VPNs, network address translation (NAT), DHCP, password recovery, and security. There's even an entire chapter on the new Internet Protocol version 6 (IPv6). Here's just some of what you'll find: How to configure and manage access lists

How to set up a site-to-site VPN How to implement IPv6 All the information is presented in a straightforward style that you can understand and use right away. With *The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide* you'll be able to sit down with your routers and build a working configuration in a matter of minutes. Of course, some of the more advanced configs may take a little longer, but even so, you'll be able to "get 'er done" in a minimal amount of time. In addition, there are supporting videos and a supporting webpage to provide even more help and updated information.

"A story of triumph, friendship, love, and above all, about being human and reaching for dreams in a hard-wired world."—Seattle Times "Too often, writing about the online world lacks emotional punch, but Katz's obvious love for his 'lost boys' gives his narrative a rich taste."—The New York Times Book Review Jesse and Eric were geeks: suspicious of authority figures, proud of their status as outsiders, fervent in their belief in the positive power of technology. High school had been an unbearable experience and their small-town Idaho families had been torn apart by hard times. On the fringe of society, they had almost no social lives and little to look forward to. They spent every spare cent on their computers and every spare moment online. Nobody ever spoke of them, much less for them. But then they met Jon Katz, a roving journalist who suggested that, in the age of geek impresario Bill Gates, Jesse and Eric had marketable skills that could get them out of Idaho and pave the way to a better life. So they bravely set out to conquer Chicago—geek style. Told with Katz's trademark charm and sparkle, *Geeks* is a humorous, moving tale of triumph over adversity and self-acceptance that delivers two irresistible heroes for the digital age and reveals the very human face of technology. Praise for *Geeks* "Ultimately, *Geeks* is not a story about the Internet or computers or techies. It is a story about personal bonds, optimism, access to opportunity, and the courage to dream."—Salon "An uplifting and hugely compassionate book."—Philadelphia Inquirer "A story of friendship, optimism, social despair, and an updated version of that American icon, the tinkerer."—USA Today

Told in two voices, cellist Jubilee and anxiety-ridden Ridley meet at a comic con where both of their families have booths, and begin a relationship they must hide from their parents.

A practical Linux command reference, complete with 164 screen captures and plain language explanations.

A step-by-step holistic approach to eating disorder recovery, using self-compassion and embodiment practices to reduce symptoms, increase body awareness and acceptance, reconnect to others, and step back into an integrated life. Those who struggle with disordered eating often find themselves in an unrelenting cycle of harsh self-judgment, painful emotions, and harmful behaviors. Seeing the body as an adversary, these patterns can lead many people to become withdrawn or isolated. Ann Saffi Biasseti's powerful holistic approach to liberating people from disordered eating focuses

on growing self-compassion and embodiment. This insight, informed by yoga and mindfulness meditation, views the body not just as something to be healed or restored but as a source of great wisdom and knowledge. Dr. Biasetti offers yoga-based movement, body-awareness practices, meditations, and journaling exercises to help release long-held habits of self-criticism and perfectionism. Her step-by-step program will rebuild self-compassion, self-care, body awareness, acceptance, and connection to the self and to others.

"Gwen is kidnapped to an island inhabited by fairies, a roguish ship captain, and bloodthirsty beasts--and she must save their Queen before it's too late"--

Congressman John Lewis (GA-5) is an American icon, one of the key figures of the civil rights movement. His commitment to justice and nonviolence has taken him from an Alabama sharecropper's farm to the halls of Congress, from a segregated schoolroom to the 1963 March on Washington, and from receiving beatings from state troopers to receiving the Medal of Freedom from the first African-American president. Now, to share his remarkable story with new generations, Lewis presents *March*, a graphic novel trilogy, in collaboration with co-writer Andrew Aydin and New York Times best-selling artist Nate Powell (winner of the Eisner Award and LA Times Book Prize finalist for *Swallow Me Whole*). *March* is a vivid first-hand account of John Lewis' lifelong struggle for civil and human rights, meditating in the modern age on the distance traveled since the days of Jim Crow and segregation. Rooted in Lewis' personal story, it also reflects on the highs and lows of the broader civil rights movement. Book One spans John Lewis' youth in rural Alabama, his life-changing meeting with Martin Luther King, Jr., the birth of the Nashville Student Movement, and their battle to tear down segregation through nonviolent lunch counter sit-ins, building to a stunning climax on the steps of City Hall. Many years ago, John Lewis and other student activists drew inspiration from the 1958 comic book *Martin Luther King and the Montgomery Story*. Now, his own comics bring those days to life for a new audience, testifying to a movement whose echoes will be heard for generations.

For fans of Fred Rogers in *Won't You Be My Neighbor?* and *Be Kind*, a little bunny, who dreams of being a superhero, proves to her know-it-all older sister that kindness really is a superpower. Some superheroes can leap tall buildings in a single bound, some can crawl up a wall, some grow wolfsharp claws, and some have superhuman speed. And *Superbuns?* Her superpower is being kind. Super kind. She can't help but be kind: watering a neighbor's daisies; helping a friend cross the street; feeding a hungry goldfish. *Superbuns's* older sister Blossom is a super know-it-all who doesn't believe kindness is a superpower. Not one bit. And all this kindness is slowing them down on their way to Grammy's house, where a yummy carrot cobbler awaits. But the sisters are being followed by a little fox, and when Blossom learns the fox is not after their cobbler but is lost, she discovers kindness really is a superpower after all.

A vibrantly illustrated introduction to intersectional feminism for next-generation changemakers. Who has power? Who creates the rules? How do identities intersect? In this next book in the Empower the Future ?series, explore the points where gender, race, class, ability, sexuality, and culture meet. Learn from author Jamia Wilson's lived experience, read the statistics, and gain strength in quotes from feminist firebrands and activists. Along the way, respond to calls to action and form your own views on the 'F' word. This book is for everyone. Discover the history and meaning of the feminist movement through 15 reasons why feminism improves life for everyone. By exploring who has been left out of the movement historically, this book makes sure everybody is included. "I am a feminist. I've been female for a long time now. It'd be stupid not to be on my own side." —Maya Angelou What have you been taught about who has power and who makes the rules? Have you ever been lost for words at an old-school family friend's 'kind' but sexist comments? Do you agree with equality and strive for justice, but struggle to take on the name 'Feminist'? Then read on. In this new feminist classic, the focus is intersectional from the beginning, not just as an add-on. Using the framework of 'personal is political,' Jamia Wilson—former director of the Feminist Press—analyzes her own experiences, before expanding outwards and drawing on stats, quotes, and luminaries to gain strength from. Expand what feminism means to you, your community, and society by examining these 15 themes: feminism, identity, justice, education, money, power, health, wellness, freedom, relationships, media, safety, activism and movements, innovation, and an interactive exploration of what feminism means to you. You will close the book with an understanding that history and culture play a role in shaping systems of power and of what we can do with our strengths, community, and values to help change course when needed. You won't have read a feminist tome like this before. Other inspiring books authored by Jamia Wilson: *Young Gifted and Black*, *Step Into Your Power*, and *Big Ideas for Young Thinkers*.

In this small book, intended to speak to everyone, both Buddhist and non-Buddhist alike, one of the world's most beloved spiritual leaders simply and clearly addresses the concerns of modern life and the need to balance spiritual and material values, and to create harmony and energy in life.

How do you connect the artsy, science-nerd mom to the art and science of parenting? Lynn Brunelle shares her field trip through pregnancy and parenting, sprinkled with a sparkle of science, in this hilarious and awe-inspiring memoir. With great enthusiasm, Lynn shows how she shares her inner geek--the part of her that is gleefully curious and wide-eyed with wonderment--with her children. For Lynn, science is the stardust that makes common things glow. Why not pass that magic along to the kids? When Lynn brought her passion for science into her parenting, it began to make all the difference to her and her kids. Her heart lifts when her boys are elbow-deep in mud searching for crystals and when she catches them debating whether a chicken is related to a dinosaur. Science isn't just for geeks. It's the future. If you're a

parent or planning to become one, it's your future.

Seventeen-year-old theater geek Nanette believes her life is headed toward stardom on Broadway. But when her dream theater college rejects her and her best friend dies in a terrible accident, Nanette decides the world would be better off without her. Unfortunately, the afterlife offers something less than a heavenly situation. Trapped between alternating periods of utter darkness and light, Nanette is stuck following a high school freshman around. Soon, she learns she's a guardian angel, and the only way she can earn her wings is to keep her young charge, Vera, from committing the same sin she did—taking her own life. Unfortunately, Nanette is missing more than just her wings. She has no tangible body or voice, either. Frustrated by her inability to reach out to Vera and haunted by memories of her old life, Nanette wants to give up, but then she sees what happens when another Guardian at the high school turns his back on his charge. The shock is enough to supercharge Nanette's determination. She's going to find peace in the afterlife...as soon as she can convince Vera that living is what life is all about.

“Readers...will be enamored by this blend of history, mystery, and superpowered action.” —Booklist (starred review) “Has the exciting pace of a superhero adventure.” —Kirkus Reviews

Hidden Figures meets Wonder Woman in this action-packed, comic-inspired adventure about a brilliant girl puzzler who discovers she's part of a superhero team—the first in a new series! Josie O'Malley does a lot to help out Mam after her father goes off to fight the Nazis, but she wishes she could do more—like all those caped heroes who now seem to have disappeared. If Josie can't fly and control weather like her idol, Zenobia, maybe she can put her math smarts to use cracking puzzles for the government. After an official tosses out her puzzler test because she's a girl, it soon becomes clear that an even more top-secret agency has its eye on Josie, along with two other applicants: Akiko and Mae. The trio bonds over their shared love of female superhero celebrities, from Hauntima to Zenobia to Hopscotch. But during one extraordinary afternoon, they find themselves transformed into the newest (and youngest!) superheroes in town. As the girls' abilities slowly begin to emerge, they learn that their skills will be crucial in thwarting a shapeshifting henchman of Hitler, and, just maybe, in solving an even larger mystery about the superheroes who've recently gone missing. Inspired by remarkable real-life women from World War II—the human computers and earliest programmers called “the ENIAC Six”—this pulse-pounding adventure features bold action and brave thinking, with forty-eight pages of comic book style graphic panels throughout the book. Readers will want to don their own capes for an adventure, and realize they have the power to be a superhero, too!

The desire to create, to write, to fulfil our artistic dreams is a powerful human need. Yet the number of people who make a living solely by their pen is actually quite small. What does that mean for the rest of us, the self-described writing geeks, who are passionate about writing and who still want to sustain successful literary lives? What does it really mean to find

time to build a rewarding writing life while pursuing a career, being a partner or raising a family, in the distracted, time-deprived, 21st-century? In *The Geek's Guide to the Writing Life*, based on her Huffington Post blog of the same name, Stephanie Vanderslice shares the secrets and tools to developing a successful, rewarding writing practice in a way that inspires the reader to persevere through the inevitable lows and even the highs of a literary life, so that anyone can pursue the path to realizing their artistic dreams.

With powerful words and pictures Florida Frenz chronicles her journey figuring out how to read facial expressions, how to make friends, how to juggle all the social cues that make school feel like a complicated maze. Diagnosed with autism as a two-year-old, Florida is now an articulate 15-year-old whose explorations into how kids make friends, what popularity means, how to handle peer pressure will resonate with any preteen. For those wondering what it's like inside an autistic child's head, Florida's book provides amazing insight and understanding. Reading how she learns how to be human makes us all feel a little less alien.

Another standalone romance in Sarina Bowen's USA Today bestselling series! Lark Wainright used to be fearless. She led her life as a series of adventures, each one more exhilarating than the last. But her last overseas adventure was one too many. She's safe now, but her family is still consumed with worry and her nights are filled with terror. When her best friend offers her a stay at the orchard in exchange for help at the farmers' markets, Lark jumps into her little car and heads to Vermont. But her night terrors don't stop. Desperate to keep her fragile state a secret, she relies on the most soft-spoken resident of the Shipley Farm to soothe her when her dreams prove too much. Zachariah is a survivor, too. It's been four years since he was tossed aside by the polygamist cult where he grew up. He's found a peaceful existence on the Shipley's farm. He's good with animals, and he's good with his hands. But getting thrown away by your own people at nineteen leaves a mark on a guy. He doesn't always know what to make of a world where movie quotes are the primary means of communication. Before hitchhiking to Vermont, he'd never watched TV or spoken on the phone. Actually, there are a lot of things he's never done. Zach and Lark slowly grow to trust one another. One night they become even closer than they'd planned. But Lark may still be too broken to trust anyone. When she pushes Zach away, he will have to prove to himself that he's good for more than farm labor. Praise for the True North series: "Utterly fantastic. Well-written romance that runs the full gamut of emotions. Oh, and did I mention steamy? This series has it all." — Red Hot & Blue Reads "I'm crazy about this series. In love with Jude and Sophie, the Shipley's, just the whole family dynamic. EVERYTHING IS WOW." — Angie's Dreamy Reads "A world that pulled me in and had me wishing I could read all day!" — Shh Mom's Reading "5-stars, Top Pick! This story will break your heart and stitch it back together again." — Harlequin Junkie "Another fantastic book by Sarina Bowen! I couldn't turn the pages fast enough." — The Book

Hookup "Smart, funny and super sexy, Bittersweet is full of the kind of writing that makes Sarina Bowen one of my favorite author crushes." —Author Sarah Mayberry For fans of: Melanie Harlow, Corinne Michaels, Meghan March, Lauren Blakely, Julia Kent, Elle Kennedy, Tijan, CD Reiss, Kendall Ryan, Vi Keeland, Penelope Ward, Jana Aston, K Bromberg, Katy Evans, Jessica Hawkins, Kristen Proby, Penny Reid, Helena Hunting, Sally Thorne, Kristen Ashley, Helen Hoang, Kylie Scott, Christina Lauren, Jana Aston, Sawyer Bennett, Lexi Ryan, Karina Halle, Skye Warren, Kennedy Ryan, Jodi Ellen Mapas, Zoe York, Kristan Higgins, Jill Shalvis. Keywords: virgin hero, survivors, cult members, kidnapping, contemporary romance, PTSD, Vermont, coming of age.

The Mindful Geek tells you how to derive the real world benefits of hardcore mindfulness meditation without drinking the metaphysical Kool-Aid. Meditation teacher, Michael W. Taft gives you step-by-step instructions in the powerful and reliable techniques of mindfulness meditation, and outlines the psychological and neuroscientific research underpinning these practices. By treating mindfulness as a scientifically-based, psychological technique, you can keep your atheistic or agnostic secular skepticism and still maintain a powerful, regular, and deeply effective meditation practice. That's because meditation doesn't require you to believe in it to work. Like any good technology, if you use it correctly, it will do the job reliably whether you believe in it or not. And-make no mistake-meditation is a kind of technology; a technology for hacking the human wetware in order to improve your life. This book is a practical, hands-on manual about how to make the most of that technology for yourself. If you are smart, skeptical, technically-inclined, and have a desire to see what meditation is really all about, this book is for you. Michael has taught a lot of meditation programs at tech corporations like Google, so this material has been field-tested on some world-class geeks. Shares the author's adventures as a young man that led him to a life of service as both a humanitarian and a Navy SEAL. "McGonigal is a clear, methodical writer, and her ideas are well argued. Assertions are backed by countless psychological studies." —The Boston Globe "Powerful and provocative . . . McGonigal makes a persuasive case that games have a lot to teach us about how to make our lives, and the world, better." —San Jose Mercury News "Jane McGonigal's insights have the elegant, compact, deadly simplicity of plutonium, and the same explosive force." —Cory Doctorow, author of Little Brother A visionary game designer reveals how we can harness the power of games to boost global happiness. With 174 million gamers in the United States alone, we now live in a world where every generation will be a gamer generation. But why, Jane McGonigal asks, should games be used for escapist entertainment alone? In this groundbreaking book, she shows how we can leverage the power of games to fix what is wrong with the real world-from social problems like depression and obesity to global issues like poverty and climate change-and introduces us to cutting-edge games that are already changing the business, education, and nonprofit worlds. Written for gamers and non-gamers alike, Reality Is Broken shows that the future will belong to those who can understand, design, and play games. Jane McGonigal is also the author of SuperBetter: A Revolutionary Approach to Getting Stronger, Happier, Braver and More Resilient.

Three friends, two love stories, one convention: this fun, feminist love letter to geek culture is all about fandom, friendship, and finding the courage to be yourself. Charlie likes to stand out. She's a vlogger and actress promoting her first movie at SupaCon, and this is her chance to show fans she's over her public breakup with co-star Reese Ryan. When internet-famous cool-girl actress Alyssa Huntington arrives as a surprise guest, it seems Charlie's long-time crush on her isn't as one-sided as she thought. Taylor likes to blend in. Her brain is wired differently, making her fear change. And there's one thing in her life she knows will never change: her friendship with her best guy friend Jamie—no matter how much she may secretly want it to. But when she hears about a fan contest for her favorite fandom, she starts to rethink her rules on playing it safe. *Queens of Geek* by Jen Wilde, chosen by readers like you for Macmillan's young adult imprint Swoon Reads, is an empowering novel for anyone who has ever felt that fandom is family. Praise for *Queens of Geek*: "Jen Wilde's book about two best friends—one a bisexual young woman of color, the other a young [autistic] woman . . . dealing with anxiety—will be a favorite of anyone who is a fan of geek culture. . . . This fun book about fierce friendships gives voice to a group of diverse female characters who are so defined by so much more than just their mental health and sexuality." —Bustle "Queens of Geek is an emotional, lively story full of characters that leap off the page and slip their hands into yours, inviting you into a world where the geeks and nerds are royalty and fandom is court. Richly realized and defiantly affirming, *Queens of Geek* reminds us that adventures and romances aren't limited to archetypes but are, in fact, for all of us." —Katherine Locke, author of *Second Position*, moderator of #GayYABookClub "The characters' diversity provides natural opportunities to explore a number of contemporary teen issues, including race, sexual orientation, feminism, and body image. Some of the most compelling chapters are told from the point of view of Taylor, who fears change, hates crowds, and is on the autism spectrum. . . . Part of Macmillan's crowdsourced imprint, this celebration of geek culture and fandom promotes diversity and being true to oneself." —School Library Journal Praise from the Swoon Reads community: "[Queens of Geek] was an incredibly compelling read, just because it contained a storyline I ABSORBED, and characters so diverse they were a pleasure to read! . . . Mix that with the romance, self-discovery of self-worth, and all the geeky references, this made for a perfect read! I honestly couldn't put it down, reading late into the night to see what happened next! " —Zoie K, reader on SwoonReads.com "I love how interesting the story was and how the author addressed the characters' diversity without glossing over it or making it all about that. . . . It reminded me a little of Fangirl." —Lizzie, reader on SwoonReads.com

"Our work, in Information Systems and Technology, is about helping our end users do their jobs more productively, efficiently, and creatively. IT (Information Technology) is all about crafting creative technical solutions to perplexing human problems in the workplace." This is the understanding of the IT superstars. It is also the basis of this, the most recent of The Compassionate Geek series of books. In *The Compassionate Geek: The 5 Principles of IT Customer Service Success*, author Don R. Crawley explores the five characteristics which are common among IT customer service superstars. In plain language, he reveals the five principles, shows common roadblocks to success, and lays out simple and realistic steps you can take to implement the five principles in both your professional and personal life. You'll learn how to put humanity into our world of technology. Written in Crawley's

conversational style with personal anecdotes, logic and reason, and a takeaway at the end of each chapter, *The Compassionate Geek: The 5 Principles of IT Customer Service Success* is not just your guidebook to elevating your customer service success, it's your guidebook to a new, more self-confident and compassionate way of living.

"Geeky has never been so sexy" (Carly Phillips) in this cosplay romantic comedy from the New York Times bestselling author of the *Boys of the Bayou* series. "Geeky has never been so sexy" (Carly Phillips) in this cosplay romantic comedy from the New York Times bestselling author of *Boys of the Bayou* series. Maya Goodwin doesn't believe in holding back. Ever. As a cop, she never hesitated to throw herself into harm's way to save someone. Even after an injury on the job forces her to retire, she's not afraid to keep risking it all to get the life she wants. With a new career teaching martial arts to kids already underway, she's looking forward to the future - and taking a chance on the unbelievably hot Dr. Alex Nolan. Maya - daring and spontaneous - is the exact opposite of what Alex always thought he wanted. But when a nine-year-old daughter he never knew existed shows up on his doorstep, Maya is the one who helps them hold it together. With love on the line, will the guy who's always played it safe be willing to take the biggest risk of all?

Acclaimed author Emery Lord pens another gorgeous story of best friends, new love, and second chances. * "Will inspire readers." --SLJ, starred review It's been a year since it happened--when Paige Hancock's first boyfriend died in an accident. After shutting out the world for two years, Paige is finally ready for a second chance at high school . . . and she has a plan. First: Get her old crush, Ryan Chase, to date her--the perfect way to convince everyone she's back to normal. Next: Join a club--simple, it's high school after all. But when Ryan's sweet, nerdy cousin, Max, moves to town and recruits Paige for the Quiz Bowl team (of all things!) her perfect plan is thrown for a serious loop. Will Paige be able to face her fears and finally open herself up to the life she was meant to live? Acclaim for *The Start of Me and You* A Huffington Post Top YA Books of 2015 One of PopSugar's Best YA Books of 2015

Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, *The Compassionate Geek* was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users.

We all need a place to escape from the real world. For Divya and Aaron, it's the world of online gaming. While Divya trades her rising-star status for sponsorships to help her struggling single mom pay rent, Aaron plays as a way to fuel his own dreams of

becoming a game developer – and as a way to disappear when his mom starts talking about medical school. After a chance online meeting, the pair decides to team up – but soon find themselves the targets of a group of internet trolls who begin launching a real-world doxxing campaign, threatening Aaron’s dream and Divya’s actual life. They think can drive her out of the game, but Divya’s whole world is on the line... And she isn’t going down without a fight. “Wonderfully geeky and deeply compassionate.”

—Marieke Nijkamp, #1 New York Times Bestselling Author

Julian "Quinn" Quintero, a gruff, tough Miami SWAT officer, has been injured on the job, and all he's looking for is a little peace and quiet to recover-difficult to achieve with his large Cuban family. An adventure in picking up his prescriptions puts him in the path of his geeky, brownie-baking neighbor, Spencer Morgan. Spencer sweeps into Quinn's life like a tropical storm of sunshine and rainbows. Not surprisingly, it's chaos at first sight. Quinn's in need of a little tender loving care, and Spencer decides he's just the man for the job. Their very different lives might clash, but they might also find some common ground-and maybe more.

LEGO® Star Wars® sets and minifigures come to life in this beautiful photography book. Created by Finnish photographer Vesa Lehtimäki using his son's favorite toys, the book features painstaking recreations of classic movie moments and hilarious new takes on fan-favorite characters and themes. Informative captions give technical details for each scene, while anecdotes from Lehtimäki offer background insights to his creative process. LEGO Star Wars Small Scenes from a Big Galaxy is a breathtaking new look at a timeless icon that allows fans to see their favorite minifigures from the classic saga in an exciting new way. © & TM 2015 LUCASFILM LTD. LEGO, the LEGO logo, the Brick and Knob configurations and the Minifigure are trademarks of the LEGO Group. © 2015 The LEGO Group. Produced by DK Publishing under license from the LEGO Group.

This is the Cisco ASA Security Appliance student lab manual designed for use in an instructor-led classroom setting. It is the companion to the book Cisco ASA for Accidental Administrators. Includes 72 hands-on exercises including: password recovery, building a configuration from scratch, previewing commands, using ASDM to build a configuration, analyzing the base configuration, backing up and restoring configurations and software images, remote logging options, how to configure Telnet and SSH, setting up login banners, remote authentication using RADIUS, Kerberos, and LDAP, site-to-site VPNs, remote access VPNs, configuring a DMZ, port scanning with nmap, and transparent mode. Each exercise is explained in step-by-step detail in order to create several different firewall configurations, anticipating real world scenarios.

In war, no one is safe. War has come to Thornstone, Tarkin’s Point, and Thoriddon, throwing all three nations into chaos. Led by the demon lord Vagborar, the legions of orcs are bent on nothing less than the total annihilation of both human and dwarf. With their demonic allies, they just might succeed. But not without a fight. As Serena tries to find answers and a path to victory, Orin and Brom fight with both sword and spell to turn back the tide of darkness. Beside them are a kingdom of dwarves and a city of humans, but even they may not be enough to beat back such a force. If they hope to survive, they need to come together, but with each nation under siege, uniting as one is easier said than done. When one of them is freed from battle, hope is rekindled, but prejudices rise to the surface, threatening everything. If any of them hope to survive, past actions and old hatreds must be

forgotten. Hard decisions and painful sacrifices must be made. And pride and egotism must be set aside for the greater good. If not, a new age of evil will dawn upon the world.

All the secrets of the Bayview Four will be revealed in the TV series soon to be streaming on NBC's Peacock! THE #1 NEW YORK TIMES BESTSELLER - NAMED ONE OF THE TEN BEST BOOKS OF THE YEAR BY ENTERTAINMENT WEEKLY - BUZZFEED - POPCRUSH "Pretty Little Liars meets The Breakfast Club" (Entertainment Weekly) in this addictive mystery about what happens when five strangers walk into detention and only four walk out alive. Pay close attention and you might solve this. On Monday afternoon, five students at Bayview High walk into detention. Bronwyn, the brain, is Yale-bound and never breaks a rule. Addy, the beauty, is the picture-perfect homecoming princess. Nate, the criminal, is already on probation for dealing. Cooper, the athlete, is the all-star baseball pitcher. And Simon, the outcast, is the creator of Bayview High's notorious gossip app. Only, Simon never makes it out of that classroom. Before the end of detention Simon's dead. And according to investigators, his death wasn't an accident. On Monday, he died. But on Tuesday, he'd planned to post juicy reveals about all four of his high-profile classmates, which makes all four of them suspects in his murder. Or are they the perfect patsies for a killer who's still on the loose? Everyone has secrets, right? What really matters is how far you would go to protect them. And don't miss the #1 New York Times bestselling sequel, One of Us is Next!

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