

ID	Title	Author	Category
260	Management in Small Doses	Ackoff, Russell	MGT
258	Dilbert Principle, The	Adams, Scott	MGT
797	Dogbert's Top Secret Management Handbook	Adams, Scott	MGT
660	Ten Philosophical Mistakes	Adler, Mortimer J.	PHIL
261	Successful Management by Objectives: An Action Manual	Albrecht PH. D, Karl	MGT
123	At America's Service	Albrecht, Karl	CUST
442	Northbound Train, The	Albrecht, Karl	STRAT
801	Only Thing That Matters, The: Bringing the Power of the Customer into the Center of Your Business	Albrecht, Karl	CUST
126	Service Within	Albrecht, Karl	CUST
124	Service Advantage, The: How to Identify and Fulfill Customer Needs	Albrecht, Karl/Bradford, Lawrence J.	CUST
125	Service America! Doing Business in the New Economy	Albrecht, Karl/Zemke, Ron	CUST
528	Handbook of Technical Writing	Alred, Gerald J./Brusaw, Charles T./Oliu, Walter E.	WRI
394	Thinking Manager's Toolbox, The: Effective Processes for Problem Solving & Decision Making	Altier, William J.	PROB
140	Healing the Downsized Organization	Ambrose Ed.D., Delorese	DOWN
141	Healing the Downsized Organization: What Every Employee Needs to Know About Today's New Workplace	Ambrose Ed.D., Delorese	DOWN
216	Leadership: The Journey Inward	Ambrose Ed.D., Delorese	LEA
215	Leadership: The Journey Inward * Revised and Updated	Ambrose Ed.D., Delorese	LEA
612	Sexual Harassment Desk Reference Guide	American Media Incorporated (AMI)	SH
613	Sexual Harassment: Is It or Isn't It? Situation for Discussion (Training Video)	American Media Incorporated (AMI)	SH
352	Principles of Association Management	American Society of Assoc. Executives/Chamber of Commerce of the US	NON
354	Strategic Planning Workbook for Nonprofit Organizations	Amherst H. Wilder Foundation	NON
832	SPC Simplified for Services: Practical Tools for Continuous Quality Improvement	Amsden, Davida M./Butler, Howard E./Amsden,	QUA
317	To Meet or Not To Meet	Anderson, Karen	MEE
59	Negotiation Sourcebook, The	Asherman, Ira G./Asherman, Sandra Vance	CRN
262	Best of the Manager's Journal, The	Asman, David/Meyerson, Adam	MGT
792	Info-line Guide to Training Evaluation	ASTD	TRAIN
823	Performance Appraisal: Perspectives on a Quality Management Approach: Theory-to-Practice Monograph	ASTD	PFMGT
707	Developing Thought Leaders	ASTD Infoline - Thomas, Susan J.	LEA
478	Teamwork: Involving People in Quality and Productivity Improvement	Aubrey, II, Charles A./Felkins, Patricia K.	TEAMS

ID	Title	Author	Category
263	Augustine's Laws	Augustine, Norman R.	MGT
217	Love and Profit: The Art of Caring Leadership	Autry, James A.	LEA
364	Performance Management	Bacal, Robert	PFMGT
165	Defining Moments: When Managers Must Choose Between Right and Wrong (2)	Badaracco Jr., Joseph L	ETH
256	Leadership and the Quest for Integrity	Badaracco Jr., Joseph/Ellsworth, Richard	LEA
493	Make Your Training Results Last	Bader, Gloria E./Bloom, Audrey E.	TRAIN
600	Complete Idiot's Guide to Project Management, The	Baker, Sunny/Baker, Kim	PM
88	Business Planning Guide, The	Bangs, David H. Jr	CORP
264	Danger in the Comfort Zone	Bardwick, Judith M.	MGT
3	Plateau-ing Trap, The: How to Avoid it in Your Career and in Your Life	Bardwick, Judith M.	CD
656	Writing Software Documentation: A Task-Oriented Approach	Barker, Thomas T.	WRI
406	Putting Quality Circles To Work	Barra, Ralph	QUA
537	When The Canary Stops Singing: Women's Perspectives on Transforming Business	Barrentine, Pat	WOMEN
841	Powering Up: How Public Managers Can Take Control of Information Technology	Barrett, Katherine / Greene, Richard	GOV
607	Mind and Nature: A Necessary Unity	Bateson, Gregory	SYS
608	Steps to an Ecology of Mind	Bateson, Gregory	SYS
807	Beyond Management by Objectives: A Management Classic	Batten, J.D.	MGT
510	History of the English Language, A	Baugh, Albert C./Cable, Thomas	WRI
14	Organizational Transitions: Managing Complex Change	Beckhard, Richard/Harris, Reuben T.	CHA
355	Organizational Transitions: Managing Complex Change (2)	Beckhard, Richard/Harris, Rueben T.	OTD
314	Selling The Invisible	Beckwith, Harry	MKT
780	Riot Prevention and Control	Beene, Capt. Charles, Ret.	POL
68	Flight of the Buffalo: Soaring to Excellence, Learning to Let Employees Lead (2)	Belasco, James A./Stayer, Ralph C.	CONT
69	Soaring with the Phoenix: Renewing the Vision, Reviving the Spirit...	Belasco, James A./Stead, Jerre	CONT
266	Teaching the Elephant to Dance: The Manager's Guide to Empowering Change	Belasco, Ph. D./James A.	MGT
43	Good Society, The	Bellah, Robert N./Madsen/Sullivan/Swidler/Tiptom	COMM
42	Habits of the Heart	Bellah, Robert N./Madsen/Sullivan/Swidler/Tipton	COMM
144	Consultant's Calling, The	Bellman, Geoffrey M.	FC
755	Leading the Edge of Change	Bennett, John L	CHA
222	Bennis On Leadership *Video-cassette and workbook	Bennis, Warren	LEA

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221	On Becoming A Leader (2)	Bennis, Warren	LEA
223	Why Leaders Can't Lead: The Unconscious Conspiracy Continues	Bennis, Warren	LEA
267	Organizing Genius: The Secrets of Creative Collaboration	Bennis, Warren/Biederman, Patricia Ward	MGT
220	Learning to Lead: A Workbook On Becoming A Leader (2)	Bennis, Warren/Goldsmith, Joan	LEA
429	21st Century Business, The: Reinventing Through Reengineering	Bennis, Warren/Mische, Michael	REE
218	Leaders: The Strategies for Taking Charge (2)	Bennis, Warren/Nanus, Burt	LEA
219	Leaders: The Strategies for Taking Charge *Hardbound	Bennis, Warren/Nanus, Burt	LEA
443	Mastering the Politics of Planning	Benveniste, Guy	STRAT
798	Social Construction of Reality, The: A Treatise in the Sociology of Knowledge	Berger, Peter L./Luckmann, Thomas	PHIL
407	Managing the Total Quality Transformation	Berry, Thomas H.	QUA
709	New Professional Image: From Business Casual to the Ultimate Power Look, The	Bixler, Susan	CD
731	Elements of Technical Writing, The	Blake, Gary & Bly, Robert	WRI
60	Solving Costly Organizational Conflicts	Blake, Robert R./Mouton, Jane Srygley	CRN
365	Productivity: The Human Side	Blake, Robert R./Srygley Mouton, Jane	PFMGT
268	One Minute Manager, The	Blanchard, Kenneth/Johnson, Spencer	MGT
817	Putting the One Minute Manager to Work: How to Turn 3 Secrets Into Skills	Blanchard, Kenneth/Lorber, Robert	MGT
225	Leadership and the One Minute Manager	Blanchard, Kenneth/Zigarmi, Patricia/Zigarmi, Drea	LEA
485	Doing It Now	Bliss, Edwin C.	TIME
484	Getting Things Done	Bliss, Edwin C.	TIME
542	Answer to How is Yes, The	Block, Peter	EMP
161	Empowered Manager, The	Block, Peter	EMP
145	Flawless Consulting	Block, Peter	FC
541	Flawless Consulting Fieldbook & Companion	Block, Peter	FC
70	Stewardship: Choosing Service Over Self-Interest	Block, Peter	CONT
71	Closing of the American Mind, The	Bloom, Allan	CONT
6	What Color is Your Parachute? 1985 version	Bolles, Richard Nelson	CD
356	Modern Approaches to Understanding and Managing Organizations	Bolman, Lee G./Deal, Terrence E.	OTD
269	Social Style/Management Style: Developing Productive Work Relationships (2)	Bolton, Robert/Bolton, Dorothy Grover	INT
32	Communicate with Confidence	Booher, Dianna	INT
695	E-Writing: 21st Century Tools for Effective Communication	Booher, Dianna	WRI

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540	Execution: The Discipline of Getting Things Done (2)	Bossidy, Larry/Charan, Ram	MGT
15	Individual Commitment and Organizational Change	Boyd, Charles	CHA
367	Maximum Performance Management: How to manage and compensate people to meet world competition.	Boyett, Joseph H./Conn, Henry P.	PFMGT
270	Managing for Excellence	Bradford, David/Cohen, Allan	MGT
757	Leading Volunteers for Results	Bradner, Jeanne H.	COMM
366	Performance Management Workbook	Brennan, E. James	PFMGT
829	Managing Transitions: Making the Most of Change	Bridges, William	CHA
828	Transitions: Making Sense of Life's Changes	Bridges, William	CHA
72	Stirring of the Soul in the Workplace, The	Briskin, Alan	CONT
98	Power of Business Rapport, The	Brooks, Michael Dr.	CORP
315	Keeping Score: Using the Right Metrics to Drive World Class Performance (2)	Brown, Mark Graham	MEA
408	Why TQM Fails and What To Do About It	Brown, Mark Graham/Hitchcock, Darcy E./Willard, Marsha L.	QUA
742	Bryson's Dictionary of Troublesome Words	Bryson, Bill	WRI
741	Mother Tongue, The: English and How it Got That Way	Bryson, Bill	WRI
353	Creating and Implementing Your Strategic Plan	Bryson, John M./Alston, Farnum K.	NON
774	Go Put Your Strengths to Work: 6 Powerful Steps to Achieve Outstanding Performance	Buckingham, Marcus	PSNL
842	One Thing You Need to Know About Great Managing, Great Leading, and Sustained Individual Success, Th	Buckingham, Marcus	MGT
555	Now, Discover Your Strengths	Buckingham, Marcus/Clifton, Donald O.	MGT
546	First, Break All the Rules (2)	Buckingham, Marcus/Coffman, Curt	MGT
322	Human Side of Mergers and Acquisitions	Buono, Anthony/Bowditch, James	MER
752	Fowler's Modern English Usage	Burchfield, RW	WRI
819	Activity Based Costing & Performance (ABC&P)	Burk, Karen B./Webster, Douglas W.	PFMGT
570	Listening: The Forgotten Skill, A Self-Teaching Guide	Burley-Allen, Madelyn	INT
271	Modern Management & Machiavelli	Buskirk, Richard H	MGT
301	Zapp! The Lightning of Empowerment	Byham Ph.D, William w/Jeff Cox	MGT
160	Zapp! The Lightning of Empowerment	Byham, William C. PH. D.	EMP
738	Diagnosing and Changing Organizational Culture	Cameron, Kim / Quinn, Robert	CHA
637	Writing Effective Policies and Procedures	Campbell, Nancy J.	WRI
90	Disney Way Fieldbook, The	Capodagli, Bill/Jackson, Lynn	CORP

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89	Disney Way, The	Capodagli, Bill/Jackson, Lynn	CORP
368	Exemplar, The	Carkhuff, Robert R.	PFMGT
708	Big Book of Customer Service Training Games, The	Carlaw, Peggy/Deming, Vasudha Kathleen	CUST
12	How To Win Friends and Influence People	Carnegie, Dale	CHA
170	Trustworthy Government	Carnevale, David G.	GOV
226	Language of Leadership, The	Carolselli, Dr. Marlene	LEA
690	Business Ethics Activity Book, The: 50 Exercises for Promoting Integrity at Work	Caroselli, Marlene	ETH
272	Management Process, The: Cases and Readings	Carroll, Jr., Stephen/Paine, Frank/Miner, John	MGT
712	Boards That Make a Difference	Carver, John	NON
673	Paradigms Lost	Casti, John L.	PHIL
694	Managing Your E-Mail: Thinking Outside the Inbox	Cavanagh, Christina	WRI
848	7 Measures of Success, What Remarkable Associations Do That Others Don't	Center for Association Leadership, The	NON
430	Reengineering Management: The Mandate for New Leadership	Champy, James	REE
451	Building A Dynamic Team	Chang, Richard Y.	TEAMS
603	Continuous Process Improvement	Chang, Richard Y.	QUA
488	Creating High-Impact Training	Chang, Richard Y.	TRAIN
16	Mastering Change Management	Chang, Richard Y.	CHA
433	Process Reengineering in Action	Chang, Richard Y.	REE
453	Success Through Teamwork	Chang, Richard Y.	TEAMS
454	Succeeding As A Self-Managed Team	Chang, Richard Y./Curtin, Mark J.	TEAMS
602	Improving Through Benchmarking	Chang, Richard Y./Kelly, P. Keith	QUA
127	Satisfying Internal Customers First!	Chang, Richard Y./Kelly, P. Keith	CUST
601	Step-By-Step Problem Solving	Chang, Richard Y./Kelly, P. Keith	QUA
410	Continuous Improvement Tools: Volume 2	Chang, Richard Y./Niedzwiecki, Matthew E.	QUA
452	Measuring Team Performance	Chang, Richard/Bloom, Audrey/Bader, Gloria	TEAMS
318	Meetings That Work!	Chang, Richard/Kehoe, Kevin	MEE
743	Leadership in Police Organizations (Vol I, Area I-II)	Chiefs of Police, International Association of	LEA
744	Leadership in Police Organizations (Vol II, Area III-IV)	Chiefs of Police, International Association of	LEA
837	Let My People Go Surfing	Chouinard, Yvon	CORP
41	Collaborative Leadership: How Citizens and Civic Leaders Can Make a Difference	Chrislip, David D./Larson, Carl E.	COMM

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625	Leadership Training Through Gaming	Christopher, Elizabeth M./Smith, Larry E.	LEA
164	Ethics, The Heart of Leadership	Ciulla, Joanne B.	ETH
511	Roots of English, The	Claiborne, Robert	WRI
691	Graphics for Learning	Clark, Dr.	TRAIN
227	Measures of Leadership	Clark, Kenneth E./Clark, Miriam B.	LEA
775	e-Learning and the Science of Instruction	Clark, Ruth Colvin/Mayer, Richard E.	TRAIN
845	StrengthsQuest: Discover and Develop Your Strengths in Academics, Career, and Beyond	Clifton, Donald O / Anderson, Edward	PSNL
413	Making Quality Happen: How Training Can Turn Strategy Into Real Improvement	Cocheu, Ted	QUA
529	Writing Effective Use Cases	Cockburn, Alistair	WRI
228	Influence without Authority	Cohen, Allan R./Bradford, David L.	LEA
171	Effective Public Manager, The	Cohen, Steven	GOV
173	Total Quality Management in Government	Cohen, Steven/Brand, Ronald	GOV
172	Tools for Innovators: Creative Strategies for Managing Public Sector Organizations	Cohen, Steven/Eimicke, William	GOV
45	Call of Service, The	Coles, Robert	COMM
444	Built to Last: Successful Habits of Visionary Companies (2)	Collins, James C./Porras, Jerry I.	STRAT
549	Good to Great: Why Some Companies Make the Leap...and Others Don't	Collins, Jim	CONT
745	Learning to Fly, Practical Knowledge Management (w/ CD)	Collison, Chris/Parcell, Geoff	KNOW
17	Managing At The Speed of Change: How Resilient Managers Succeed and Prosper Where Others Fail	Conner, Daryl R.	CHA
91	Oz Principle, The	Connors, Roger/Smith, Tom/Hickman, Craig	CORP
630	Changing Pace: Outdoor Games for Experiential Learning	Consalvo, Carmine M.	TRAIN
395	76 Ideas for Better Problem Solving and Decision Making Meetings	Cook, Charles	PROB
265	Managing the New Work Force: The Challenge of Dual-Income Families	Cooper, Cary L./Lewis, Suzan	MGT
560	Memos to Managers	Cottrell, David/Harvey, Eric	LEA
509	Style Guide for Business and Technical Communications	Covey, Franklin	WRI
386	7 Habits Of Highly Effective People, The	Covey, Stephen R.	PSNL
229	Principle-Centered Leadership	Covey, Stephen R.	LEA
847	Professional Practices in Association Management 2nd edition	Cox, John B.	NON
730	Thinking Visually, Business Applications of 14 Core Diagrams	Craig, Malcolm	PROB
489	ASTD Training & Development Handbook, The	Craig, Robert	TRAIN

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490	ASTD Training & Development Handbook, The (2nd Edition)	Craig, Robert L.	TRAIN
61	Constructive Conflict Management	Crawley, John	CRN
230	Leadership Strategies for Organizational Effectiveness	Cribbin, James J.	LEA
418	Quality Is Free: The Art of Making Quality Certain (2)	Crosby, Philip B.	QUA
692	Beyond Boredom and Anxiety: Experiencing Flow in Work and Play	Csikszentmihalyi, Mihaly	PSNL
675	Finding Flow: The Psychology of Engagement with Everyday Life (Mastermind Series)	Csikszentmihalyi, Mihaly	PSNL
151	Public Speaking	Dance, Frank E. X./Dance, Carol C. Zak	PRES
487	Training For Profit: A Guide to the Integration of Training in an Organization's Success	Darling, Philip	TRAIN
825	Working Knowledge: How Organizations Manage What They Know	Davenport, Thomas H./Prusak	KNOW
73	Future Perfect	Davis, Stanley	CONT
761	The Living Company	de Geus, Arie	CORP
791	Retiring the Generation Gap	Deal, Jennifer J.	LEA
122	Corporate Cultures	Deal, Terrance E./Kennedy, Allen A.	OTD
273	Manager's Book of Lists, The	Deep, Sam/Sussman, Lyle	MGT
231	Smart Moves for People In Charge	Deep, Sam/Sussman, Lyle	LEA
702	Character and Cops: Ethics in Policing	Delattre, Edwin	ETH
699	First Impressions: What You Don't Know About How Others See You	Demarais, Ann Ph.D., White, Valerie Ph.D.	PSNL
812	New Economics, The: For Industry, Government, Education	Deming, W. Edwards	MGT
232	Leadership is an Art	DePree, Max	LEA
233	Leadership Jazz	DePree, Max	LEA
128	Keep The Customer	Desatnick, Robert L.	CUST
129	Managing to Keep the Customer	Desatnick, Robert L.	CUST
766	How to Lead From a Distance	Dinnocenzo, Debra	LEA
513	No Uncertain Terms	Dittrick, Mark/Kender-Dittrick, Diane	WRI
44	Building Coalitions in the Human Services	Dluhy, Milan J.	COMM
486	Time Management for Teams	Douglass, Merrill E./Douglass, Donna N.	TIME
174	Public Personnel Management and Public Policy	Dresang, Dennis L.	GOV
811	Effective Executive, The	Drucker, Peter F.	CD
298	Management	Drucker, Peter F.	MGT

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13	Managing In A Time of Great Change	Drucker, Peter F.	CHA
274	Managing in Turbulent Times	Drucker, Peter F.	MGT
332	Managing The Nonprofit Organization: Principles and Practices	Drucker, Peter F.	NON
74	New Realities, The	Drucker, Peter F.	CONT
202	New Realities, The	Drucker, Peter F.	GOV
370	Competency-Based Performance Improvement: A Strategy for Organizational Change	Dubois, David D.	PFMGT
538	When Women Work Together, Using Our Strengths to Overcome Our Challenges	Duff, Carolyn S.	WOMEN
514	Write to the Top: Writing for Corporate Success	Dumaine, Deborah	WRI
479	Team Building Issues and Alternatives	Dyer, William G.	TEAMS
431	Organizational Transformation and Process Reengineering	Edosomwan, Dr. Johnson A.	REE
33	Manage's Book of Quotations, The	Eigen, Lewis D./Siegel, Jonathan P.	PRES
483	Organize Your Office! Simple Routines for Managing Your Workspace	Eisenberg, Ronni/Kelly, Kate	TIME
503	Winning Trainer, The	Eittington, Julius E.	TRAIN
387	Hidden Agenda, The: Recognizing What Really Matters at Work	Elfrey, Priscilla	PSNL
2	Pathfinder, The: A Guide to Career Decision Making	Ellis, Lee	CD
671	Big Book of Beastly Mispronunciations, The	Elster, Charles Harrington	WRI
536	There Is No Zoo in Zoology and Other Beastly Mispronunciations	Elster, Charles Harrington	WRI
535	There's A Word For It! A Grandiloquent Guide to Life	Elster, Charles Harrington	WRI
393	Intuition Workbook: An Expert's Guide to Unlocking the Wisdom of Your Subconscious Mind	Emery, Dr. Marcia	PROB
558	Procrastinators Handbook, The. Mastering the Art of Doing it Now	Emmett, Rita	PSNL
113	Handbook of Creative Learning Exercises	Engel, Herbert M.	CREA
371	"Do It My Way or You're Fired!"	Ewing, David W.	PFMGT
519	Thanks For The Memos!	Feldman, Michael	WRI
119	Crisis Management: Planning for the Inevitable	Fink, Steven	CM
762	The Distance Manager	Fisher, Kimball/Fisher, Mareen Duncan	MGT
64	Getting Together: Building a Relationship That Gets to Yes	Fisher, Roger/Brown, Scott	CRN
63	Getting to Yes: Negotiating Agreement Without Giving In *1ST Edition*	Fisher, Roger/Ury, William	CRN
62	Getting to Yes: Negotiating Agreement Without Giving In *2ND Edition*	Fisher, Roger/Ury, William	CRN
388	Resilience: Discovering A New Strength At Times Of Stress	Flach, Frederic	PSNL

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1	Creating Your Future: A Guide to Personal Goal Setting	Ford, George A./Lippitt, Gordon L.	CD
396	Show Me: The Complete Guide to Storyboarding and Problem Solving	Forsha, Harry I.	PROB
372	Why Employees Don't Do What They're Supposed To Do and What To Do About It	Fournies, Ferdinand F.	PFMGT
504	Terrific Training Materials (2)	Frank, Darlene	TRAIN
771	The Path of Least Resistance for Managers	Fritz, Robert	MGT
515	It Pays to Increase your Word Power	Funk, Peter	WRI
180	Positive Outcome: Raising the Bar on Government Reinvention	Gaebler, Ted	GOV
678	Essentials of Learning for Instruction	Gagne, Robert Mills/Driscoll, Marcy P.	TRAIN
323	Merging Your CPA Firm	Gallagher, Robert	MER
275	21st Century Manager: Meeting the Challenges and Opportunities of the New Corporate Age	Gardiner, Gareth S.	MGT
590	Attributes and Context	Gardner, John W.	LEA
594	Changing Nature of Leadership, The	Gardner, John W.	LEA
592	Constituents and Followers	Gardner, John W.	LEA
595	Heart of the Matter, The: Leader-Constituent Interaction	Gardner, John W.	LEA
596	Leadership and Power	Gardner, John W.	LEA
591	Leadership Development	Gardner, John W.	LEA
589	Moral Aspect of Leadership, The (2)	Gardner, John W.	LEA
234	On Leadership (2)	Gardner, John W.	LEA
593	Renewing the Leader's Creative Task	Gardner, John W.	LEA
573	Task of Motivating, The	Gardner, John W.	LEA
299	Business @ The Speed of Thought	Gates, Bill	MGT
276	Managing	Geneen, Harold	MGT
427	Total Quality Management: Strategies and Techniques Proven at Today's Most Successful Companies	George, Stephen/Weimerskirch, Arnold	QUA
130	Measuring Customer Satisfaction	Gerson, Richard F.	CUST
548	Who Says Elephants Can't Dance? Inside IBM's Historic Turnaround	Gerstner Jr., Louis V.	MGT
57	Reinventing Education Entrepreneurships in America's Public Schools	Gerstner, Louis V. Jr	COMM
770	MLA Handbook for Writers of Research Papers, 6th edition	Gibaldi, Joseph	WRI
563	Chronicles from the Planet Business	Gibbons, Barry J.	CONT
779	Criminal Investigation	Gilbert, James N.	POL

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146	Internal Consulting for HRD Professionals	Gilley, Jerry W./Coffern, Amy J.	FC
794	Making A Leadership Change	Gilmore, Thomas North	LEA
150	Ten Commandments for Public Speakers	Gladis, Stephen D.	PRES
715	Blink: The Power of Thinking Without Thinking (2)	Gladwell, Malcolm	LEA
834	Outliers	Gladwell, Malcolm	CONT
565	Tipping Point, The: How Little Things Can Make a Big Difference	Gladwell, Malcolm	CONT
559	Faster - The Acceleration of Just About Everything	Gleik, James	TIME
575	Permission Marketing	Godin, Seth	MKT
576	Unleashing the Ideavirus	Godin, Seth	MKT
181	Problem-Oriented Policing	Goldstein, Herman	GOV
785	Emotional Intelligence: Why it Can Matter More than IQ	Goleman, Daniel	EI
664	Working with Emotional Intelligence	Goleman, Daniel	INT
448	Applied Strategic Planning: A Comprehensive Guide	Goodstein, Leonard D./Nolan, Timothy M./Pfeiffer, J. William	STRAT
432	Transforming the Organization	Gouillart, Francis J./Kelly, James N.	REE
47	Community Building: Renewing Spirit & Learning in Business	Gozdz, Kazimierz	COMM
297	Before It's Too Late	Grazier, Peter	MGT
92	Before It's Too Late: Employee Involvement...An Idea Whose Time Has Come	Grazier, Peter B.	CORP
5	Know Your Mind: Nine Tests That Tell You What You Do Best	Greene, James/Lewis, David	CD
384	Readings in Personnel Management	Greenlaw	PFMGT
35	Speaker's Library of Business Stories, Anecdotes and Humor	Griffith, Joe	PRES
277	A Better Place to Work	Haasen, Adolf/Shea, Gordon	MGT
445	Sustaining High Performance	Haines, Stephen G./McCoy, Katie	STRAT
547	Jump Start Your Brain	Hall, Doug	CREA
236	Encyclopedia of Entrepreneurs	Hallet, Anthony/Hallett, Diane	LEA
94	Competing For The Future	Hamel, Gary/Prahalad, C.K.	CORP
435	Beyond Reengineering	Hammer, Michael	REE
434	Reengineering the Corporation (2)	Hammer, Michael/Champy, James	REE
436	Reengineering Revolution, The	Hammer, Michael/Stanton, Steven A.	REE
397	Smart Choices: A Practical Guide to Making Better Decisions	Hammond, John S./Keeney, Ralph L./Raiffa, Howard	PROB
19	Age of Unreason, The	Handy, Charles	CHA

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213	Communication and Interpersonal Relations: Text and Cases	Haney, William	INT
325	God's Gifted People	Harbaugh, Gary	MBTI
182	Organization Theory for Public Administration	Harmon, Michael M./Mayer, Richard T.	GOV
456	Succeeding As A Self-Directed Work Team	Harper, Bob/Harper, Ann	TEAMS
475	Team Building Tool Kit, The	Harrington-Mackin, Deborah	TEAMS
597	Diagnosing Organizational Culture: Trainer's Manual	Harrison, Roger	OTD
357	Diagnosing Organizational Culture (2)	Harrison, Roger/Stokes, Herb	OTD
759	Leadership Training Activity Book, The	Hart, Lois, Ed.D./Waisman, Charlotte, Ph.D.	TRAIN
279	Executive Dilemma, The: Handling People Problems at Work	Harvard Business Review	MGT
278	Executive Success: Making It in Management	Harvard Business Review	MGT
280	Strategic Management	Harvard Business Review	MGT
95	Abilene Paradox and Other Meditation on Management, The	Harvey, Jerry B.	CORP
550	Giving and Receiving Feedback: Building Constructive Communication	Hathaway, Patti	INT
75	Growing a Business	Hawken, Paul	CONT
599	Project Management: From Idea to Implementation	Haynes, Marion E.	PM
131	Internal Service Excellence	Hays, Richard D.	CUST
96	Techniques of Financial Analysis	Helfert, Erich A.	CORP
97	301 Ways to Have Fun at Work	Hemsath, Dave/Yerkes, Leslie	CORP
46	Grassroots Leaders for a New Economy	Henton, Douglas/Melville, John/Walesh, Kimberly	COMM
282	Mind of a Manager, Soul of a Leader	Hickman, Craig	MGT
398	101 Creative Problem Solving Techniques (2)	Higgins, James M.	PROB
283	Becoming a Manager: Mastery of a New Identity	Hill, Linda A.	MGT
383	Counseling at the Workplace	Hill, Norman C.	PFMGT
457	Why Teams Can Fail and What To Do About It	Hitchcock, Darcy E./Willard, Marsha L.	TEAMS
335	Future of the Nonprofit Sector, The	Hodgkinson, Virginia A./Lyman, Richard W.	NON
76	Godel, Escher, Bach: An Eternal Golden Braid	Hofstadter, Douglas R.	CONT
77	Metamagical Themas: Questing for the Essence of Mind and Pattern	Hofstadter, Douglas R.	CONT
345	10 Minutes to Better Board Meetings	Holmgren, Norah	NON
284	Manager's Short Course, The	Holton, Bil and Cher	MGT
148	How to Succeed as an Independent Consultant	Holtz, Herman	FC

ID	Title	Author	Category
505	Trainer's Questionnaire Kit: 21 Simple Feedback Questionnaires to Inspire Learning	Honey, Peter	TRAIN
524	English Verb Conjugations	Hopper, Vincent F.	WRI
516	Essentials of English	Hopper, Vincent F./Gale, Cedric/Foote, Ronald C./Griffith, Benjamin W.	WRI
517	Thinking On Paper	Howard, V. A./Barton, J.H.	WRI
336	Board Member's Guide to Strategic Planning	Howe, Fisher	NON
818	Total Quality Management Handbook	Hradesky, John L.	QUA
778	Emotional Intelligence In Action	Hughes, Marcia/Patterson, L Bonita/Terrell, James Bradford	EI
358	Organization Development and Change	Huse, Edgar F./Cummings, Thomas G.	OTD
285	Managing The Equity Factor...or "After All I've Done for You..."	Huseman, Richard/Hatfield, John	MGT
9	Iacocca: An Autobiography	Iacocca, Lee	CD
822	Introduction to Expert Systems: The Development and Implementation of Rule-Based Expert Systems	Ignizio, James P.	SOFT
286	Effective Supervisor's Handbook, The	Imundo, Louis V.	MGT
572	Effective Trusteeship	Ingram, Richard T.	LEA
816	Dialogue and the Art of Thinking Together	Isaacs, William	INT
411	Implementing TQM	Jablonski, Joseph	QUA
20	Real Time Strategic Change	Jacobs, Robert W.	CHA
693	Take Back Your Time: How to Regain Control of Work, Information, and Technology	Jasper, Jon	TIME
326	True To Type	Jeffries, William C.	MBTI
767	Managing the Dynamics of Change	Jellison, Jerald M., Ph.D.	CHA
382	Coaching Through Effective Feedback	Jerome, Paul J.	PFMGT
458	Re-Creating Teams During Transitions (2)	Jerome, Paul J.	TEAMS
461	Joining Together: Group Theory and Group Skills	Johnson, David W./Johnson, Frank P.	TEAMS
533	Handbook of Good English, The	Johnson, Edward D.	WRI
689	Absolute Honesty: Building a Corporate Culture That Values Straight Talk and Rewards Integrity	Johnson, Larry/Phillips, Bob	ETH
605	TQM: Leadership for the Quality Transformation	Johnson, Richard S.	QUA
604	TQM: Management Processes for Quality Operations, The	Johnson, Richard S.	QUA
606	TQM: Quality Training Practices	Johnson, Richard S.	QUA
414	TQM: Mechanics of Quality Processes, The	Johnson, Richard S./Kazense, Lawrence E.	QUA
399	"Yes" or "No": The Guide to Better Decisions	Johnson, Spencer	PROB

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288	Educating Managers: Executive Effectiveness Through Liberal Learning	Johnston Jr. , Joseph/and Associates	MGT
729	Thinker's Toolkit, The, 14 Powerful Techniques for Problem Solving	Jones, Morgan D.	PROB
665	Full Catastrophe Living	Kabat-Zinn, Jon Ph.D.	PSNL
24	Change Masters, The: Innovation for Productivity in the American Corporation	Kanter, Rosabeth Moss	CHA
80	When Giants Learn to Dance	Kanter, Rosabeth Moss	CONT
545	Strategy-Focused Organization, The (2)	Kaplan, Robert S./Norton, David P.	STRAT
544	Balanced Scorecard, The	Kaplan, Robert/Norton, David	MEA
561	Give & Take: The Complete Guide to Negotiating Strategies and Tactics	Karrass, Chester L.	CRN
203	Managing Quality: A Guide to System-Wide Performance Management in Health Care	Katz, Jacqueline/Green, Eleanor	HEA
459	Wisdom of Teams, The (2)	Katzenbach, Jon R./Smith, Douglas K.	TEAMS
400	Identifying and Solving Problems: a system approach	Kaufman, Roger	PROB
99	Why Firms Succeed	Kay, John	CORP
183	Managing for Accountability	Kearns, Kevin P.	GOV
184	Benchmarking for Best Practices in the Public Sector (2)	Keehley, Patricia/Medlin, Steven/MacBride, Sue	GOV
237	Expanding Leadership Impact	Kehoe, Kevin R.	LEA
327	Please Understand Me: Character & Temperment Types	Keirsey, David/Bates, Marilyn	MBTI
833	Case for Servant Leadership, The (2)	Keith, Kent M.	LEA
239	Power of Followship, The	Kelley, Robert	LEA
157	Consulting: The Complete Guide to a Profitable Career	Kelley, Robert E.	FC
460	Team Decision-Making Techniques	Kelly, P. Keith	TEAMS
289	New Rational Manager, The	Kepner, Charles/Tregoe, Benjamin	MGT
21	Beyond The Quick Fix	Kilmann, Ralph H.	CHA
22	Managing Beyond The Quick Fix	Kilmann, Ralph H.	CHA
402	Risk Taking: A Guide for Decision Makers	Kindler, Ph. D., Herbert S.	PROB
381	Coaching For Commitment: Managerial Strategies for Obtaining Superior Performance	Kinlaw, Dennis C.	PFMGT
416	Continuous Improvement and Measurement for Total Quality	Kinlaw, Dennis C.	QUA
100	Incorporating Your Business	Kirk, John	CORP
204	Managing Outcomes, Process, and Cost in a Managed Care Environment	Kirk, Roey	HEA
677	Sources of Power: How People Make Decisions	Klein, Gary	PROB

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674	Who Really Matters: The Core Group Theory of Power, Privilege, and Success	Kleiner, Art	MGT
101	Ten Steps to a Learning Organization	Kline, Peter/Saunders, Bernard	CORP
557	Do it Now! Break the Procrastination Habit	Knaus, William J.	PSNL
438	Reward and Recognition Process in Total Quality Management, The	Knouse, Stephen B.	REW
142	From Downsizing to Recovery	Knowdell, Richard L./Branstead, Elizabeth/Moravec, Milan	DOWN
185	Continual Improvement in Government: Tools and Methods	Koehler, Jerry W./Pankowski, Joseph M.	GOV
186	Quality Government: Designing, Developing and Implementing TQM	Koehler, Jerry W./Pankowski, Joseph M.	GOV
187	Teams in Government	Koehler, Jerry W./Pankowski, Joseph M.	GOV
566	Transformational Leadership in Government	Koehler, Jerry W./Pankowski, Joseph M.	GOV
826	Conative Connection: Uncovering the Link Between Who You Are and How You Perform	Kolbe, Kathy	PSNL
439	Power, How to Get It, How to Use It	Korda, Michael	REW
359	Human Side of Organizations, The	Kossen, Stan	OTD
763	Virtual Leadership: Secrets from the Round Table for the Multi-Site Manager	Kostner, Jaclyn,	MGT
843	Heart of Change, The	Kotter, John P	CHA
564	Leading Change	Kotter, John P.	CHA
10	Credibility: How Leaders Gain and Lose It, Why People Demand It	Kouzes, James M./Posner, Barry Z.	CHA
238	Leadership Challenge, The	Kouzes, James M./Posner, Barry Z.	LEA
328	Type Talk *Or How to Determine Your Personality Type and Change Your Life	Kroeger, Otto/Thuesen, Janet M.	MBTI
329	Type Talk At Work	Kroeger, Otto/Thuesen, Janet M.	MBTI
337	Something Ventured, Something Gained: Business Development Guide for Nonprofit Organizations	Landy, Laura	NON
611	Systems View of the World, The	Laszlo, Ervin	SYS
132	Creating a Customer-Centered Culture	Lawton, Robin L.	CUST
188	Key to the Keystone State: Pennsylvania	League of Women Voters of Pennsylvania	GOV
78	Fast Forward: How to Win a Lot More Business in a Lot Less Time	LeBoeuf, Michael	CONT
287	Getting Results! The Secret to Motivating Yourself and Others	LeBoeuf, Michael	MGT
240	Leadership/Fellowship	Lee, Mark	LEA
205	Service Quality Improvement: The Customer Satisfaction Strategy for Health Care	Leebov, Wendy/Scott, Gail	HEA
28	How To Prepare, Stage & Deliver Winning Presentations	Leech, Thomas	PRES
103	Working Naturally	Leider, Richard J.	CORP

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799	Customer is Key, The: Gaining an Unbeatable Advantage Through Customer Satisfaction	Lele, Miling M.	CUST
839	Death by Meeting	Lencioni, Patrick	MEE
846	Four Obsessions of an Extraordinary Executive, The	Lencioni, Patrick	LEA
189	Public Administration Challenges, Choices, Consequences	Levine, Charles H./Peters, B. Guy/Thompson, Frank J.	GOV
313	Guerilla Marketing Weapons: 100 Affordable Marketing Methods for Maximizing Profits From Your Small	Levinson, Jay Conrad	MKT
190	Seamless Government: A Practical Guide to Re-Engineering in the Public Sector	Linden, Russell M.	GOV
415	Total Quality and Organization Development	Lindsay, William M./Petrick, Joseph A.	QUA
241	Connective Edge, The: Leading in an Interdependent World	Lipman-Blumen, Jean	LEA
290	An Introduction to Management	Litterer, Joseph	MGT
758	Voluntters: How to Get Them, How to Keep Them	Little, Helen	COMM
291	Manage More By Doing Less	Loen, Raymond	MGT
403	Breaking Through: Creative Problem Solving Using Six Successful Strategies	Logsdon, Tom	PROB
769	The Leadership Machine	Lombardo, Michael/Eichinger, Robert	LEA
569	Memory Book, The	Lorayne, Harry/Lucas, Jerry	PSNL
338	Raising of Money, The	Lord, James Gregory	NON
169	Worth Ethic, The: How to Profit From the Changing Values of the New Work Force	Ludeman, Kate	ETH
292	Strategy of the Dolphin: Scoring A Win In A Chaotic World	Lynch, Dudley/Kordis, Paul	MGT
191	Managing the Public's Business	Lynn, Laurence E. Jr	GOV
724	Eats, Shoots & Leaves (2)	Lynne Truss	WRI
242	Why Work: Motivating and Leading the New Generation	Maccoby, Michael	LEA
482	Time Trap, The: How to Get More Done in Less Time	Mackenzie, R. Alec	TIME
166	Essentials of Business Ethics (2)	Madsen, Peter/Shafritz, Jay M.	ETH
684	Developing Attitude Toward Learning	Mager, Robert F.	HRD
683	Goal Analysis	Mager, Robert F.	HRD
680	Making Instruction Work or Skillbloomers	Mager, Robert F.	HRD
679	Making Instruction Work: of Skillbloomers: A Step-by-Step Guide to Designing and Developing Instruct	Mager, Robert F.	TRAIN
682	Measuring Instructional Results	Mager, Robert F.	HRD
211	New Mager Six-Pack, The	Mager, Robert F.	HRD
681	Preparing Instructional Objectives	Mager, Robert F.	HRD

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685	Analyzing Performance Problems or You Really Oughta Wanna	Mager, Robert F./Pipe, Peter	HRD
836	The Trusted Advisor	Maister, David/Green, Charles/Galford, Robert	INT
206	Team-Based Health Care Organizations Blueprint for Success	Manion, Jo/Lorimer, William/Leander, William	HEA
704	Blending E-Learning	Mantyla, Karen	TRAIN
705	Distance Learning a Step-by-Step Guide for Trainers	Mantyla, Karen/Gividen, Richard J.	TRAIN
243	Super-Leadership	Manz, Charles C./Sims Jr., Henry P.	LEA
520	American English	Marckwardt, Albert H./Dillard, J.L.	WRI
244	Understanding Leadership: Fresh Perspectives on the Essentials of New Testament Leadership	Marshall, Tom	LEA
790	Motivating the "What's In It For Me?" Workforce	Marston, Cam	LEA
214	People Puzzle, The: Understanding Yourself and Others	Massey, Morris	INT
293	Essentials of Management	Massie, Joseph	MGT
554	Beyond the Wall of Resistance: Unconventional Strategies that Build Support for Change	Maurer, Rick	CHA
551	Feedback Toolkit: 16 Tools for Better Communication in the Workplace	Maurer, Rick	INT
465	17 Essential Qualities of a Team Player, The	Maxwell, John C.	TEAMS
574	21 Irrefutable Laws of Leadership, The	Maxwell, John C.	LEA
245	High Flyers: Developing the Next Generation of Leaders	McCall Jr., Morgan W.	LEA
246	Lessons of Experience, The	McCall Jr., Morgan W./Lombardo, Michael M./Morrison, Ann M.	LEA
104	What They Don't Teach You at Harvard Business School	McCormack, Mark H.	CORP
512	Story of English, The	McCrum, Robert/Cran, William/MacNeil, Robert	WRI
784	Managing the Investigative Unit	McDevitt, Daniel S	POL
257	21st Century Leadership: Dialogues with 100 Top Leaders	McFarland, Lynne Joy/Senn, Larry/Childress, John	LEA
703	Practitioner's Guide, The	McLagan	HRD
207	Continuous Quality Improvement in Health Care: Theory, Implementation, and Applications	McLaughlin, Curtis P./Kaluzny, Arnold D.	HEA
700	Leadership, Ethics and Policing: Challenges for the 21st Century	Meese, Edwin/Ortmeier, P.J.	ETH
502	Corporate Universities: Lessons in Building A World-Class Work Force	Meister, Jeanne C.	TRAIN
247	Why Jenny Can't Lead: Understanding The Male Dominant System	Melia, Jinx/Lyttle, Pauline	LEA
79	Trend Watching: How the Media Create Trends and How to be the First to Uncover Them	Merriam, John E./Makower, Joel	CONT
120	When It Hits the Fan: Managing the Nine Crises of Business	Meyers, Gerald C./Holusha, John	CM
789	User's Guide for Microsoft Project 2000	Microsoft Corporation	SOFT

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133	Improving Service Quality	Milakovich, Michael E.	CUST
820	Implementing Activity-Based Management in Daily Operations	Miller, John A.	PFMGT
765	Rise and Fall of Strategic Planning, The	Mintzberg, Henry	STRAT
324	Managing The Merger: Making It Work	Mirvis, Philip/Marks, Mitchell Lee	MER
379	Designing Performance Appraisal Systems	Mohrman, Jr., Allan M./Resnick-West, Susan M./Lawler III, Edward F.	PFMGT
464	Designing Team-Based Organizations	Mohrman, Susan Albers/Cohen, Susan G./Mohrman, Jr., Allan M.	TEAMS
466	Designing and Leading Team-Based Organizations	Mohrman, Susan Albers/Mohrman, Jr., Allan M.	TEAMS
29	Power of Eloquence, The: Magic Key to Success in Public Speaking	Montalbo, Thomas	PRES
751	Harper Dictionary of Contemporary Usage	Morris, William and Mary	WRI
389	Creating Your Future: Personal Strategic Planning for Professionals	Morrisey, George L.	PSNL
8	Moving Up: Proven Strategies for Career Success	Mrkvicka, Edward F. Jr.	CD
580	Smarter Board Meetings: For Effective Nonprofit Governance	Mueller, Robert K.	NON
321	Beyond the Myths and Magic of Mentoring	Murray, Margo	MEN
224	Making A Difference: Twelve Qualities That Make You A Leader	Murray-Bethel, Sheila	LEA
163	Handbook of Human Resource Development	Nadler, Leonard	EMP
319	Comprehensive Guide to Successful Conferences and Meetings	Nadler, Leonard/Nadler, Zeace	MEE
81	Megatrends: Ten New Directions Transforming Our Lives	Naisbitt, John	CONT
437	Re-inventing the Corporation	Naisbitt, John/Aburdene, Patricia	REE
168	Good Intentions Aside: A Manager's Guide to Resolving Ethical Problems	Nash, Laura L.	ETH
587	Board Assessment of the Chief Executive: A Responsibility Essential to Good Governance	Nason, John W.	NON
339	Study in Excellence, A: Management in the Nonprofit Human Services Organizations	National Assembly of National Voluntary Health and Social Welfare Organizations	NON
441	1001 Ways to Reward Employees	Nelson, Bob	REW
562	Confessions of an S.O.B.	Neuharth, Al	CORP
65	Tribal Warfare in Organizations	Neuhauser, Peg C.	CRN
378	High Performance Enterprise, The: Reinventing the People Side of Your Business	Neusch, Donna R./Siebenaler, Alan F.	PFMGT
526	Structure of English, The	Newby, Michael	WRI
623	Games Trainers Play	Newstrom, John W./Scannell, Edward E.	TEAMS
760	AMA Trainers' Activity Book, The	Nilson, Carolyn	TRAIN
617	Team Games for Trainers	Nilson, Carolyn	TEAMS

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518	Random House Handbook of Business Terms, The	Nisberg, Jay N.	WRI
143	Healing the Wounds	Noer, David M.	DOWN
446	Plan or Die! 10 Keys to Organizational Success	Nolan, Timothy/Goodstein, Leonard/Pfeiffer, J. William	STRAT
814	Knowledge-Creating Company, The: How Japanese Companies Create the Dynamics of Innovation	Nonaka, Ikujiro/Takeuchi, Hirotaka	KNOW
521	How To Build a Better Vocabulary	Nurnberg, Maxwell/Rosenblum, Morris	WRI
294	Fast Forward MBA in Business, The	O'Brien, Virginia	MGT
342	Board Member's Book, The	O'Connell, Brian	NON
343	Board Member's Book, The (Second Edition) (2)	O'Connell, Brian	NON
295	Managing Management Time	Oncken Jr., William	MGT
344	Third America, The: The Emergence of the Nonprofit Sector in the United States	O'Neill, Michael	NON
193	Banishing Bureaucracy: The Five Strategies for Reinventing Government	Osborne, Dave/Plastrik, Peter	GOV
194	Reinventing Government (2)	Osborne, David/Gaebler, Ted	GOV
809	Leading Change: Overcoming the Ideology of Comfort and the Tyranny of Custom	O'Toole, James	CHA
768	The Geology of Pennsylvania	PA Geological Survey & Pittsburgh Geological Survey	COMM
30	Complete Audio and Visual Guide for Teachers & Media Specialists	Peake, Jacquelyn/Petersen, Carol Ann Tarter	PRES
710	Leading Out Loud: Inspiring Change through Authentic Communications	Pearce, Terry	LEA
609	Ideas and Information	Penzias, Arno	SYS
501	Future Training: A Roadmap for Restructuring the Training Function	Pepitone, James S.	TRAIN
417	In Search of Excellence: Lessons From America's Best-Run Companies	Peters, Thomas J./Waterman Jr., Robert H.	QUA
82	Circle of Innovation, The	Peters, Tom	CONT
83	Thriving on Chaos: (PPB) Handbook for a Management Revolution (2)	Peters, Tom	CHA
23	Thriving On Chaos: Handbook for a Management Revolution	Peters, Tom	CHA
84	Tom Peters Seminar (2)	Peters, Tom	CONT
248	Passion For Excellence, A: The Leadership Difference (2)	Peters, Tom/Austin, Nancy	LEA
105	Competitive Advantage Through People	Pfeffer, Jeffery	CORP
618	Encyclopedia of Team-Building Activities, The	Pfeiffer, J. William	TEAMS
622	Encyclopedia of Team-Development Activities, The	Pfeiffer, J. William	TEAMS
654	Bottomline on ROI, The	Phillips, Patricia Pulliam	MEA
390	Intrapreneuring	Pinchot III, Gifford	PSNL

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830	SPC for the Rest of Us: A Personal Path to Statistical Process Control	Pitt, Hy	QUA
552	Art of Giving & Receiving Feedback, The	Poertner, Shirley/ Massetti-Miller, Karen	INT
827	Personal Knowledge: Towards a Post-Critical Philosophy	Polanyi, Michael	PHIL
195	Creating High-Performance Government Organizations	Popovich, Mark G.	GOV
308	Executive Essentials	Posner, Mitchell	MGT
114	Practice of Creativity, The	Prince, George M.	CREA
732	Technical Writing 101	Pringle, Alan	WRI
196	Human Resources Management for Public and Nonprofit Organizations	Pynes, Joan E.	GOV
85	Vision: How Leaders Develop It, Share It, and Sustain It	Quigley, Joseph V.	CONT
821	How to Win Through Great Customer Service	Quill Business Library	CUST
719	Rethinking the Sales Force	Rackham, Neil/DeVincentis, John	MKT
106	Company Policy & Personnel Workbook, A	Ramey, Ardella/Sniffen, Carl R. J.	CORP
748	Grammar, Usage, and Punctuation - 2nd Edition	Random House Webster's	WRI
753	How Full Is Your Bucket?	Rath, Tom/Clifton, Donald O.	INT
115	Creativity in Business	Ray, Michael/Myers, Rochelle	CREA
118	Creativity in Business (PPB)	Ray, Michael/Myers, Rochelle	CREA
468	Team Traps	Rayner, Steven R.	TEAMS
152	Humanistic Education Sourcebook	Read, Donald A./Simon, Sidney B.	FC
153	Intervention Skills	Reddy, W. Brendan	FC
469	Team Building: Blueprints for Productivity and Satisfaction	Reddy, W. Brendan/Jamison, Kaleel	TEAMS
312	Hands on Marketing for the Busy Growing Business	Rees, Colin	MKT
567	Business is a Contact Sport	Richardson, Tom/Vidaurreta, Augusto/Gorman, Tom	MGT
391	How To Work A Room	Roane, Susan	PSNL
470	Why Teams Don't Work: What Went Wrong and How to Make it Right	Robbins, Harvey/Finley, Michael	TEAMS
249	Essence of Leadership, The: Strategy, Innovation, and Decisiveness	Robert, Michel	LEA
154	Performance Consulting: Moving Beyond Training	Robinson, Dana Gaines/Robinson, James C.	FC
58	Thank You for Being Such a Pain	Rosen, Mark I.	CRN
107	Good Company: Caring as Fiercely as You Compete	Rosenbluth, Hal F./Peters, Diane McFerrin	CORP
209	ASTD Models for Human Performance Improvement: Roles, Competencies, and Outputs	Rothwell, William J.	HRD

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307	Intuitive Manager, The	Rowan, Roy	MGT
627	Human Communication Handbook: Simulations and Games, Volume 2	Ruben, Brent D.	TRAIN
626	Human Communication Handbook: Simulations and Games, Volume 1	Ruben, Brent D./Budd, Richard W.	TRAIN
746	Complete Idiot's Guide to Knowledge Management, The	Rumizen, Melissie Clemmons	KNOW
377	Improving Performance: How to Manage the White Space on the Organization Chart	Rummler, Geary A./Brache, Alan P.	PFMGT
404	Decision Traps: The Ten Barriers To Brilliant Decision-Making and How To Overcome Them	Russo, J. Edward/Schoemaker, Paul J.H.	PROB
7	Job Search: The Complete Manual for Jobseekers	Rust, H. Lee	CD
348	Building Board Diversity	Rutledge, Jennifer M.	NON
420	Driving Fear Out of the Workplace	Ryan, Kathleen D./Oestreich, Daniel K.	QUA
734	Gregg Reference Manual, The, ninth edition	Sabin, William A.	WRI
251	Leadership: A Collection of Hundreds of Great and Inspirational Quotations	Safire, William/Safir, Leonard	LEA
421	Putting Total Quality Management to Work	Sashkin, Marshall/Kiser, Kenneth J.	QUA
806	Total Quality Management	Sashkin, Marshall/Kiser, Kenneth J.	QUA
808	5th Generation Management: Co-Creating Through Virtual Enterprising, Dynamic Teaming, and Knowledge	Savage, Charles M.	MGT
628	Even More Games Trainers Play	Scannell, Edward E./Newstrom, John W.	TRAIN
632	More Games Trainers Play	Scannell, Edward E./Newstrom, John W.	TRAIN
629	Still More Games Trainers Play	Scannell, Edward E./Newstrom, John W.	TRAIN
155	Publish and Flourish: A Consultant's Guide	Schaeffer, Garry/Alessandra, Tony Dr.	FC
156	High Impact Consulting	Schaffer, Robert H.	FC
121	Organizational Culture and Leadership	Schein, Edgar H.	OTD
815	Deming's Road to Continual Improvement	Scherkenbach, William W.	CHA
48	Building the Collaborative Community	Schindler-Rainman, Eva/Lippitt, Ronald	COMM
376	Performance Management Sourcebook, The	Schneier, Craig Eric/Beatty, Richard W./Baird, Lloyd S.	PFMGT
471	Team Handbook, The	Scholtes, Peter R.	TEAMS
805	No More Teams! Mastering the Dynamics of Creative Collaboration	Schrage, Michael	TEAMS
375	New Pay, The: Linking Employee and Organizational Performance	Schuster, Jay R./Zingheim, Patricia K.	PFMGT
793	Art of the Long View, The (PLUS Scenarios: An Explorer's Guide)	Schwartz, Peter	CORP
167	Good, the Bad, and Your Business, The	Seglin, Jeffrey L.	ETH
108	Fifth Principle, The	Senge, Peter M.	CONT

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67	Fifth Discipline Fieldbook, The	Senge, Peter/Ross/Smith/Roberts/Kleiner	CONT
252	Moral Leadership: Getting To The Heart of School Improvement	Sergiovanni, Thomas J.	LEA
804	Customers for Life: How to Turn That One-Time Buyer into a Lifetime Customer	Sewell, Carl/Brown, Paul B.	CUST
197	Classics of Public Administration	Shafritz, Jay M./Hyde, Albert C.	GOV
361	Classics of Organization Theory	Shafritz, Jay M./Ott, J. Steven	OTD
500	Reengineering the Training Function: How to Align Training with the New Corporate Agenda	Shandler, Donald	TRAIN
835	Essential Articulate Studio '09	Shank, Patti Ph.D./Bircher, Jennifer	SOFT
662	Abraham Lincoln Mystic Chords of Memory	Shapiro, Larry	LEA
66	Netiquette	Shea, Virginia	CONT
25	Quantum Leaps: 7 Skills for Workplace ReCreation	Shelton, Charlotte	CHA
158	Contract and Fee-setting Guide for Consultants & Professionals	Shenson, Howard L.	FC
159	Shenson on Consulting	Shenson, Howard L.	FC
718	Essentials of RoboHelp HTML X5	Siegel, Kevin A.	HRD
616	Feeding the Zircon Gorilla: and Other Team Building Activities	Sikes, Sam	TEAMS
568	By What Method?	Sink, D. Scott/Morris, William T./Johnston, Cindy S.	CHA
667	Craft of Power, The	Siu, R.G.H.	PSNL
316	How To Measure Managerial Performance	Sloma, Richard	MEA
109	Profit Patterns	Slywotzky, Adrian J./Morrison, David J.	CORP
374	On-The-Job Orientation and Training	Smalley, Larry R.	PFMGT
350	Complete Guide to Nonprofit Management, The	Smith, Bucklin & Associates	NON
840	10 Natural Laws of Successful Time and Life Management, The	Smith, Hyrum W	MGT
749	Junk English	Smith, Ken	WRI
701	Rules & Tools for Leaders	Smith, Perry M.	LEA
250	Taking Charge: Making The Right Choices	Smith, Perry M.	LEA
781	Managing the Customer Experience	Smith, Shaun/Wheeler, Joe	CUST
499	Identifying Targeted Training Needs	Sparhawk, Sally	TRAIN
34	Speaker's Lifetime Library	Spinrad, Leanord & Thelma	PRES
198	Improving the Accountability and Performance of Government	Staats, Elmer B./Miles/Mansfield/Fisher/Neustadt	GOV
810	Reality-Centered People Management: Key to Improved Productivity	Stanton, Erwin S.	MGT

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306	Learning to Manage Technical Professionals: Crossing The Swamp	Stein, Richard	MGT
449	Strategic Planning	Steiner, George A.	STRAT
813	Intellectual Capital: The New Wealth of Organizations	Stewart, Thomas A.	KNOW
476	Teaming for Improvement	Stieber, William	TEAMS
669	Grammatically Correct	Stilman, Anne	WRI
686	Telling Ain't Training	Stolovitch, Harold D./Keeps, Erica J.	TRAIN
531	Elements of Style, The (Fourth Edition)	Strunk, Jr., William/White, E. B.	WRI
527	Elements of Style, The (Third Edition) (2)	Strunk, Jr., William/White, E. B.	WRI
716	Wisdom of Crowds, The: Why the Many are Smarter than the Few	Surowiecki, James	PROB
199	Job Evaluation and Pay Administration in the Public Sector	Suskin, Harold	GOV
534	Practical English Usage	Swan, Michael	WRI
428	Quality Improvement Handbook, The: Team Guide to Tools and Techniques	Swanson, Roger	QUA
200	Critical Issues in Public Personnel Policy	Sylvia, Ronald D.	GOV
472	How to Meet, Think, and Work to Consensus	Tagliere, Daniel A.	TEAMS
426	Quality Toolbox, The	Tague, Nancy	QUA
802	Achieving Service Excellence: Guidelines for Supervisors	Tannehill, Robert E.	CUST
52	Community Capitalism	Taub, Richard P.	COMM
598	Survival Guide for Project Managers, A	Taylor, James	PM
300	Dave Says...Well Done!: The Common Guy's Guide To Everyday Success	Thomas, Dave	MGT
139	Beyond Race and Gender	Thomas, R. Roosevelt Jr.	DIV
253	Transformational Leader, The	Tichy, Noel/Devanna, Mary Anne	LEA
330	Do What You Are	Tieger, Paul D./Barron-Tieger, Barbara	MBTI
803	50 Simple Things You Can Do To Save Your Customers	Timm, Paul R.	CUST
110	Transformational Learning	Tobin, Daniel R.	CORP
86	Creating a New Civilization	Toffler, Alvin/Toffler, Heidi	CONT
401	Problem Analysis and Decision Making	Tregoe/Kepner	PROB
111	New Positioning, The	Trout, Jack/Rivkin, Steve	CORP
688	Cognitive Style of PowerPoint, The	Tufte, Edward R.	TRAIN
796	Envisioning Information	Tufte, Edward R.	TRAIN
687	Visual Display of Quantitative Information, The (2)	Tufte, Edward R.	TRAIN

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795	Visual Explanations: Images and Quantities, Evidence and Narrative	Tufte, Edward R.	TRAIN
39	Community Indicators: Handbook	Tyler Norris Associates	COMM
670	Style Manual 2000	United States Government Printing Office	WRI
733	Chicago Manual of Style, The, 15th edition	University of Chicago Press	WRI
305	101 of the Greatest Ideas in Management	Uris, Auren	MGT
750	Gobbledygook Has Gotta Go	US Department of the Interior	WRI
304	Managing as a Performing Art: New Ideas for a Chaotic Change	Vaill, Peter B.	MGT
162	Empowerment in Organizations	Vogt, Judith F./Murrell, Kenneth L.	EMP
116	Kick in the Seat of the Pants, A	von Oech, Roger	CREA
117	Whack on the Side of the Head, A	von Oech, Roger	CREA
496	Measuring The Impact of Training	Wade, Pamela A.	TRAIN
497	Producing High-Impact Learning Tools	Wade, Pamela A.	TRAIN
392	Being The Best	Waitley, Denis	PSNL
56	Graywolf Annual Ten, The: Changing Community	Walker, Scott	COMM
201	Measuring Up: Governing's Guide to Performance Measurement for Geniuses (and Other Public Managers)	Walters, Jonathan	GOV
112	Renewal Factor, The	Waterman, Robert H. Jr	CORP
26	Renewal Factor, The: How The Best Get and Keep The Competitive Edge	Waterman, Robert H. Jr.	CHA
303	Productive Workplaces: Organizing and Managing for Dignity, Meaning, and Community	Weisbord, Marvin	MGT
55	Discovering Common Ground	Weisbord, Marvin R.	COMM
54	Future Search: An Action Guide to Finding Common Ground in Organizations and Communities	Weisbord, Marvin R./Janoff, Sandra	COMM
320	Guide to Successful Meeting Planning, A	Weissinger, Suzanne Stewart	MEE
477	Inside Teams: How 20 World-Class Organizations Are Winning Through Teamwork	Wellins, Richard S./Byham, William C./Dixon, George R.	TEAMS
135	Quest for Service Quality, The	Wexler, Phillips S./Adams, Bill/Bohn, Emil PH. D.	CUST
254	Leadership and the New Science	Wheatley, Margaret J.	LEA
655	Turning to One Another	Wheatley, Margaret J.	INT
849	Understanding Variation, The Key to Managing Chaos	Wheeler, Donald J.	QUA
850	Understanding Statistical Process Control (2nd Edition)	Wheeler, Donald J./Chambers, David S.	QUA
831	Building Continual Improvement: A Guide for Business	Wheeler, Donald J./Poling, Sheila R.	QUA
255	Future of Leadership, The: Riding the Corporate Rapids into the 21st Century	White, Randall/Hodgson, Philip/Crainer, Stuart	LEA

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136	Customer Centered Growth	Whiteley, Richard/Hessan Diane	CUST
747	Coaching for Performance	Whitmore, John	PFMGT
800	Trust Factor, The: Liberating Profits & Restoring Corporate Vitality	Whitney, John O.	CORP
87	Heart Aroused, The	Whyte, David	CONT
786	Public Relations Writing and Media Techniques	Wilcox, Dennis L.	MKT
31	Presentations Kit, The: 10 Steps for Selling Your Ideas	Wilder, Claudyne	PRES
844	7 Steps to Fearless Speaking	Wilder, Lilyan	PSNL
532	Style Toward Clarity and Grace	Williams, Joseph M.	WRI
530	Style: Ten Lessons in Clarity and Grace	Williams, Joseph M.	WRI
764	Virtual Leadership	Williams, Val	MGT
739	Social Styles Handbook, The	Wilson Learning Library	INT
498	Applying Successful Training Techniques	Wilson, Joe B.	TRAIN
495	Mapping A Winning Training Approach	Wilson, Joe B.	TRAIN
668	Tao of Power, The	Wing, R.L.	PSNL
481	Organized Executive, The: New Ways to Manage Time, Paper, and People	Winston, Stephanie	TIME
310	Marketing Your Service	Withers, Jean/Vipperman, Carol	MKT
18	Flexibility Factor, The	Wonder, Jacquelyn/Donovan, Priscilla	CHA
525	Complete Rhyming Dictionary, The	Wood, Clement	WRI
27	Aftershock: Helping People Through Corporate Change	Woodward, Harry/Buchholz, Steve	CHA
824	Better Reasoning: Techniques for Handling Argument, Evidence, and Abstraction	Wright, Larry	INT
728	Mindmapping, Your Personal Guide to Exploring Creativity and Problem-Solving	Wycoff, Joyce	PROB
405	Transformation Thinking	Wycoff, Joyce	PROB
539	Conversations with Uncommon Women	Wymard, Ellie	WOMEN
373	Personnel Management: Reaching Organizational and Human Goals	Yaney, Joseph P.	PFMGT
661	Art of Memory, The	Yates, Frances A.	PSNL
349	Governing, Leading, and Managing Nonprofit Organizations	Young, Dennis R./Hollister, Robert M./Hodgkinson, Virginia A. & Associates	NON
788	Discovering Microsoft Office XP Standard and Professional	Young, Michael J./Halvorson, Michael	SOFT
523	Test Your Cultural Literacy	Zahler, Diane/Zahler, Kathy A.	WRI
137	Service Wisdom	Zemke, Ron/Bell, Chip R.	CUST
782	Best Practices in Customer Service	Zemke, Ron/Woods, John A.	CUST

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772	Women and the Leadership Q	Zichy, Shoya	WOMEN