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Since you're here : vol. 04, issue 11 (November 2010)

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Since You're Here...

The Nelson Poynter Memorial Library Proudly Presents:



Author & Speaker: Philip J. Trocchia
Co-Author: Michael Lockett

Transitory Bias in Negative Service Encounters

If you frequently interact with customers or feel that you are often mistreated by service workers, come join us.

Wed. Nov. 10th, 2-3pm

Poynter's Corner, Nelson Poynter Library
University of South Florida St. Petersburg
727-873-4405 | www.nelson.usf.edu

November Holiday Hours

Veteran's Day

Thurs. Nov. 11th CLOSED

Thanksgiving

Wed. Nov 24th 8 am—5 pm

Thurs. Nov. 25th CLOSED

Fri. Nov. 26th CLOSED



American Indian Heritage Month

- ◆ Check out our books and videos on display by the library Entrance/Exit
- ◆ Read historical and contemporary quotes from prominent Native Americans
- ◆ Visit:
- ◆ www.nativeamericanheritagemonth.gov

