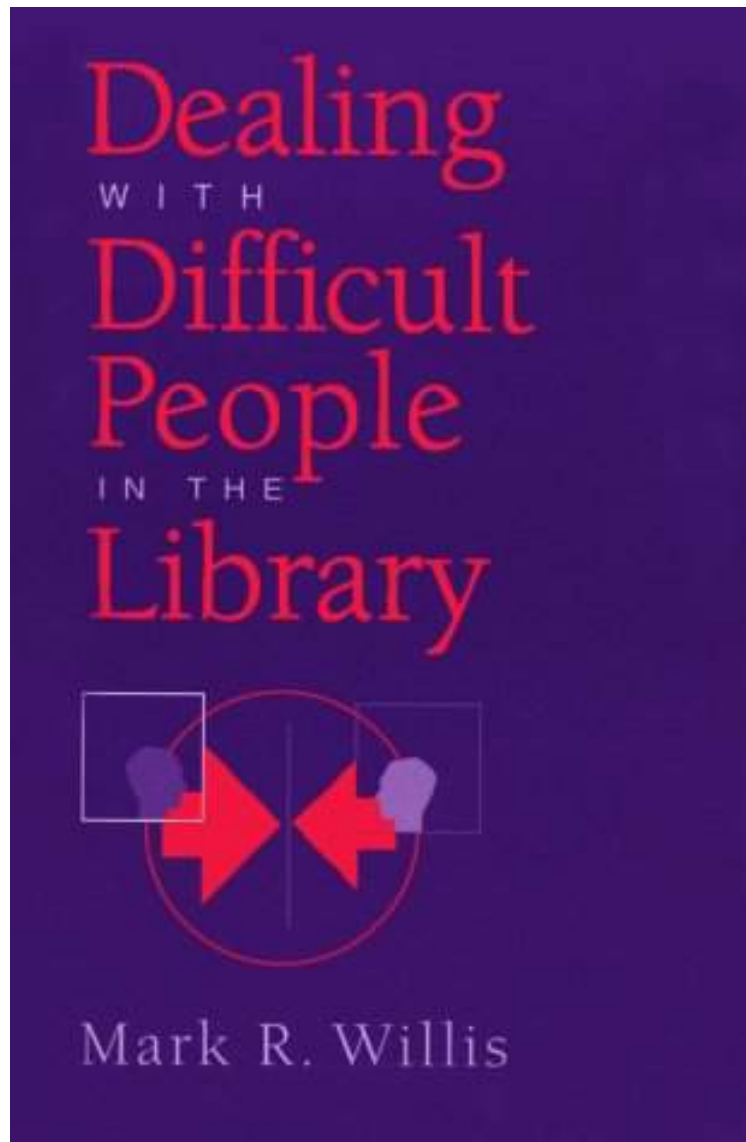


Dealing with Difficult People in the Library

By Mark Willis

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