Operating a publishing business involves many more people than are formally on the staff. We would like to acknowledge the many people who are contributing time, talent, and creativity to our publishing efforts this year. We are grateful for their crucial role in our success.

### Marketing and sales services

Sueann Baerwald and Dean Brezinsky, Action Printing • Barry Merrell, Alexander's Printers • Nancy Olson, American Society for Training and Development • Barbara Chan, Barbara Chan Consulting • Tony Dicostanzo, BookPal • Praveen Madan, The Booksmith • Peg Booth and Julia Wouk, Booth Media Group • Dave Hemsath and the staff of BreakPoint Books & More • Don Allen, Busboys and Poets • Tony Baisley, Center for Spirituality & Healing • Tom Waller, The Commonwealth Club • Constant Contact • Jessica Roy, Context Optional • Elisa Cooper • Mike O'Connor, CSRWire • Patti Danos, Publicist • Dottie DeHart, DeHart & Company • Gennady Kolker, Donna Parson, Madeline Kane, Jinny Khanduja, and Tim Rusch, Demos • Robin Donovan • Daniel Morris, Drum Major Institute • April Eberhardt, Literary Agent • Kathleen Epperson • Sergio Lub, Favors .org • Fern Berman, Fern Berman Communications • Carol Sawyer and Naomi Swinton, Grassroots Leadership • HarperCollins Publishers, India • Patricia and Craig Neal, Heartland Inc. • Perry Hooks, Hooks Book Events • Mark Ouimet, Karen Cross, Margery Buchanan, Megan Newton, and all the sales and marketing staff, Ingram Publisher Services • Pam Olson Varella, International Business Services • Aaron Berstler, Kohnstamm Communications Inc. • Qing Li, Subsidiary Rights Intern • Jennifer Lieu, Sales and Marketing Intern • Ken Lupoff • Tom Martin, Publicist • McGraw-Hill Professional, Asia · McGraw-Hill Professional, Europe · Modern Postcard • Liz Maw, Net Impact • Nettie Hartsock, The Hartsock Agency • Ted Olczak, Publishers Weekly • Emily Aviles and Babette Dunkelgrun, Ode Magazine • Denise Poon, Publicity Intern • Evan Karp, Quiet Lightning Reading Series • Rachelle Ekins, Alexander's • Sharon Goldinger, PeopleSpeak • PSPrint · Raincoast Books, Canada · Deb Nelson and Craig Rueens, Social Venture Network • Andi Cale, Vincent Caldwell, Cheryl Neifert and Fred Thomas, The Society for Human Resource Management • Rick and Susan Stamm of the TEAM Aproach • Charles Stillwagon, Tattered Cover Books • Berit Ashla and Kim Sarnecki, The Tides Foundation • Jason Liller, Tremendous Life Books • Rose Hanig, UUA Bookstore • WoodsLane Pty. Ltd. • Gail Leondar-Wright, Publicist • Fran Korten and Susan Gleason, YES!

# Printing, warehousing, and shipping services

Magazine

Action Printing • Bang Printing • Friesens Corp. • IBT/Hamilton Printing Co. • John P. Pow Co. • Lightning Source • Edwards Brothers Malloy, Inc. • Versa Press • Yurchak Printing

# Production, editorial, design, and electronic publishing services

Richard Adelson Design • Adept Content Solutions • Argus LLC • Nancy Austin • Michael Bass Associates • Henrietta Bensussen • The

Book Designers • BookMatters • Bookwrights

- Adriane Bosworth Patricia Brewer
- Cassandra Chu Crowfoot Design DesignLeaf
- Dogeared Design Dovetail Publishing Services
- Editcetera Phyllis Elving Julie Gallagher • Girl of the West Productions • Gopa and Ted2
- Design Greenleaf Publishing Tanya Grove • Barbara Haines • Tom Hassett • Nicole
- Hayward Hiatt and Dragon Ideas to Images
- Clive Jacobson Linda Jupiter Productions • Kirsten Kite • Charles Kreloff • Laura Larson
- Katherine Lee Laura Lind Design LMR Designs • Janet Majure • Manza Editorial
- Services Karen Marquardt Joy Matkowski · Leigh McLellan · Medea Minnich · Mike
- Mollett Irene Morris MvB Design
- Pemastudio
  Detta Penna Design
- PeopleSpeak Canace Pulfer Elissa Rabellino
- · Ashley Redfield, Editorial Intern · Carol Rize
- Rachel Rice Leonard Rosenbaum Scribe Typography • Seventeenth Street Studios • Pete Shanks • Pam Suwinsky • Richard A. Swanson and Barbara L. Swanson, Consulting Editors
- The Visual Group Elizabeth von Radics
- Westchester Book Group Wilsted & Taylor **Publishing Services**

## E-Book retailers and service providers

3M • Amazon.com • Anobii • Apple • Baker & Taylor • Barnes & Noble • Benetech / Bookshare • Books 24x7 • Bowker • Chegg

- Code Mantra Dawson Dial-A-Book
- eBooks.com Ebrary Element K Follett
- Gardners Google Ingram Content Group
- Innodata Isogen Kno Kobo Library Ideas MyiLibrary OverDrive Read How You Want
- Royalty Share Safari Online SharedBook
- Small Demons Sony University Readers
- VitalSource Wheelers

# Digital community building

Matt Drake, AIDC . Scott Simpson, Kristi Gillis, Megan Noyes of Apple iBookstore • Eraj Siddiqui, Attributor • Steve Bennett, AuthorBytes • David Cole, Bay Tree Publishing • Amy Lenzo, Beauty Dialogues • Dudi Einy and Robyn Ward, DocStoc · Louis Fox, Erica Priggen and Jonah Sachs, Free Range Studios • Michael Yaremchuk of Flatland Productions • Marco Marinucci, Yoko Okano, Google Books • Pascal Kaplan, Patricia O'Leary, iCohere • Wayne Marshall, Kaizen Internet Marketing . David Witt, The Ken Blanchard Companies • Greg Stiever, On Impact Productions • Carmen Osterlye, Videographer • Sharon Goldinger, PeopleSpeak • Joshua Piersanti, Piersanti Designs • Kathleen Fitzgerald, Scribd • Jeremy Sullivan, Musician • Bekki Freeman, Heath Schubert, Tiny Mission Productions

# Manuscript reviewers

Valerie Andrews • Katherine Armstrong • Jane Casperson • Sandy Chase • Jeffrey Cufaude

- Charlie Dorris Chuck Ehrlich Rob Ellman
- Ken Fracaro Sara Jane Hope Ted Kinni
- Jeff Kulick Chris Lee Ann Matranga
- Andrea Markowitz
  Carol Metzker
  Tai Moses Julie Pinkerton • John Renesch • John Romano Onnesha Roychoudhuri • Danielle Scott • Shauna Shames • Frappa Stout • Jill Swenson • Rebecca Williamson • Jim Wylde

## Translation rights agents

Sue Yang and the staff of Eric Yang Agency: Korea · Manami Tamaoki and the staff of Tuttle-Mori Agency: Japan • Jackie Huang and Whitney Hsu and the staff of Andrew Nurnberg and Associates: China and Taiwan • Laura Riff, João Paulo Riff, and the staff of The RIFF Agency: Brazil . Nelly and John Moukakos and the staff of JLM Literary Agency: Greece • Livia Stoia Agency: Romania • Akcali Copyright Agency: Turkey • Zbig Kanski and the staff of Graal Agency: Poland • Big Apple Tuttle Mori: Thailand • Bridge Communications:

## Business and administrative services

• Mike Mansel, Argo Insurance • Nyrene Aviles, Jim Weber and the staff of Comerica Bank • Greg Beattie • Cyberwolf, Inc. • Give Something Back • Robin Brown and the IPS Publisher Care team · James Ullakko, Chris Millias, Scott Miller, and Dan Sillin; Odenberg, Ullakko, Muranishi & Co., Accountancy Corporation • Pension Dynamics

Mike Pelland, Matt Drake and the staff at AIDC

· Rocket Science Consulting · Jordan Shields and the staff of Shields Insurance Agency

#### **Board of Directors**

Praveen Maden • Marilyn McConnell • Matthew McGraw • Julie O'Mara • Dianne Platner • Jamie Showkeir • Bill Upton

### Berrett-Koehler staff

María Jesús Aguiló, Director of Subsidiary Rights Marina Cook, Senior Sales Manager Michael Crowley, Associate Director of Sales and

Kristen Frantz, Vice President of Sales and Marketing

Kylah Frazier, Administrative Assistant Bonnie Kaufman, Digital Community Builder and **Editorial Associate** 

Arielle Kesweder, Operations Manager and Corporate Secretary

Diane Blattner Kresal, Associate Director of Operations

Catherine Lengronne, Subsidiary Rights Associate Bob Liss, Vice President, Operations and Administration and Chief Financial Officer

Zoe Mackey, Sales and Marketing Associate David Marshall, Vice President, Editorial and

Neal Mailett, Executive Editor Kate Piersanti, Copyright Editor Steven Piersanti, President and Publisher and Chief Executive Officer

Dianne Platner, Senior Manager, Design and Production

Courtney Schonfeld, Production Assistant Cynthia Shannon, Publicist

Katie Sheehan, Publicity Manager

Jeevan Sivasubramaniam, Executive Managing

Kathy Slater, Executive Accounting Manager Johanna Vondeling, Vice President, International Sales and Business Development

Richard Wilson, Vice President for Design and

Ginger Winters, Associate Director of Human Resources and Facilities