

## The Compassionate Geek

The desire to create, to write, to fulfil our artistic dreams is a powerful human need. Yet the number of people who make a living solely by their pen is actually quite small. What does that mean for the rest of us, the self-described writing geeks, who are passionate about writing and who still want to sustain successful literary lives? What does it really mean to find time to build a rewarding writing life while pursuing a career, being a partner or raising a family, in the distracted, time-deprived, 21st-century? In *The Geek's Guide to the Writing Life*, based on her Huffington Post blog of the same name, Stephanie Vanderslice shares the secrets and tools to developing a successful, rewarding writing practice in a way that inspires the reader to persevere through the inevitable lows and even the highs of a literary life, so that anyone can pursue the path to realizing their artistic dreams.

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

In war, no one is safe. War has come to Thornstone, Tarkin's Point, and Thoriddon, throwing all three nations into chaos. Led by the demon lord Vagborar, the legions of orcs are bent on nothing less than the total annihilation of both human and dwarf. With their

demonic allies, they just might succeed. But not without a fight. As Serena tries to find answers and a path to victory, Orin and Brom fight with both sword and spell to turn back the tide of darkness. Beside them are a kingdom of dwarves and a city of humans, but even they may not be enough to beat back such a force. If they hope to survive, they need to come together, but with each nation under siege, uniting as one is easier said than done. When one of them is freed from battle, hope is rekindled, but prejudices rise to the surface, threatening everything. If any of them hope to survive, past actions and old hatreds must be forgotten. Hard decisions and painful sacrifices must be made. And pride and egotism must be set aside for the greater good. If not, a new age of evil will dawn upon the world.

Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, *The Compassionate Geek* is the definitive guide for delivering amazing customer service to customers and end-users. Filled with practical tips, best practices and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Each chapter contains a reflection and discussion section to help improve customer service skills. Inside are lots of personal stories and examples of mistakes made and lessons

learned in addition to an entire chapter on overcoming personal and professional obstacles. All of the information is presented in a straightforward style that can be understood and used right away. There's nothing foo-foo, just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end-users. Here's what you'll find:

- The four intrinsic qualities of great customer service providers
- Customer service tips on how to say no without alienating your customer or end user
- Best practices for communicating with email, including examples
- Best practices for communicating using chat and texting
- Ten tips for being a good listener
- Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques
- A six-step flow chart for handling customer and end user calls
- Customer service skills to use when the customer or end user is wrong
- How to work with the different generations in the workplace
- Motivational stories of human triumph with reflection and discussion questions
- Techniques for overcoming personal and professional obstacles

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

Book #1 in The Match Series - from USA Today Bestselling Author Barbara Dunlop, a comedic, contemporary romance series featuring the high-tech antics of matchmaking senior citizens unleashed on their unsuspecting heirs. Morgan Holbrook has a PhD in jet propulsion, a plum research position at CalTech and a sexy, new neighbor who is way out of his league. He's got all the confidence in the world where it comes to applied physics, but he's never been the guy who gets the girl. Cheerleader Amelia

Camden has sworn off boyfriends, focusing instead on her budding acting career. But when her nerdy, next door neighbor passes up his high school reunion, party enthusiast Amelia is determined to change his mind. Wanting his former classmates to appreciate Morgan the way she does, as a brilliant, compassionate, engaging man, she goads him into a haircut, a great suit and a pair of contact lenses. Morgan plays along with the sexy Amelia. Who wouldn't? But when her flattery turns to flirtation, he knows it's all part of the act.

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

recovery, and security. There's even an entire chapter on the new Internet Protocol version 6 (IPv6). Here's just some of what you'll find: How to configure and manage access lists How to set up a site-to-site VPN How to implement IPv6 All the information is presented in a straightforward style that you can understand and use right away. With *The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide* you'll be able to sit down with your routers and build a working configuration in a matter of minutes. Of course, some of the more advanced configs may take a little longer, but even so, you'll be able to "get 'er done" in a minimal amount of time. In addition, there are supporting videos and a supporting webpage to provide even more help and updated information.

*The Stakes Have Never Been Higher...* An avid gamer, Jamie Marten loves to escape into online adventure. But when she falls through an antique mirror into a lavish bedchamber—200 years in the past!—she realizes she may have escaped a little too far. Micah Axelby, Earl of Dunnington, has just kicked one mistress out of his bed and isn't looking to fill it with another—least of all this sassy, nearly naked woman who claims to be from the future. Yet something about her is undeniably enticing... Jamie and Micah are worlds apart. He's a peer of the realm. She can barely make rent. He's horse-drawn. She's Wi-Fi. But in the game of love, these two will

risk everything to win.

Acclaimed author Emery Lord pens another gorgeous story of best friends, new love, and second chances. \*

"Will inspire readers." --SLJ, starred review It's been a

year since it happened--when Paige Hancock's first boyfriend died in an accident. After shutting out the world

for two years, Paige is finally ready for a second chance at high school . . . and she has a plan. First: Get her old

crush, Ryan Chase, to date her--the perfect way to

convince everyone she's back to normal. Next: Join a club--simple, it's high school after all. But when Ryan's

sweet, nerdy cousin, Max, moves to town and recruits Paige for the Quiz Bowl team (of all things!) her perfect

plan is thrown for a serious loop. Will Paige be able to face her fears and finally open herself up to the life she

was meant to live? Acclaim for *The Start of Me and You*

A Huffington Post Top YA Books of 2015 One of

PopSugar's Best YA Books of 2015

The Mindful Geek tells you how to derive the real world

benefits of hardcore mindfulness meditation without

drinking the metaphysical Kool-Aid. Meditation teacher,

Michael W. Taft gives you step-by-step instructions in the powerful and reliable techniques of mindfulness

meditation, and outlines the psychological and neuroscientific research underpinning these practices.

By treating mindfulness as a scientifically-based,

psychological technique, you can keep your atheistic or

agnostic secular skepticism and still maintain a powerful, regular, and deeply effective meditation practice. That's

because meditation doesn't require you to believe in it to

work. Like any good technology, if you use it correctly, it

## Download Ebook The Compassionate Geek

will do the job reliably whether you believe in it or not. And-make no mistake-meditation is a kind of technology; a technology for hacking the human wetware in order to improve your life. This book is a practical, hands-on manual about how to make the most of that technology for yourself. If you are smart, skeptical, technically-inclined, and have a desire to see what meditation is really all about, this book is for you. Michael has taught a lot of meditation programs at tech corporations like Google, so this material has been field-tested on some world-class geeks.

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

We all need a place to escape from the real world. For Divya and Aaron, it's the world of online gaming. While Divya trades her rising-star status for sponsorships to help her struggling single mom pay rent, Aaron plays as a way to fuel his own dreams of becoming a game developer – and as a way to disappear when his mom starts talking about medical school. After a chance online meeting, the pair decides to team up – but soon find themselves the targets of a group of internet trolls who begin launching a real-world doxxing campaign, threatening Aaron's dream and Divya's actual life. They think can drive her out of the game, but Divya's whole world is on the line... And she isn't going down without a fight. "Wonderfully geeky and deeply compassionate." —Marieke Nijkamp, #1 New York Times Bestselling Author

Shares the author's adventures as a young man that led him to a life of service as both a humanitarian and a

Navy SEAL.

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

Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, The Compassionate Geek was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, The Compassionate Geek is a quick read with equally fast

results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users.

A tour through the groundbreaking science behind the enigmatic, but crucial, brain developments of adolescence and how those translate into teenage behavior The brain creates every feeling, emotion, and desire we experience, and stores every one of our memories. And yet, until very recently, scientists believed our brains were fully developed from childhood on. Now, thanks to imaging technology that enables us to look inside the living human brain at all ages, we know that this isn't so. Professor Sarah-Jayne Blakemore, one of the world's leading researchers into adolescent neurology, explains precisely what is going on in the complex and fascinating brains of teenagers--namely that the brain goes on developing and changing right through adolescence--with profound implications for the adults these young people will become. Drawing from cutting-edge research, including her own, Blakemore shows: How an adolescent brain differs from those of

children and adults Why problem-free kids can turn into challenging teens What drives the excessive risk-taking and all-consuming relationships common among teenagers And why many mental illnesses--depression, addiction, schizophrenia--present during these formative years Blakemore's discoveries have transformed our understanding of the teenage mind, with consequences for law, education policy and practice, and, most of all, parents.

The epic battle between humankind and their godlike rulers finally ignites in the masterful follow-up to *Age of Myth* and *Age of Swords*. The alliance of humans and renegade Fhrey is fragile—and about to be tested as never before. Persephone keeps the human clans from turning on one another through her iron will and a compassionate heart. The arrogant Fhrey are barely held in check by their leader, Nyphron, who seeks to advance his own nefarious agenda through a loveless marriage that will result in the betrayal of the person Persephone loves most: Raithe, the God Killer. As the Fhrey overlords marshal their army and sorcerers to crush the rebellion, old loyalties will be challenged while fresh conspiracies will threaten to undo all that Persephone has accomplished. In the darkest hour, when hope is all but lost, new heroes will rise . . . but at what terrible cost? Magic, fantasy, and mythology collide in Michael J. Sullivan's *Legends of the First Empire* series: **AGE OF MYTH • AGE OF SWORDS • AGE OF WAR**

Julian "Quinn" Quintero, a gruff, tough Miami SWAT officer, has been injured on the job, and all he's looking for is a little peace and quiet to recover--difficult to

achieve with his large Cuban family. An adventure in picking up his prescriptions puts him in the path of his geeky, brownie-baking neighbor, Spencer Morgan. Spencer sweeps into Quinn's life like a tropical storm of sunshine and rainbows. Not surprisingly, it's chaos at first sight. Quinn's in need of a little tender loving care, and Spencer decides he's just the man for the job. Their very different lives might clash, but they might also find some common ground—and maybe more.

#1 NEW YORK TIMES BESTSELLER • Now a major motion picture directed by Steven Spielberg.

“Enchanting . . . Willy Wonka meets The Matrix.”—USA Today • “As one adventure leads expertly to the next, time simply evaporates.”—Entertainment Weekly A world at stake. A quest for the ultimate prize. Are you ready? In the year 2045, reality is an ugly place. The only time Wade Watts really feels alive is when he’s jacked into the OASIS, a vast virtual world where most of humanity spends their days. When the eccentric creator of the OASIS dies, he leaves behind a series of fiendish puzzles, based on his obsession with the pop culture of decades past. Whoever is first to solve them will inherit his vast fortune—and control of the OASIS itself. Then Wade cracks the first clue. Suddenly he’s beset by rivals who’ll kill to take this prize. The race is on—and the only way to survive is to win. NAMED ONE OF THE BEST BOOKS OF THE YEAR BY Entertainment Weekly • San Francisco Chronicle • Village Voice • Chicago Sun-Times • iO9 • The AV Club “Delightful . . . the grown-up’s Harry Potter.”—HuffPost “An addictive read . . . part intergalactic scavenger hunt, part romance, and all

heart.”—CNN “A most excellent ride . . . Cline stuffs his novel with a cornucopia of pop culture, as if to wink to the reader.”—Boston Globe “Ridiculously fun and large-hearted . . . Cline is that rare writer who can translate his own dorky enthusiasms into prose that’s both hilarious and compassionate.”—NPR “[A] fantastic page-turner . . . starts out like a simple bit of fun and winds up feeling like a rich and plausible picture of future friendships in a world not too distant from our own.”—iO9

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

and secure a job offer, the skills needed to obtain and maintain an IT position, and authoritative information on how to establish a career path in the IT field. Explore careers in the IT Help Desk field and establish the path you want to follow Plan for post-education certifications and training to make yourself more marketable Get expert guidance for creating a winning resume and cover letter Prepare for your IT Help Desk interview Loaded with simple, straight-forward advice, Getting an IT Help Desk Job For Dummies is your all-in-one guide to starting your IT career on the right foot!

"We cannot change the cards we are dealt, just how we play the hand."---Randy Pausch A lot of professors give talks titled "The Last Lecture." Professors are asked to consider their demise and to ruminate on what matters most to them. And while they speak, audiences can't help but mull the same question: What wisdom would we impart to the world if we knew it was our last chance? If we had to vanish tomorrow, what would we want as our legacy? When Randy Pausch, a computer science professor at Carnegie Mellon, was asked to give such a lecture, he didn't have to imagine it as his last, since he had recently been diagnosed with terminal cancer. But the lecture he gave--"Really Achieving Your Childhood Dreams"--wasn't about dying. It was about the importance of overcoming obstacles, of enabling the dreams of others, of seizing every moment (because "time is all you have...and you may find one day that you have less than you think"). It was a summation of everything Randy had come to believe. It was about living. In this book, Randy Pausch has combined the

humor, inspiration and intelligence that made his lecture such a phenomenon and given it an indelible form. It is a book that will be shared for generations to come.

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

Graduating from their school's special education program, Quincy and Bidy are placed together in their first independent apartment and discover unexpected things they have in common in the face of past challenges and a harrowing trauma.

Congressman John Lewis (GA-5) is an American icon, one of the key figures of the civil rights movement. His commitment to justice and nonviolence has taken him from an Alabama sharecropper's farm to the halls of Congress, from a segregated schoolroom to the 1963 March on Washington, and from receiving beatings from state troopers to receiving the Medal of Freedom from

the first African-American president. Now, to share his remarkable story with new generations, Lewis presents *March*, a graphic novel trilogy, in collaboration with co-writer Andrew Aydin and New York Times best-selling artist Nate Powell (winner of the Eisner Award and LA Times Book Prize finalist for *Swallow Me Whole*). *March* is a vivid first-hand account of John Lewis' lifelong struggle for civil and human rights, meditating in the modern age on the distance traveled since the days of Jim Crow and segregation. Rooted in Lewis' personal story, it also reflects on the highs and lows of the broader civil rights movement. Book One spans John Lewis' youth in rural Alabama, his life-changing meeting with Martin Luther King, Jr., the birth of the Nashville Student Movement, and their battle to tear down segregation through nonviolent lunch counter sit-ins, building to a stunning climax on the steps of City Hall. Many years ago, John Lewis and other student activists drew inspiration from the 1958 comic book *Martin Luther King and the Montgomery Story*. Now, his own comics bring those days to life for a new audience, testifying to a movement whose echoes will be heard for generations. A breakthrough parenting book that redefines the meaning of 'geek' and inspires parents to free themselves and their kids from the 'culture of cool.' In a world of superficial values, peer pressure, and out-of-control consumerism, the world needs more GEEKS: Genuine, Enthusiastic, Empowered Kids. Today's 'culture of cool' has changed the way kids grow up. Rather than enjoying innocent childhoods

while developing strong, authentic characters, today's kids can become cynical 'even jaded' as they absorb the dangerous messages and harmful influences of a dominant popular culture that encourages materialism, high-risk behaviors, and a state of pseudo-adulthood. Author and mother of four Marybeth Hicks suggests an alternative: bringing up geeks. In this groundbreaking book, she shows parents how they can help their children gain the enthusiasm to pursue their passions, not just the latest fashions; the confidence to resist peer pressure and destructive behaviors; the love of learning that helps them excel at school and in life; and the maturity to value family as well as friends, as well as make good moral decisions. With a foundation like that, kids will grow up to be the coolest adults.

“Readers...will be enamored by this blend of history, mystery, and superpowered action.” —Booklist (starred review) “Has the exciting pace of a superhero adventure.” —Kirkus Reviews Hidden Figures meets Wonder Woman in this action-packed, comic-inspired adventure about a brilliant girl puzzler who discovers she’s part of a superhero team—the first in a new series! Josie O’Malley does a lot to help out Mam after her father goes off to fight the Nazis, but she wishes she could do more—like all those caped heroes who now seem to have disappeared. If Josie can’t fly and control weather

like her idol, Zenobia, maybe she can put her math smarts to use cracking puzzles for the government. After an official tosses out her puzzler test because she's a girl, it soon becomes clear that an even more top-secret agency has its eye on Josie, along with two other applicants: Akiko and Mae. The trio bonds over their shared love of female superhero celebrities, from Hauntima to Zenobia to Hopscotch. But during one extraordinary afternoon, they find themselves transformed into the newest (and youngest!) superheroes in town. As the girls' abilities slowly begin to emerge, they learn that their skills will be crucial in thwarting a shapeshifting henchman of Hitler, and, just maybe, in solving an even larger mystery about the superheroes who've recently gone missing. Inspired by remarkable real-life women from World War II—the human computers and earliest programmers called “the ENIAC Six”—this pulse-pounding adventure features bold action and brave thinking, with forty-eight pages of comic book style graphic panels throughout the book. Readers will want to don their own capes for an adventure, and realize they have the power to be a superhero, too!

In 2004, Kentaro Toyama, an award-winning computer scientist, moved to India to start a new research group for Microsoft. Its mission: to explore novel technological solutions to the world's persistent social problems. Together with his team, he invented

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

shows that even in a world steeped in technology, social challenges are best met with deeply social solutions.

“McGonigal is a clear, methodical writer, and her ideas are well argued. Assertions are backed by countless psychological studies.” —The Boston Globe “Powerful and provocative . . . McGonigal makes a persuasive case that games have a lot to teach us about how to make our lives, and the world, better.” —San Jose Mercury News “Jane McGonigal's insights have the elegant, compact, deadly simplicity of plutonium, and the same explosive force.” —Cory Doctorow, author of *Little Brother* A visionary game designer reveals how we can harness the power of games to boost global happiness. With 174 million gamers in the United States alone, we now live in a world where every generation will be a gamer generation. But why, Jane McGonigal asks, should games be used for escapist entertainment alone? In this groundbreaking book, she shows how we can leverage the power of games to fix what is wrong with the real world—from social problems like depression and obesity to global issues like poverty and climate change—and introduces us to cutting-edge games that are already changing the business, education, and nonprofit worlds. Written for gamers and non-gamers alike, *Reality Is Broken* shows that the future will belong to those who can understand,

design, and play games. Jane McGonigal is also the author of *SuperBetter: A Revolutionary Approach to Getting Stronger, Happier, Braver and More Resilient*.

“A story of triumph, friendship, love, and above all, about being human and reaching for dreams in a hard-wired world.”—Seattle Times “Too often, writing about the online world lacks emotional punch, but Katz’s obvious love for his ‘lost boys’ gives his narrative a rich taste.”—The New York Times Book Review

Jesse and Eric were geeks: suspicious of authority figures, proud of their status as outsiders, fervent in their belief in the positive power of technology. High school had been an unbearable experience and their small-town Idaho families had been torn apart by hard times. On the fringe of society, they had almost no social lives and little to look forward to. They spent every spare cent on their computers and every spare moment online. Nobody ever spoke of them, much less for them. But then they met Jon Katz, a roving journalist who suggested that, in the age of geek impresario Bill Gates, Jesse and Eric had marketable skills that could get them out of Idaho and pave the way to a better life. So they bravely set out to conquer Chicago—geek style. Told with Katz’s trademark charm and sparkle, *Geeks* is a humorous, moving tale of triumph over adversity and self-acceptance that delivers two irresistible heroes for the digital age and reveals the

very human face of technology. Praise for Geeks  
“Ultimately, Geeks is not a story about the Internet or computers or techies. It is a story about personal bonds, optimism, access to opportunity, and the courage to dream.”—Salon “An uplifting and hugely compassionate book.”—Philadelphia Inquirer “A story of friendship, optimism, social despair, and an updated version of that American icon, the tinkerer.”—USA Today

An innovative guide to living gamefully, based on the program that has already helped nearly half a million people achieve remarkable personal growth In 2009, internationally renowned game designer Jane McGonigal suffered a severe concussion. Unable to think clearly or work or even get out of bed, she became anxious and depressed, even suicidal. But rather than let herself sink further, she decided to get better by doing what she does best: she turned her recovery process into a resilience-building game. What started as a simple motivational exercise quickly became a set of rules for “post-traumatic growth” that she shared on her blog. These rules led to a digital game and a major research study with the National Institutes of Health. Today nearly half a million people have played SuperBetter to get stronger, happier, and healthier. But the life-changing ideas behind SuperBetter are much bigger than just one game. In this book, McGonigal reveals a decade’s worth of scientific research into the ways

all games—including videogames, sports, and puzzles—change how we respond to stress, challenge, and pain. She explains how we can cultivate new powers of recovery and resilience in everyday life simply by adopting a more “gameful” mind-set. Being gameful means bringing the same psychological strengths we naturally display when we play games—such as optimism, creativity, courage, and determination—to real-world goals. Drawing on hundreds of studies, McGonigal shows that getting superbetter is as simple as tapping into the three core psychological strengths that games help you build:

- Your ability to control your attention, and therefore your thoughts and feelings
- Your power to turn anyone into a potential ally, and to strengthen your existing relationships
- Your natural capacity to motivate yourself and super-charge your heroic qualities, like willpower, compassion, and determination

SuperBetter contains nearly 100 playful challenges anyone can undertake in order to build these gameful strengths. It includes stories and data from people who have used the SuperBetter method to get stronger in the face of illness, injury, and other major setbacks, as well as to achieve goals like losing weight, running a marathon, and finding a new job. As inspiring as it is down to earth, and grounded in rigorous research, SuperBetter is a proven game plan for a better life. You’ll never say that something is “just a game” again.

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

A vibrantly illustrated introduction to intersectional feminism for next-generation changemakers. Who has power? Who creates the rules? How do identities intersect? In this next book in the Empower the Future ?series, explore the points where gender, race, class, ability, sexuality, and culture meet. Learn from author Jamia Wilson's lived experience, read the statistics, and gain strength in quotes from feminist firebrands and activists. Along the way, respond to calls to action and form your own views on the 'F' word. This book is for everyone. Discover

the history and meaning of the feminist movement through 15 reasons why feminism improves life for everyone. By exploring who has been left out of the movement historically, this book makes sure everybody is included. “I am a feminist. I’ve been female for a long time now. It’d be stupid not to be on my own side.” —Maya Angelou What have you been taught about who has power and who makes the rules? Have you ever been lost for words at an old-school family friend’s ‘kind’ but sexist comments? Do you agree with equality and strive for justice, but struggle to take on the name ‘Feminist’? Then read on. In this new feminist classic, the focus is intersectional from the beginning, not just as an add-on. Using the framework of ‘personal is political,’ Jamia Wilson—former director of the Feminist Press—analyzes her own experiences, before expanding outwards and drawing on stats, quotes, and luminaries to gain strength from. Expand what feminism means to you, your community, and society by examining these 15 themes: feminism, identity, justice, education, money, power, health, wellness, freedom, relationships, media, safety, activism and movements, innovation, and an interactive exploration of what feminism means to you. You will close the book with an understanding that history and culture play a role in shaping systems of power and of what we can do with our strengths, community, and values to help change

course when needed. You won't have read a feminist tome like this before. Other inspiring books authored by Jamia Wilson: *Young Gifted and Black*, *Step Into Your Power*, and *Big Ideas for Young Thinkers*.

Violet Parry is living the quintessential life of luxury in the Hollywood Hills with David, her rock-and-roll manager husband, and her darling toddler, Dot. She has the perfect life--except that she's deeply unhappy. David expects the world of Violet but gives little of himself in return. When she meets Teddy, a roguish small-time bass player, Violet comes alive, and soon she's risking everything for the chance to find herself again. Also in the picture are David's hilariously high-strung sister, Sally, on the prowl for a successful husband, and Jeremy, the ESPN sportscaster savant who falls into her trap. For all their recklessness, Violet and Sally will discover that David and Jeremy have a few surprises of their own. *THIS ONE IS MINE* is a compassionate and wickedly funny satire about our need for more--and the often disastrous choices we make in the name of happiness.

"Our work, in Information Systems and Technology, is about helping our end users do their jobs more productively, efficiently, and creatively. IT (Information Technology) is all about crafting creative technical solutions to perplexing human problems in the workplace." This is the understanding of the IT superstars. It is also the basis of this, the most recent of The Compassionate Geek series of books. In *The Compassionate Geek: The 5 Principles of IT Customer*

## Download Ebook The Compassionate Geek

Service Success, author Don R. Crawley explores the five characteristics which are common among IT customer service superstars. In plain language, he reveals the five principles, shows common roadblocks to success, and lays out simple and realistic steps you can take to implement the five principles in both your professional and personal life. You'll learn how to put humanity into our world of technology. Written in Crawley's conversational style with personal anecdotes, logic and reason, and a takeaway at the end of each chapter, *The Compassionate Geek: The 5 Principles of IT Customer Service Success* is not just your guidebook to elevating your customer service success, it's your guidebook to a new, more self-confident and compassionate way of living.

Three friends, two love stories, one convention: this fun, feminist love letter to geek culture is all about fandom, friendship, and finding the courage to be yourself. Charlie likes to stand out. She's a vlogger and actress promoting her first movie at SupaCon, and this is her chance to show fans she's over her public breakup with co-star Reese Ryan. When internet-famous cool-girl actress Alyssa Huntington arrives as a surprise guest, it seems Charlie's long-time crush on her isn't as one-sided as she thought. Taylor likes to blend in. Her brain is wired differently, making her fear change. And there's one thing in her life she knows will never change: her friendship with her best guy friend Jamie—no matter how much she may secretly want it to. But when she hears about a fan contest for her favorite fandom, she starts to rethink her rules on playing it safe. *Queens of Geek* by

Jen Wilde, chosen by readers like you for Macmillan's young adult imprint Swoon Reads, is an empowering novel for anyone who has ever felt that fandom is family. Praise for *Queens of Geek*: "Jen Wilde's book about two best friends—one a bisexual young woman of color, the other a young [autistic] woman . . . dealing with anxiety—will be a favorite of anyone who is a fan of geek culture. . . . This fun book about fierce friendships gives voice to a group of diverse female characters who are so defined by so much more than just their mental health and sexuality." —Bustle "Queens of Geek is an emotional, lively story full of characters that leap off the page and slip their hands into yours, inviting you into a world where the geeks and nerds are royalty and fandom is court. Richly realized and defiantly affirming, *Queens of Geek* reminds us that adventures and romances aren't limited to archetypes but are, in fact, for all of us." —Katherine Locke, author of *Second Position*, moderator of #GayYABookClub "The characters' diversity provides natural opportunities to explore a number of contemporary teen issues, including race, sexual orientation, feminism, and body image. Some of the most compelling chapters are told from the point of view of Taylor, who fears change, hates crowds, and is on the autism spectrum. . . . Part of Macmillan's crowdsourced imprint, this celebration of geek culture and fandom promotes diversity and being true to oneself." —School Library Journal Praise from the Swoon Reads community: "[Queens of Geek] was an incredibly compelling read, just because it contained a storyline I ABSORBED, and characters so diverse they were a

pleasure to read! . . . Mix that with the romance, self-discovery of self-worth, and all the geeky references, this made for a perfect read! I honestly couldn't put it down, reading late into the night to see what happened next! "

—Zoie K, reader on SwoonReads.com "I love how interesting the story was and how the author addressed the characters' diversity without glossing over it or making it all about that. . . . It reminded me a little of Fangirl." —Lizzie, reader on SwoonReads.com

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

of them suspects in his murder. Or are they the perfect patsies for a killer who's still on the loose? Everyone has secrets, right? What really matters is how far you would go to protect them. And don't miss the #1 New York Times bestselling sequel, *One of Us is Next!*

"An openly gay track star falls for a closeted, bisexual teen beauty queen with a penchant for fixing up old cars"--

**WELCOME TO HELL CITY, MARS** Jimmy Martin has a sore head. He's used to smuggling illegal data in his headspace. But this is the first time it has started talking to him. The data claims to be a distinguished academic, author and civil rights activist. It also claims to be a bear. A bear named Honey. Jimmy has nothing against bioforms – he's one himself, albeit one engineered out of human stock – and works with them everyday in Hell City, building the future, staking mankind's claim to a new world: Mars. The problem is that humanity isn't the only entity with designs on the Red Planet. Out in the airless desert there is another presence. A novel intelligence, elusive, unknowable and potentially lethal. And Honey is here to make contact with it, whether Jimmy likes it or not.

"Jenny made me laugh so hard I feared for my safety! I think that's how she was able to get past my defenses and make me feel more okay about myself." -Allie Brosh, author of *Hyperbole and a Half* For fans of David Sedaris, Tina Fey, and Mindy Kaling-the new book from Jenny Lawson, author of the #1 New York Times bestseller **LET'S PRETEND THIS NEVER HAPPENED...** In **LET'S PRETEND THIS NEVER HAPPENED**, Jenny Lawson

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

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