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

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The Queen City Brew

Volume 3, Issue 6

March 2007

Food Photography & Flickr



Pictures tell a story, appealing to our senses. Many times, these images of food look so appetizing that you begin to salivate while gazing at it.

Food photography can be used for advertising and for packaging different products.

In the culinary world, photographs of food and/or dishes are an important part of a professional portfolio. A chef looking for a job can offer pictures of his/her creations. A caterer could show images of food from past events to potential clients. Many restaurants feature pictures of new dishes on their menus. Working as a food stylist is another possible career option for culinary and/or hospitality students.

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Google News: Your Personalized Source for Industry News

Staying on top of industry news, particularly in constantly evolving fields like hospitality, culinary and business can be overwhelming. But, study of any industry is incomplete without awareness of current applications. For most of us, the thought of scouring the Web each day for industry news is daunting. And, waiting for an article on your industry to appear on CNN.com can seem like a waste of time.



So, what if there was a tool available to retrieve news for you on any topic you choose?

Dream no more!

Google News' personalization fea-

tures provide a great solution for keeping industry news on your radar while reducing the amount of time spent scouring the web for the latest and greatest. Google

>>Continued on page 3

Johnson & Wales University Providence's Second Life Experience

Hilary Mason, a Computer Graphics and New Media faculty member at Johnson & Wales, Providence and Mehdi Moutahir, Department Chair of the Larry Friedman International Center for Entrepreneurship began a multi-discipline, business/tourism project in Second Life last year. In addition to developing Virtual Morocco, in Second Life, they traveled with students to Morocco last June. Both Hilary and Mehdi are interested in the use of virtual worlds in education. Their project has been very successful and has resulted in other opportunities for students within the "game." Hilary recently answered questions about the project for the benefit of faculty members in Charlotte who may be considering using virtual worlds for educational projects.

Johnson & Wales University Providence's Second Life Experience (cont'd from page 1)

How was the idea for Virtual Morocco conceived? What were the goals?

The goal of Global Outreach Morocco was to provide students with a service-learning program that gave them an opportunity to apply their academic skills to a social issue. We presented our multidisciplinary team of students with a problem (the need to increase tourism in Morocco as a major contributor to economic growth) and a technology (Second Life).

The group worked together to construct the Hassan II Mosque in Second Life last spring. This prototype was presented to the Ministry of Tourism in Morocco in June.

What was involved in getting funding to purchase the virtual space for the project?

The funding came from the Nation Student Organizations, the group that supports our service-learning programs. We presented it to them as type of server that we had to lease for the project.

What was your investment in time planning and developing the project.

Immense! This project began as an element of the Community Action Association program, and then became a course that Mehdi and I co-taught, and we are still developing it. It has launched several new related collaborations and projects, including papers, grant proposals, and new Second Life builds. It's really difficult to quantify.

How many classes participated and for how many terms?

Virtual Morocco was a volunteer project. Last fall, Mehdi and I co-taught a course in the College of Business. The course was a formality to allow the students to obtain some credit for their work. We all put in many more hours than required, and that continues.

How many students visited Morocco? What was gained by the experience?

Ten students (two hospitality majors, two business majors, and six technology majors) visited Morocco. To get a complete answer to this question, you should really ask them personally! This was a life-changing experience for most of the members of our group.

How quickly did the students pick up the Second Life skills they needed to complete the project? Did you teach classes in SL skills?

The technology students, most of whom are Computer Graphics and New Media majors, picked up the building concepts quickly. They are already experts in Photoshop and found it very easy to adapt those skills to texture design in SL.

I did give a one-hour overview of SL and the building tools, and sent them all off to practice. I also did a one-hour scripting workshop, which wasn't quite as successful.

Did the project proceed as planned? Were the goals met? Were there any unforeseen difficulties in accomplishing the goals of the project?

This entire project was an experiment. We would have been content to take students to Morocco, have a great experience, and bring everyone home safely. We knew from the beginning that we had the potential to create something new and interesting, and I think that we exceeded our initial goals. The final form of Virtual Morocco is certainly nothing like what I imagined taking shape a year ago!

We did encounter some setbacks. We began with around one hundred students expressing interest, and that number naturally declined to ten through the spring as it became clear that this project would involve a lot of time and hard work. While we were in Morocco, we had to make constant adjustments to our itinerary for reasons that were not entirely within our control. And finally, we missed the opportunity to work on the project over the summer, because everyone was off in a different part of the world. Overall, the support that we've received from our colleges and from NSO has outweighed any problems by a large margin!

What benefit was this project for the students in business and tourism? What additional benefits have resulted for the students from what they learned?

This program really presented an opportunity for the strongest students to do something innovative and exciting with their skills. The entire group had to work together on a problem that no one could have possibly addressed alone.

We are looking at building a program that will allow students to prototype business concepts (and hospitality?) in SL. I'm also interested in measuring the learning outcomes of these programs, so that we make sure that students are

Food Photography & Flickr

(cont'd from page 1)

Today, a majority of photographers use digital cameras. Many people also take pictures using their cell phones. These photos can be sent via the Internet and downloaded as well onto homepages and blogs. There are many different web-based applications that allow people to share their pictures.

One application for sharing photos online is "Flickr" (http://www.flickr.com) which is a Yahoo based product. This program provides online photo management. A user can set up a basic account for free that will hold 100 MB worth of photos. This account includes an organizer that allows you to add tags and descriptions to the images. The user can also arrange his/her photos into sets. A basic account includes three sets. Flickr users can upgrade to a pro account for \$29.95 per year (http://www.flickr.com).

For more information about food photography and styling, check out the following books in the library.

Food Photography and Styling – John F. Carafoli Food Shots: A Guide to Professional Lighting Techniques –Roger Hicks and Frances Schultz

Digital Food Photography - Lou Manna

Food in Focus: Professional Techniques from the World's Finest Food Photographers – Charlotte Plimmer

Jean Moats

Google News: Your Personalized Source for Industry News (cont'd from pg. 1)

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Google News also helps compare information sources by grouping stories on each topic from several different outlets.

Google News allows users to personalize their news page with up to 20 news categories that may be created by the user. For example, I have a personalized news category called "Hospitality Industry". Each day, Google News performs a Web search of news outlets for topics on the "hospitality industry." Today's articles include an explanation of challenges to HACCP and a story on the growth of Lebanon's hospitality industry. My News screen only shows three stories, but with the click of a button, I have access to hundreds of industry news articles.

So, let's say you're an instructor who needs current information on the wine industry to use in an upcoming lecture. You could create a category called "Wine Industry" on your Google News page and be supplied with news articles on the topic for days. You could customize your Google News page and have it deliver articles to you each day, or you could search Google News for "wine industry". Google News searching only recognized news sources (general and industry-specific), excluding the blogs, message boards and personal pages that will be less helpful.

Step-by-step guides for personalizing your Google News page are available at the library. For individual assistance in setting up your page, feel free to contact the library. You'll be in touch with the latest industry news in seconds!

Christine Tran

Johnson & Wales University Providence's Second Life Experience (cont'd from page 2)

gaining relevant and useful skills from virtual development projects.

Mehdi Moutahir added: "...that the business/hospitality students had an opportunity to experience how much impact technology can have on their careers. The other main benefit is the business start-up exposure/experience. Upon their return, students had the opportunity to complete the technological prototype while trying to develop a profitable business model. Finally, (and this was the premise of the whole program) all students had to opportunity to experience and understand how their different backgrounds and skills could be leverage in a multidisciplinary project."

Rhonda Trueman

Cheap Eats!

Tired of eating the same old food over and over and over again? Are you on a tight budget and can't afford to try new and interesting places to eat in Charlotte? Well, think again! There is a way that you can explore many casual and fine dining restaurants around town without having to pay the full price! How you ask? Well, it involves you, your computer and something called a discount certificate or coupon. Read on to find out how to access and use online dining certificates and access instant restaurant coupons...

Creative Loafing

Creative Loafing currently maintains two different dining certificate websites. Log on to either site to get half priced dining certificates.

http://bites.charlotteats.com/

Each week Creative Loafing offers different certificates for casual dining restaurants. Through this site, \$30 dining certificates can be purchased for only \$15. Featured restaurants have included Quaker Steak & Lube, Shane's Rib Shack, and The Grape. Certificates can be purchased online, however, you'll have to wait a few days for it as certificates are mailed USPS.

http://www.charlotteats.com/charlotteeats/

Want to kick your casual dining options up a notch and try restaurants like Lulu, Creation and Savannah Red? This website offers \$50 certificates for only \$25. Restaurants change weekly and like the Bites offer, certificates will be mailed directly to you via USPS.

Restaurant.com

http://www.restaurant.com/

Not willing to wait for your half priced certificate to arrive in the mail? Restaurant.com provides instant access to restaurant certificates. Certificates can be ordered online and printed immediately for use. This service provides a large variety of certificates for Charlotte area restaurants of all types. Within the Johnson and Wales University zipcode, for example, there are over 40 different restaurant certificates available. Some of these certificates include a \$10 fuel pizza certificate for \$3; a \$100 La Torre's certificate for \$40 and a \$25 Southend Brewery & Smokehouse for \$10. Be cautious, however, some of these certificates have minimum purchase requirements!



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Charlotte Rewards

http://www.charlottecoupons.net

Not interested in spending money to save money? Then online coupons may be your best bet! The Charlotte Rewards website hosts a variety of coupons ranging from dry cleaning to oil changes to restaurants and ice cream parlors. This site provides simple to print out coupons for some of the more popular restaurants and fast food eateries in town. Check it out to find coupons like Tony Romas buy one meal get one meal, a \$15 Complimentary Dinner Gift Certificate to Baoding Chinese Cuisine, and Subway coupons. One of the best things about this site is that you can print as many coupons as you like. A word of caution, however, be sure to read the location on the coupon as discounts can be location specific.

Amy MacCabe

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Upcoming Events

On Monday and Tuesday, March 12-13, Friends of the Library at Queens University will present the American author Joyce Carol Oates as one part of their ongoing Book and Author Program Events for 2007. Below is a schedule of the upcoming events to be held in the Frances Young Dining Room, Morrison Hall & Trexler Student Center, Queens University of Charlotte, 1900 Selwyn Avenue, Charlotte, NC.

Patrons' Party with Joyce Carol Oates	Monday, March 12 th 6:00p.m. <i>By invitation only</i>	Hosted by President Pamela Davies (at the President's Home)
Book and Author Dinner Featuring Joyce Carol Oates	Monday, March 12 th 7:00 p.m.	Young Dining Room, Morrison Hall
Book and Author Reception With Joyce Carol Oates	Tuesday, March 13th 11:30 a.m.	Trexler Center
Book and Author Luncheon Featuring Joyce Carol Oates	Tuesday, March 13 th 12:00 p.m.	Young Dining Room, Morrison Hall

After rising from an economically stained upbringing to her current position as a best know author, Joyce Carol Oates epitomizes the meaning of the American Dream. She has won numerous awards and honors including the National Book Award for <u>Blonde</u>(2001), the Pulitzer Prize for <u>Blonde</u>(2001), <u>What I Lived For</u>(1995), and <u>Black Water</u>(1993), and the Pen/Faulkner Award for <u>What I Lived For</u>(1995). Her works have been published in several national magazines including Harper's Magazine, Zoetrope, Esquire, The Virginia Quarterly Review, and The Georgia Review.

Joyce Carol Oates has written material in several different genres for both adult and young adult audiences. Her most recent young adult novels are <u>After the Wreck, I Picked Myself Up, Spread My Wings, and Flew Away</u>(2006), <u>Sexy</u>(2005), and <u>Freaky Green Eyes</u>(2003). Her most recent novels are <u>Black Girl/White Girl</u>(2006), <u>Blood Mask</u>(2006), <u>Missing Mom</u>(2005), <u>The Stolen Heart</u>(2005), <u>The Falls</u>(2004) and <u>Take Me, Take Me With You</u>(2004).

For more information about attending one or more of the presentations call Winnie Bryce at (704)337-2437 or email her at brycew@queens.edu. For additional information about Joyce Carol Oates that includes a biography, news, photos, and an online discussion go to the web site "Celestial Timepiece: a Joyce Carol Oates Home page at http://www.usfca.edu/~southerr.

Linda A Meckes

A Taste for Literature

"About 27,000 years ago, according to paleontologists, man discovered fire. Later that same day, along about suppertime, it's very likely that he invented barbecue."

— Greg Johnson and Vince Straten (Real Barbecue, 1998)

End of Term Coffee Break

Finals week is definitely stressful! To help prolong those late night study sessions, the library held an end of term coffee break during finals week. Many students enjoyed the free pick me up coffee and hot chocolate! Be on the look out for the date and time for next term's coffee break.



Taxes

Need income tax forms? Need help with preparing your taxes? There are forms and assistance available to you both online and in person.

The Public Library of Charlotte and Mecklenburg County has federal tax forms and North Carolina state income tax forms available at all of their branch locations. You will find the largest selection of forms and instruction books at the Main Branch on North Tryon Street.

Another option if you need federal income tax forms is to go to IRS Official Site at http://www.irs.gov/index.html. At this site one finds not only the forms and instruction books that can be printed out or downloaded, but also answers to frequently asked questions about taxes and the law.

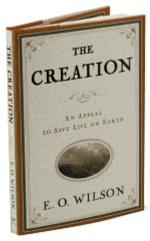
For North Carolina Incomes Taxes, the Department of Revenue website is $\frac{\text{http://www.dor.state.nc.us/index.html}}{\text{available to be printed out or downloaded. If you file state taxes in South Carolina, their website is <math display="block">\frac{\text{http://www.sctax.org/default.htm.}}{\text{http://www.sctax.org/default.htm.}}$

Free tax preparation and free e-filing is available at selected sites throughout Charlotte. You do need to call ahead and make an appointment as the volunteers are only available on specific days at specific times depending on the location. If you would like more information, check out http://plcmc.org/Services/taxes.asp where you can get a list of times and places.



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Book Club Meets to Discuss The Dechronization of Sam Magruder



This year began with a discussion of so called "Intelligent Design" and its adherents' attempts to interject religion into the science curriculum. The book club has now had its second meeting. On February 7th, Professor Brian Mooney led us in a very engaging discussion of *The Dechronization of Sam Magruder*. Utilizing this fictional tale involving time travel and dinosaurs, the group discussed a number ideas such as what it would be like to be all alone (comparisons were made to the movie *Cast Away*), whether or not one would be able to survive totally alone

without the help of any modern conveniences or technologies (the consensus was probably not for long), and, perhaps most importantly, the truly mind-boggling time scale by which evolution occurs. This latter part was emphasized by artifacts which Professor Mooney shared and a discussion about the work of geologists whose frame of reference is not decades or even centuries but thousands of years at a time.

The next book discussion will be based on the book *The Creation* by E. O. Wilson. This short text is written as a letter to those who are perhaps adherents to older ways of thinking which may even reject parts of evolution. Wilson's point in the text is to emphasize the common need for all of us to recognize and value the resources on the planet Earth whatever our spiritual beliefs. It is a profound wake up call which needs to be heard and shared. Several copies are available for checkout in the library. The discussion on *The Creation* will occur in April (stay tuned for the specific date and time).

In keeping with our general theme, I would be remiss not to point out that we celebrated "Darwin Day" in our own small way here in the library on February 12th and throughout the month of February. Upon entering the library in February you may have noticed a display of books near the reference desk. Alongside books by Darwin himself are some works by other eminent scientists who have followed in his footsteps. Their goal has been to elaborate upon actual evidence in existence (mostly fossil records) in order to provide us with as accurate a picture as possible of "how we came to be." I hope that you have noticed the display and encourage you to read up on this very important topic. While it does not give us "all the answers" their work does help one better understand the place of humankind on Earth and within the universe.

Richard Moniz

New Arrivals: Books

Arts & Sciences

Antigone (2 copies)

Childhood's End

Cultural Politics of Food and Eating

Dig Your Well Before You're Thirsty: The Only Networking Book You'll Ever Need

El Nino: Unlocking the Secrets of the Master

Weather Maker

Evolving God: A Provocative View on the Origins of Religion

Flapper

Gaia

Gaia's Revenge

In Search of Genghis Khan

In Spite of the Gods: The Rise of Modern India

Last Forest: The Amazon in the Age of Global-

ization

Mismeasure of Man

Nature's Metropolis

Networking for Career Success: 24 Lessons for

Getting to Know the Right People

Nonstop Networking: How to Improve Your

Life, Luck, and Career

Overthrow

Saving Energy, Growing Jobs

Science and Religion

Shizuko's Daughter

Starting a New Business

State of the World 2007

The Dream: Martin Luther King Jr. and the

Speech That Inspired a Nation

The Grass Dancer

The Hidden Power of Social Networks

The Industrial Revolution in World History

The Life of Thomas More

The Seven Daughters of Eve (2 extra copies)

The Southern Literary Messenger

The Worst Hard Time Unweaving the Rainbow Wicked (2 extra copies)

Business

A Stake in the Outcome: Building a Culture of Ownership for the Long-Term Success of Your Business

Alpha Male Syndrome

Apex Hides the Hurt

Boeing Versus Airbus: The Inside Story of the Greatest International Competition in Business

Business as Usual: My Entrepreneurial Journey, Profits with Principles

Change Function: Why Some Technologies Take Off and Others Crash and Burn

Color Harmony Workbook

Communicating with Patterns: Circles and Dots

Communicating with Patterns: Stripes

Designing Interactions

Dynasties: Fortunes and Misfortunes of the World's

Great Family Businesses

Essential Wooden: A Lifetime of Lessons

Fashion: A History from the 18th to the 20th Century Founders at Work: Stories of Startup's Early Days Get Out of Your Own Way: The 5 Keys to Surpassing Everyone's Expectations

Get Them on Your Side: Win Support, Convert Skep-

tics, Get Results Gianni Versare

Hardball fo Woman: Winning at the Game

iWoz: Computer Geek to Cult Icon: How I Invented the Personal Computer, Co-Founded Apple, and Had Fun Doing It

Jacqueline Kennedy: The White House Years Jeffrey Gitomer's Little Black Book of Connections Let my People go Surfing: The Education of a Reluctant Businessman

Losing my Virginity: How I've Survived, had Fun, and

Made a Fortune Doing Business My Way

Management by Baseball: The Offical Rules for Win-

ning Management in Any Field

Martha Rules: 10 Essentials for Achieving Success as

you Start, Build, or Manage a Business

Open Business Models: How to Thrive in the New In-

novation Landscape

Payback: Reaping the Rewards of Innovation Purpose: The Starting Point of Great Companies

Real Toy Story: Inside the Ruthless Battle for Amer-

ica's Youngest Consumers

Set-Up-To-Fail Syndrome: Overcoming the Undertow

of Expectations

Smartbomb: The Quest for Art, Entertainment, and Big

Bucks in the Videogame Revolution

Success Built to Last: Creating a Life That Matters

Suite Success: The Psychologist from the Apprentice Reveals What It Really Takes to Excel--In the Boardroom and in Life

The G Quotient: Why Gay Executives are Excelling as Leaders and What Every Manager Needs to Know

The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary

The T Shirt: A collection of 500 designs Think & Grow Rich: A Latino Choice

Winning: The Answers: Confronting 74 of the Toughest

Questions in Business Today

Worldchanging: A User's Guide for the 21st Century Zag: The #1 Strategy of High-Performance Brands



A Return to Cooking

All the Presidents' Pastries: Twenty-Five Years in the White House

American Dietetic Association Complete Food and Nutrition Guide

Around the World of Food: Adventures in Culinary History

Baking Boot Camp

Betty Crocker: Why It Works Insider Secrets to Great

Food

Book of Yields (2 copies)

New Arrivals: Books

Canadians at Table

Catering Like a Pro

Catering Management

Club Cuisine

Curry: A Tale of Cooks and Con-

querors

Digital Food Photography

Eat Fat, Lose Fat: The Healthy Al-

ternative to Trans Fat Entertaining Edibles Food in the Movies

Grossman's Cyclopedia The Concise Guide to Wines, Beers and Spirits

Heston Blumenthal: In Search of Perfection

Hollywood Dish How Fat Works

How to Open and Run A Successful Restaurant

Internet Guide to Herbal Remedies

Internet Guide to Medical Diets and Nutrition

Kitchen Utensils

Literary Feasts: Recipes from the Classics of Literature

Meals to come: A History of the Future of Food Mediterranean Light: Delicious Recipes from the

World's Healthiest Cuisine Melissa's Great Book of Produce Menu Designs: CD-ROM Program

My Life in France

Nutrition and Diet Therapy Evidence-Based Applica-

tions

Purchasing for Chefs: A Concise Guide

Race Day Grub

Savory Sweets: From Ingredients to Plated Desserts The Banquet: Dining in the Great Courts of Late Ren-

aissance Europe The Big Oyster

The Complete Idiot's Guide to Good Fat, Good Carb Meals

The Complete Idiot's Guide to Lowering Your Cholesterol

The Complete Idiot's Guide to Type 2 Diabetes

The Gospel of Food

The Meat Business: Devouring a Hungry Planet

The Oldways Table

The Professional Personal Chef: The Business of Doing

Business as a Personal Chef

The Raw Foods Resource Guide

The Raw Truth: The Art of Preparing Living

Foods

The Trans Fat Free Kitchen

The World Cookbook for Students (5 volumes)

To Buy or Not To Buy Organic

Trans Fats: The Hidden Killer in Our Food

Truffles

White House Chef

Women of the Vine

Wrestling with Gravy

Hospitality

10 Days that Changed America

Adventures in Wine: True Stories of Vine Atlas of Travel & Tourism Development

Balancing Senses: The Six Senses Spa Book

Brewer's Association's Guide to Starting a Brewery

Chocolates on the Pillow Aren't Enough

Chowan Beach: Remembering an African American Re-

sort

Destination Branding: Creating the Unique

Double Scotch: How Chivas Regal Exhibit Design: High Impact Solutions Fair Play in Sport: A Moral Norm System

Fair Play: The Ethics of Sport

Foodservice Organizations: A Managerial Hospitality Marketing: An Introduction

Hospitality: A Social Lens

Hotel, Restaurant, Bar, Club Design

Human Resource Management for Tourism, Hospitality

and Leisure: An International Perspective International Human Resource Management

New Arrivals: Audio Books, Books and DVDs/Videos

Island Whiskey Trail

Leisure Marketing: A Global Perspective

Management of Event Operations

Managing a Global Workforce: Challenges Managing Human Resources in Asia-Pacific

Managing Human Resources in Europe

Managing Human Resources in Latin America Managing Human Resources in the Middle East Managing Public Sport and Leisure Services

Managing Sustainable Tourism

Murderball

Napkin Folding for Every Occasion Napkins and Napkin-Folding: Practical

Reluctant Spa Director

Scotland's Malt Whiskey Distilleries

Skeptical Business Searcher: The Information

Ski Hotels

Sport and the Media: Managing the Nexus Sport Ethics: Applications for Fair Play

Sport, Media, Culture

Sport: Social Problems and Issues

Sports Ethics

Sports Journalism: Context and Issues Sports Media: Planning, Production and Strategic Management for Travel and Tourism Sustainable Tourism: Theory and Practice

The Corporation

Title IX

Traveller's History of Poland

Yeungling: A History of America's Oldest

Percolator Books

Blind Date

Ghost

Grosse Pointe Blank

Canyons

Snail Mail No More

The Devil Met a Lady

The Five People You Meet in Heaven

The Presence



Fahrenheit 9/11

Fat Albert

Fun with Dick and Jane

Just Like Heaven

Miss Congeniality 2

North Country

Sideways

The Aviator

The Exorcism of Emily Rose

The Family Stone

The Forgotten

The Manchurian Candidate

The Stepford Wives

A Time to Kill

Die Hard 2: Die Harder

Die Hard With a Vengence

Grease

The Accused

The War of the Roses



Adam's Curse

State of Fear

The Fine Art of Small Talk

Beyond Basketball: Coach K's Keywords for Success

Immortal Game: A History of Chess, or How 32 Carvevd Pieces on a Board Illuminated Our Understanding of War,

Art, Science and . . .

Lessons in Mastery

New Arrivals: Audio Books and DVDs/Videos

Make Money, Not Excuses: Wake Up, Take Charge, and

Overcome Your Financial Fears Forever

Maverick's at Work: Why the Most Originals Minds in

Business Win

Rich Dad's Cashflow Quadrant: Employee, Self-

Employed, Business Owner, or Investor...Which Is the

Best Quadrant for You?

The New American Workplace

The No Asshole Rule: Building a Civilized Workplace

and Surviving One That Isn't

The Tao of Warren Buffett: Warren Buffett's Words of

Wisdom: Quotations and Interpretations to Help Guide

You to Billionaire Wealth and Enlighten

Voice of a Leader: Vocal Awareness to Empower Your

Communication in Business and in Life

Why We Want You to Be Rich: Two Men, One Message

Working with You Is Killing Me: Freeing Yourself from

Emotional Traps at Work

Zingerman's Guide to Giving Great Service

Videos/DVDs

Clothing Care

Communication with Customers

Eve for Design

How Clothing is Sold, Merchandising Fashion

Internet Marketing and Advertising Strategies

Manners at Work

An Inconvenient Truth

Basquiat

Destination Paris

Downtown 81

Gaza Strip

Historical Jesus (DVD set)

Jackson Pollock

Jazz: A Film by Ken Burns (DVD set)

Jenin Jenin

Kandahar

Kundun

Little Buddha

Martin Scorcese Presents The Blues - A Musical Journey

Meaning From Data (DVD set)

Mrs. Parker and the Vicious Circle

Norma Rae

Origins of Great Ancient Civilizations (DVD set)

Origins of Life (DVD set)

Osama

Promises

Psychology of Human Behavior (DVD set)

Science Wars (DVD set)

Spring, Summer, Fall, Winter... and Spring

The Insider

The Life and Times of Andy Warhol: Superstar