

Carter Cleaning Company Case Study Solution

For one-semester, undergraduate/graduate level courses in Organizational Behavior. This title is a Pearson Global Edition. The Editorial team at Pearson has worked closely with educators around the world to include content which is especially relevant to students outside the United States. Vivid examples, thought-provoking activities—get students engaged in OB. George/Jones uses real-world examples, thought- and discussion-provoking learning activities to help students become more engaged in what they are learning. This text also provides the most contemporary and up-to-date account of the changing issues involved in managing people in organizations. The sixth edition features new cases, material addressing the economic crisis, and expanded coverage of ethics and workplace diversity.

Accompanied by mymanagementlab! See the hands in the air, hear the roar of discussion—be a rock star in the classroom. mymanagementlab makes it easier for you to rock the classroom by helping you hold students accountable for class preparation, and getting students engaged in the material through an array of relevant teaching and media resources. Visit mymanagementlab.com for more information.

Intermediate Accounting: IFRS Edition provides the tools global accounting students need to understand IFRS and how it is applied in practice. The emphasis on fair value, the proper accounting for financial instruments, and the

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new developments related to leasing, revenue recognition, and financial statement presentation are examined in light of current practice. Global Accounting Insights highlight the important differences that remain between IFRS and U.S. GAAP, and discuss the ongoing joint convergence efforts to resolve them.

Comprehensive, up-to-date, and accurate, Intermediate Accounting: IFRS Edition includes proven pedagogical tools, designed to help students learn more effectively and to answer the changing needs of this course.

By 1979, we knew all that we know now about the science of climate change - what was happening, why it was happening, and how to stop it. Over the next ten years, we had the very real opportunity to stop it.

Obviously, we failed. Nathaniel Rich's groundbreaking account of that failure - and how tantalizingly close we came to signing binding treaties that would have saved us all before the fossil fuels industry and politicians committed to anti-scientific denialism - is already a journalistic blockbuster, a full issue of the New York Times Magazine that has earned favorable comparisons to Rachel Carson's *Silent Spring* and John Hersey's *Hiroshima*. Rich has become an instant, in-demand expert and speaker. A major movie deal is already in place. It is the story, perhaps, that can shift the conversation. In the book *Losing Earth*, Rich is able to provide more of the context for what did - and didn't - happen in the 1980s and, more important, is able to carry the story fully into the present day and wrestle with what those past failures mean for us in 2019. It is not just an agonizing revelation of historical missed

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opportunities, but a clear-eyed and eloquent assessment of how we got to now, and what we can and must do before it's truly too late.

This popular textbook offers an inspiring and focused introduction to the study of organizational behaviour and management. The second edition builds on the fresh and innovative approach to the study of management and organization introduced in the first edition. To make the subject matter more relevant and accessible, it treats organizational behaviour as a field of activity that has many parallels with everyday life, particularly in relation to participating in organizations and institutions.

Uniquely, this textbook presents two distinct and highly contrasting perspectives on organizational behaviour, discussing the alternative critical perspectives alongside the more traditional approaches, to encourage critical thinking and debate. Each chapter has been fully updated by specialist authors who are committed to thinking differently about the field of organizational behaviour.

They effectively identify and explore the key concepts that underpin this diverse subject in their respective chapters, utilising a range of international and everyday examples. The second edition benefits from a new four-colour design and uses a variety of pedagogical features to engage students and provide a stimulating learning - and teaching - environment. This text is ideal for use on introductory undergraduate and post graduate courses in Organizational Behaviour and Management. This textbook is autopackaged with CourseMate. CourseMate brings course concepts to life with interactive learning, study, and exam preparation tools that support the

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printed textbook and the textbook-specific website. CourseMate includes an integrated eBook and interactive teaching and learning tools including quizzes, flashcards, videos, and more and an EngagementTracker, a first-of-its-kind tool that monitors student engagement in the course.

This introductory textbook describes the basics of supply chain management, manufacturing planning and control systems, purchasing, and physical distribution. The fourth edition makes additions in kanban, supply chain concepts, system selection, theory of constraints and drum-buffer-rope, and need f

a) Simplified Project Management concepts
b) Practical approaches to be applied to projects
c) Best Practices used in contemporary projects
d) Project Management Templates

International phenomenon Angie Thomas revisits Garden Heights seventeen years before the events of *The Hate U Give* in this searing and poignant exploration of Black boyhood and manhood. If there's one thing seventeen-year-old Maverick Carter knows, it's that a real man takes care of his family. As the son of a former gang legend, Mav does that the only way he knows how: dealing for the King Lords. With this money he can help his mom, who works two jobs while his dad's in prison. Life's not perfect, but with a fly girlfriend and a cousin who always has his back, Mav's got everything under control. Until, that is, Maverick finds out he's a father. Suddenly he has a baby, Seven, who depends on him for everything. But it's not so easy to sling dope, finish school, and raise a child. So when he's offered the

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chance to go straight, he takes it. In a world where he's expected to amount to nothing, maybe Mav can prove he's different. When King Lord blood runs through your veins, though, you can't just walk away. Loyalty, revenge, and responsibility threaten to tear Mav apart, especially after the brutal murder of a loved one. He'll have to figure out for himself what it really means to be a man.

In the middle of the Mojave Desert, Las Vegas casinos use billions of gallons of water for fountains, pirate lagoons, wave machines, and indoor canals. Meanwhile, the town of Orme, Tennessee, must truck in water from Alabama because it has literally run out. Robert Glennon captures the irony—and tragedy—of America's water crisis in a book that is both frightening and wickedly comical. From manufactured snow for tourists in Atlanta to trillions of gallons of water flushed down the toilet each year, *Unquenchable* reveals the heady extravagances and everyday inefficiencies that are sucking the nation dry. The looming catastrophe remains hidden as government diverts supplies from one area to another to keep water flowing from the tap. But sooner rather than later, the shell game has to end. And when it does, shortages will threaten not only the environment, but every aspect of American life: we face shuttered power plants and jobless workers, decimated fisheries and contaminated drinking water. We can't engineer our way out of the problem, either with traditional fixes or zany schemes to tow icebergs from Alaska. In fact, new demands for water, particularly the enormous supply needed for ethanol and energy production, will only

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worsen the crisis. America must make hard choices—and Glennon's answers are fittingly provocative. He proposes market-based solutions that value water as both a commodity and a fundamental human right. One truth runs throughout *Unquenchable*: only when we recognize water's worth will we begin to conserve it. This market-leading text takes a pragmatic approach emphasizing the strategic role of human resources. Comprehensive, research-based coverage includes all major topics identified on the Human Resource Certification Institutes Content Outline. Coverage includes a global chapter, expanded coverage of diversity, new material on performance management, and current hot topics such as self-directed work teams, shamrock organization, broadbanding, competency-based pay systems, job security, violence in the workplace, and how organizational commitment affects production, quality, and service.

Incentives are inducements that aim to enhance the value of an offering by increasing its benefits or, more frequently, by reducing its costs. The ultimate goal of incentives is to incite action on the part of the company's target customers, collaborators, and employees. Because they typically are used to increase sales volume, incentives are often referred to as sales promotions. The key aspects of designing and managing incentives are the focus of this note. The discussion of managing incentives is complemented by an in-depth overview of sampling as a promotional tool and an outline of the game-theory view of sales promotions. This note is an excerpt (Chapter 13) from *Strategic Marketing*

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Management: Theory and Practice by Alexander Chernev (Cerebellum Press, 2019).

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. A Framework for Human Resource Management provides readers and practicing managers with a concise yet thorough review of essential HR management concepts—including fundamental practices, methods, topics, and relevant legal findings—in a highly readable and accessible format.

“[A] winningly obsessive history of our relationship with underground places” (The Guardian), from sacred caves and derelict subway stations to nuclear bunkers and ancient underground cities—an exploration of the history, science, architecture, and mythology of the worlds beneath our feet NAMED ONE OF THE BEST BOOKS OF THE YEAR BY NPR When Will Hunt was sixteen years old, he discovered an abandoned tunnel that ran beneath his house in Providence, Rhode Island. His first tunnel trips inspired a lifelong fascination with exploring underground worlds, from the derelict subway stations and sewers of New York City to sacred caves, catacombs, tombs, bunkers, and ancient underground cities in more than twenty countries around the world. Underground is both a personal exploration of Hunt’s obsession and a panoramic study of how we are all connected to the underground, how caves and other dark hollows have frightened and enchanted us through the ages. In a narrative spanning continents and epochs, Hunt follows a cast of subterraneaphiles who have

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dedicated themselves to investigating underground worlds. He tracks the origins of life with a team of NASA microbiologists a mile beneath the Black Hills, camps out for three days with urban explorers in the catacombs and sewers of Paris, descends with an Aboriginal family into a 35,000-year-old mine in the Australian outback, and glimpses a sacred sculpture molded by Paleolithic artists in the depths of a cave in the Pyrenees. Each adventure is woven with findings in mythology and anthropology, natural history and neuroscience, literature and philosophy. In elegant and graceful prose, Hunt cures us of our “surface chauvinism,” opening our eyes to the planet’s hidden dimension. He reveals how the subterranean landscape gave shape to our most basic beliefs and guided how we think about ourselves as humans. At bottom, *Underground* is a meditation on the allure of darkness, the power of mystery, and our eternal desire to connect with what we cannot see. Praise for *Underground* “A mesmerizingly fascinating tale . . . I could not stop reading this beautifully written book.”—Michael Finkel, author of *The Stranger in the Woods* “Few books have blown my mind so totally, and so often. In Will Hunt’s nimble hands, excursion becomes inversion, and the darkness turns luminous. There are echoes of Sebald, Calvino, and Herzog in his elegant and enigmatic voice, but also real warmth and humor. . . . An intrepid—but far from fearless—journey, both theoretically and terrestrially.”—Robert Moor, *New York Times* bestselling author of *On Trails*

Delve into the core of ethics today in your course with the latest practical, applied coverage found in

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Ferrell/Fraedrich/Ferrell's BUSINESS ETHICS 2009 UPDATE. Whether you use this book as a supplement or primary text in your undergraduate or graduate course, the accessible, up-to-date approach provides unmatched insights into the complex environment in which contemporary managers make ethical decisions. The book's solid managerial framework and new updates highlight the latest developments in ethics and how they relate to overall ethics concepts, processes, and best practices used throughout successful business ethics programs. Your students see how ethics can play a critical role in key strategic business decisions.

Captivating new cases and engaging examples reflect today's most recent business developments and crises. Rather than focusing on intellectual reasoning alone or a philosophical discussion of ideas, the book's proven learning features help students prepare and practice confronting the types of actual ethical dilemmas they will face in today's business world. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

WITH AN INTRODUCTION BY HELEN SIMPSON From familiar fairy tales and legends "Red Riding Hood, Bluebeard, Puss in Boots, Beauty and the Beast, vampires and werewolves" Angela Carter has created an absorbing collection of dark, sensual, fantastic stories.

A compilation of 3M voices, memories, facts and experiences from the company's first 100 years.

A strategy text on value creation with case studies The ninth edition of Contemporary Strategy Analysis: Text

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and Cases focuses on the fundamentals of value creation with an emphasis on practicality. Topics in this edition include: platform-based competition and ecosystems of related industries; the role of strategy making processes; mergers, acquisitions and alliances; and strategy implementation. Within the twenty case studies, students will find leading companies that are familiar to them. This strategy analysis text is suitable for MBA and advanced undergraduate students.

This is a print on demand edition of a hard to find publication. Explores whether sufficient data exists to examine the temporal and spatial relationships that existed in terrorist group planning, and if so, could patterns of preparatory conduct be identified? About one-half of the terrorists resided, planned, and prepared for terrorism relatively close to their eventual target. The terrorist groups existed for 1,205 days from the first planning meeting to the date of the actual/planned terrorist incident. The planning process for specific acts began 2-3 months prior to the terrorist incident. This study examined selected terrorist groups/incidents in the U.S. from 1980-2002. It provides for the potential to identify patterns of conduct that might lead to intervention prior to the commission of the actual terrorist incidents. Illustrations.

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requests from law enforcement executives for guidance in intelligence functions in a post-September 11 world. It will help law enforcement agencies develop or enhance their intelligence capacity and enable them to fight terrorism and other crimes while preserving community policing relationships. The world of law enforcement intelligence has changed dramatically since September 11, 2001. State, local, and tribal law enforcement agencies have been tasked with a variety of new responsibilities; intelligence is just one. In addition, the intelligence discipline has evolved significantly in recent years. As these various trends have merged, increasing numbers of American law enforcement agencies have begun to explore, and sometimes embrace, the intelligence function. This guide is intended to help them in this process. The guide is directed primarily toward state, local, and tribal law enforcement agencies of all sizes that need to develop or reinvigorate their intelligence function. Rather than being a manual to teach a person how to be an intelligence analyst, it is directed toward that manager, supervisor, or officer who is assigned to create an intelligence function. It is intended to provide ideas, definitions, concepts, policies, and resources. It is a primera place to start on a new managerial journey. Every law enforcement agency in the United States, regardless of agency size, must have the capacity to understand the implications of information collection, analysis, and intelligence sharing. Each agency must have an organized mechanism to receive and manage intelligence as well as a mechanism to report and share critical information with other law

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enforcement agencies. In addition, it is essential that law enforcement agencies develop lines of communication and information-sharing protocols with the private sector, particularly those related to the critical infrastructure, as well as with those private entities that are potential targets of terrorists and criminal enterprises. Not every agency has the staff or resources to create a formal intelligence unit, nor is it necessary in smaller agencies. This document will provide common language and processes to develop and employ an intelligence capacity in SLTLE agencies across the United States as well as articulate a uniform understanding of concepts, issues, and terminology for law enforcement intelligence (LEI). While terrorism issues are currently most pervasive in the current discussion of LEI, the principles of intelligence discussed in this document apply beyond terrorism and include organized crime and entrepreneurial crime of all forms. Drug trafficking and the associated crime of money laundering, for example, continue to be a significant challenge for law enforcement. Transnational computer crime, particularly Internet fraud, identity theft cartels, and global black marketeering of stolen and counterfeit goods, are entrepreneurial crime problems that are increasingly being relegated to SLTLE agencies to investigate simply because of the volume of criminal incidents. Similarly, local law enforcement is being increasingly drawn into human trafficking and illegal immigration enterprises and the often associated crimes related to counterfeiting of official documents, such as passports, visas, driver's licenses, Social Security cards, and credit cards. All

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require an intelligence capacity for SLTLE, as does the continuation of historical organized crime activities such as auto theft, cargo theft, and virtually any other scheme that can produce profit for an organized criminal entity. To be effective, the law enforcement community must interpret intelligence-related language in a consistent manner. In addition, common standards, policies, and practices will help expedite intelligence sharing while at the same time protecting the privacy of citizens and preserving hard-won community policing relationships.~ "[This book is] the most authoritative assessment of the advantages and disadvantages of recent trends toward the commercialization of health care," says Robert Pear of The New York Times. This major study by the Institute of Medicine examines virtually all aspects of for-profit health care in the United States, including the quality and availability of health care, the cost of medical care, access to financial capital, implications for education and research, and the fiduciary role of the physician. In addition to the report, the book contains 15 papers by experts in the field of for-profit health care covering a broad range of topics--from trends in the growth of major investor-owned hospital companies to the ethical issues in for-profit health care. "The report makes a lasting contribution to the health policy literature."--Journal of Health Politics, Policy and Law.

How can I get motivated when my mental energy feels like ... mush? Life insists we do things like: - Get out of bed. - Study for exams. - Show up for work. - Think about exercise. - Make sales calls. The list goes on and on. There are so many mind-numbing things we know

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we should do, but our minds and bodies say, "No!" So what do we really need? How about strategies we can actually use? Instead of feeling defeated and sluggish, we can take iron-fisted control of our minds and get motivated in less than 60 seconds. We can struggle, feel guilty, and fight motivation fatigue for the rest of our lives, or we can learn how to be smarter than our unmotivated brains. Life is short. Let's feel motivated to do what we have to do. No need to suffer. Let our minds work for us, instead of against us. Scroll up and start reading this book now!

Bridging the fields of conservation, art history, and museum curating, this volume contains the principal papers from an international symposium titled "Historical Painting Techniques, Materials, and Studio Practice" at the University of Leiden in Amsterdam, Netherlands, from June 26 to 29, 1995. The symposium—designed for art historians, conservators, conservation scientists, and museum curators worldwide—was organized by the Department of Art History at the University of Leiden and the Art History Department of the Central Research Laboratory for Objects of Art and Science in Amsterdam. Twenty-five contributors representing museums and conservation institutions throughout the world provide recent research on historical painting techniques, including wall painting and polychrome sculpture. Topics cover the latest art historical research and scientific analyses of original techniques and materials, as well as historical sources, such as medieval treatises and descriptions of painting techniques in historical literature. Chapters include the painting methods of Rembrandt and Vermeer, Dutch 17th-century landscape painting, wall paintings in English churches, Chinese paintings on paper and canvas, and Tibetan thangkas. Color plates and black-and-white

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photographs illustrate works from the Middle Ages to the 20th century.

The scientific research enterprise is built on a foundation of trust. Scientists trust that the results reported by others are valid. Society trusts that the results of research reflect an honest attempt by scientists to describe the world accurately and without bias. But this trust will endure only if the scientific community devotes itself to exemplifying and transmitting the values associated with ethical scientific conduct. *On Being a Scientist* was designed to supplement the informal lessons in ethics provided by research supervisors and mentors. The book describes the ethical foundations of scientific practices and some of the personal and professional issues that researchers encounter in their work. It applies to all forms of research--whether in academic, industrial, or governmental settings--and to all scientific disciplines. This third edition of *On Being a Scientist* reflects developments since the publication of the original edition in 1989 and a second edition in 1995. A continuing feature of this edition is the inclusion of a number of hypothetical scenarios offering guidance in thinking about and discussing these scenarios. *On Being a Scientist* is aimed primarily at graduate students and beginning researchers, but its lessons apply to all scientists at all stages of their scientific careers.

IPCC Report on sources, capture, transport, and storage of CO₂, for researchers, policy-makers and engineers.

For most citizens, buying a residential property (dwelling) is the most important transaction during their lifetime.

Residential properties represent the most significant component of households' expenses and, at the same time, their most valuable assets. The Residential Property Prices Indices (RPPIs) are index numbers measuring the rate at which the prices of residential properties are changing over time. RPPIs are key statistics not only for citizens and

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households across the world, but also for economic and monetary policy makers. Among their professional uses, they serve, for example, to monitor macroeconomic imbalances and risk exposure of the financial sector. This Handbook provides, for the first time, comprehensive guidelines for the compilation of RPPIs and explains in depth the methods and best practices used to calculate an RPPI. It also examines the underlying economic and statistical concepts and defines the principles guiding the methodological and practical choices for the compilation of the indices. The Handbook primarily addresses official statisticians in charge of producing residential property price indices; at the same time, it addresses the overall requirement on RPPIs by providing a harmonised methodological and practical framework to all parties interested in the compilation of such indices. The RPPIs Handbook has been written by leading academics in index number theory and by recognised experts in RPPIs compilation. Its development has been coordinated by Eurostat, the statistical office of the European Union, with the collaboration of the International Labour Organization (ILO), International Monetary Fund (IMF), Organisation for Economic Co-operation and Development (OECD), United Nations Economic Commission for Europe (UNECE) and the World Bank.

This true story of an epic courtroom showdown, where two of the nation's largest corporations were accused of causing the deaths of children from water contamination, was a #1 national bestseller and winner of the National Book Critics Circle Award. Described as “a page-turner filled with greed, duplicity, heartache, and bare-knuckle legal brinksmanship by The New York Times, A Civil Action is the searing, compelling tale of a legal system gone awry—one in which greed and power fight an unending struggle against justice. Yet it is also the story of how one man can ultimately make a difference.

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Representing the bereaved parents, the unlikeliest of heroes emerges: a young, flamboyant Porsche-driving lawyer who hopes to win millions of dollars and ends up nearly losing everything, including his sanity. With an unstoppable narrative power reminiscent of Truman Capote's *In Cold Blood*, *A Civil Action* is an unforgettable reading experience that will leave the reader both shocked and enlightened. *A Civil Action* was made into a movie starring John Travolta and Robert Duvall. It has long been assumed that product innovations are usually developed by product manufacturers, but this book shows that innovation occurs in different places in different industries.

Neuroscience is, by definition, a multidisciplinary field: some scientists study genes and proteins at the molecular level while others study neural circuitry using electrophysiology and high-resolution optics. A single topic can be studied using techniques from genetics, imaging, biochemistry, or electrophysiology. Therefore, it can be daunting for young scientists or anyone new to neuroscience to learn how to read the primary literature and develop their own experiments. This volume addresses that gap, gathering multidisciplinary knowledge and providing tools for understanding the neuroscience techniques that are essential to the field, and allowing the reader to design experiments in a variety of neuroscience disciplines. Written to provide a "hands-on" approach for graduate students, postdocs, or anyone new to the neurosciences Techniques within one field are compared, allowing readers to select the best techniques for their own work Includes key articles, books, and protocols for additional detailed study Data analysis boxes in each chapter help with data interpretation and offer guidelines on how best to represent results Walk-through boxes guide readers step-by-step through experiments

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0132994909 / 9780132994903 Fundamentals of Human Resource Management 0133020215 / 9780133020212 MyManagementLab with Pearson eText -- Access Card -- for Fundamentals of Human Resource Management Human Resource Management Strategic Analysis Text and Cases has been designed to provide the comprehensive knowledge about the subject. The book combines the operational as well as the strategic aspects of HRM. It presents detailed coverage of the principles and concepts of HRM including its strategic aspects. The text provides logical and analytical application of the concepts. The strategic analysis involves integrative approach of HRM with strategic management. Case studies have been given at the end of each chapter to make subject more practical and analytical. Salient Features of the book * Covers all relevant topics of HRM * Integrates operational HRM with strategic management * Inspires managerial actions to successfully deal with the challenges and emerging trends in HRM * Provides holistic view of global HRM * Simple and readers friendly language * Invaluable text For The students of MBA, M.Com., and other post graduate students who are specializing in HRM * Useful guide for HR professionals and executives of corporate section

Inflation-forecast targeting is state of the art for monetary policy. This book explores first principles, including managing short-term policy trade-offs. The book also outlines efficient operational procedures and reviews the experiences of Canada, the Czech Republic, and India. The analysis highlights the need for assertive policies and maximum transparency.

#1 NEW YORK TIMES BESTSELLER • “The story of modern medicine and bioethics—and, indeed, race relations—is refracted beautifully, and movingly.”—Entertainment Weekly
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STARRING OPRAH WINFREY AND ROSE BYRNE • ONE OF THE “MOST INFLUENTIAL” (CNN), “DEFINING” (LITHUB), AND “BEST” (THE PHILADELPHIA INQUIRER) BOOKS OF THE DECADE • ONE OF ESSENCE’S 50 MOST IMPACTFUL BLACK BOOKS OF THE PAST 50 YEARS • WINNER OF THE CHICAGO TRIBUNE HEARTLAND PRIZE FOR NONFICTION NAMED ONE OF THE BEST BOOKS OF THE YEAR BY The New York Times Book Review • Entertainment Weekly • O: The Oprah Magazine • NPR • Financial Times • New York • Independent (U.K.) • Times (U.K.) • Publishers Weekly • Library Journal • Kirkus Reviews • Booklist • Globe and Mail

Her name was Henrietta Lacks, but scientists know her as HeLa. She was a poor Southern tobacco farmer who worked the same land as her slave ancestors, yet her cells—taken without her knowledge—became one of the most important tools in medicine: The first “immortal” human cells grown in culture, which are still alive today, though she has been dead for more than sixty years. HeLa cells were vital for developing the polio vaccine; uncovered secrets of cancer, viruses, and the atom bomb’s effects; helped lead to important advances like in vitro fertilization, cloning, and gene mapping; and have been bought and sold by the billions. Yet Henrietta Lacks remains virtually unknown, buried in an unmarked grave. Henrietta’s family did not learn of her “immortality” until more than twenty years after her death, when scientists investigating HeLa began using her husband and children in research without informed consent. And though the cells had launched a multimillion-dollar industry that sells human biological materials, her family never saw any of the profits. As Rebecca Skloot so brilliantly shows, the story of the Lacks family—past and present—is inextricably connected to the dark history of experimentation on African Americans, the birth of bioethics, and the legal battles over whether we control the

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stuff we are made of. Over the decade it took to uncover this story, Rebecca became enmeshed in the lives of the Lacks family—especially Henrietta’s daughter Deborah. Deborah was consumed with questions: Had scientists cloned her mother? Had they killed her to harvest her cells? And if her mother was so important to medicine, why couldn’t her children afford health insurance? Intimate in feeling, astonishing in scope, and impossible to put down, *The Immortal Life of Henrietta Lacks* captures the beauty and drama of scientific discovery, as well as its human consequences.

The New York Times and USA Today bestseller! "...a hauntingly atmospheric love letter to the first mobile library in Kentucky and the fierce, brave packhorse librarians who wove their way from shack to shack dispensing literacy, hope, and — just as importantly — a compassionate human connection."—Sara Gruen, author of *Water for Elephants*

The hardscrabble folks of Troublesome Creek have to scrap for everything—everything except books, that is. Thanks to Roosevelt's Kentucky Pack Horse Library Project, Troublesome's got its very own traveling librarian, Cussy Mary Carter. Cussy's not only a book woman, however, she's also the last of her kind, her skin a shade of blue unlike most anyone else. Not everyone is keen on Cussy's family or the Library Project, and a Blue is often blamed for any whiff of trouble. If Cussy wants to bring the joy of books to the hill folks, she's going to have to confront prejudice as old as the Appalachias and suspicion as deep as the holler. Inspired by the true blue-skinned people of Kentucky and the brave and dedicated Kentucky Pack Horse library service of the 1930s, *The Book Woman of Troublesome Creek* is a story of raw courage, fierce strength, and one woman's belief that books can carry us anywhere—even back home. Additional Praise for *The Book Woman of Troublesome Creek*: "A unique story

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about Appalachia and the healing power of the written word."—Kirkus "A timeless and significant tale about poverty, intolerance and how books can bring hope and light to even the darkest pocket of history."—Karen Abbott, New York Times bestselling author of Liar Temptress Soldier Spy "Emotionally resonant and unforgettable, The Book Woman of Troublesome Creek is a lush love letter to the redemptive power of books."—Joshilyn Jackson, New York Times and USA Today bestselling author of The Almost Sisters

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