

Its skilled and deft explanation of the ways in which people resisted during the Holocaust, along with the detailed portraits of the sampling of resisters featured in this set combine to make this a recommendable reference work. Academic libraries that support Modern European and/or Holocaust/Jewish Studies programs in search of an approachable, single volume set covering resisters of the Holocaust will be pleased with the addition of *Resisting the Holocaust: Upstanders, Partisans, and Survivors* to their collection.—*Matthew Laudicina, Reference Program Coordinator, Sojourner Truth Library, State University of New York at New Paltz*

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***The Sage Encyclopedia of Quality and the Service Economy.*** Edited by Su Mi Dahlgaard-Park. Los Angeles: Sage Reference, 2015. 2 vols. Alkaline \$375 (ISBN 978-1-4522-5672-6).

The purpose of this two-volume reference work is to provide a “comprehensive encyclopedia on the subject of quality and services” through contributions from more than two hundred of the world’s leading experts within the research areas of quality and service sciences” (xxix). The publisher’s goal is to explore major questions within the area of quality and service sciences. The volumes contain 240 entries written by international contributors described as leading academic experts on their specific topics.

The entries vary from two to six pages and also vary in subject matter from theoretical (system of profound knowledge) to practical (training, education and development of staff). They are arranged alphabetically. Some, such as excellence characteristics, have several subheadings such as fundamentals, excellence models and frameworks of excellence, and a code of excellence, while others, such as extreme tourism are pure text. Quality and service awards in different countries are also covered including the United States’ Malcolm Baldrige National Quality Award. The text of each entry is followed by the contributor’s name and affiliation, several ‘see also’ references, and two to fifty suggestions for further reading. The latter are included in the bibliography at the end of the book.

The volumes have continuous paging with the first volume covering the front matter and A-O and the second volume with P-Z, an extensive bibliography and a thirty-three-page index. The reader’s guide appears in each volume for ease of use. Front material includes an alphabetical list of entries, from accreditation of conformity assessment activities to zero defects. The reader’s guide groups the entries into broad subject categories such as award models for quality and service excellence, branding, culture, customer management, performance assessments and measurement, people management, and tools and methods for improvement. A short biography about the editor is followed by an alphabetical list of contributors and their affiliations. The introduction covers the historical background of modern quality control beginning in the 1930s, Deming’s and Juran’s efforts during World War II, the advent of Japanese ideas, the “rediscovery”

of Deming in the 1980s, and publication of the first book on service management. The bibliography at the end of Volume Two contains 920 books, journal articles, and working papers and also a list of more than 100 websites. An excellent index concludes the volume.

This reference work is a nice blend of practical information and quality theory as it relates to the service industry. The presentation is straightforward and would be accessible to high school seniors as well as academic students and scholars and corporate venture managers. Because there is so much growth in this field, this latest work should be useful. The format is pleasant and easy to use. Although the book itself gives no indication of online access, the Sage website lists it as part of the Sage Knowledge Collection. This volume is recommended for those libraries with a comfortable budget.—*Carol Krismann, retired business librarian, University of Colorado*

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***U.S. Conflicts in the 21st Century: Afghanistan War, Iraq War, and the War on Terror.*** Edited by Spencer C. Tucker. Santa Barbara, CA: ABC-CLIO, 2016. 3 vols. Acid free \$310 (ISBN 978-1-4408-3878-1). E-book available (978-1-4408-3879-8), call for pricing.

Professor Tucker has an especially topical theme this time, and the result is impressive. The prolific editor of military-related reference volumes provides an overview of the tumultuous first fifteen years of the century and helpful grounding in where events may go from here. Given that the series arrives at the end of a dramatic election cycle in which national security is a major concern, this is a product every library with a military or history reference collection should consider buying.

More than six hundred entries tell the roles of events, places, policies and key individuals in shaping US conflicts leading up to and following the September 11 attacks. Many of the entries—“Fatwa,” “Neoconservatism”—are necessarily more sociological or political than military per se, reflecting conflicts that have required Americans to learn more about peoples and ideologies than weapons and battles. Their breadth is a major asset of the set.

So are several helpful features, including twenty-two primary documents, a chronology, a glossary, a bibliography and an index, as well as twelve maps. The first volume includes a preface and an introduction; both are lengthy essays that give a lot of background and opinion about the current era and the one preceding it.

The organization of the books is confusing in spots; the list of documents is provided toward the front of each volume but not at the beginning of the documents section itself. Also, the use of Roman numerals on scores of pages before the entries begin in each volume raises the question in the mind of this ancient reviewer of whether most young adults even know how to read an xliii these days. One more unfortunate thing—perhaps the result of a rush to publication in this hot political year—is some unpolished writing,

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## SOURCES

An example, from the entry about controversial filmmaker Michael Moore: “Moore’s documentary style . . . often reveals as much about Moore and his opinions than the subject of his film” (583).

Nonetheless, given Tucker’s status as a respected military historian, if it can be assumed the facts were more carefully edited than the prose, he seems to have a uniquely valuable piece of work here. There’s been a boatload of books about twenty-first century American warfare written in the past two decades, but most are advocacy projects for this or that way the US military should be prepared to fight. Tucker focuses instead on the actual history.

An exception is Anna Sabasteanski’s *Patterns of Global Terrorism 1985–2005: U.S. Department of State Reports with*

*Supplementary Documents and Statistics* (Berkshire 2005). Her scope is much more global than that of the newer work and is primarily a scholarly collection of documents, as opposed to Tucker’s effort to inform general readers, but with terrorism itself being the declared enemy in current US conflicts, there is a lot of overlapping subject matter.

Tucker’s timeliness does risk being outdated by rapidly evolving circumstances, and he may have acknowledged as much with several maps about the two Gulf Wars and none about the war against ISIS. Still, a reference work so comprehensive it even has an entry about recently embattled Turkish President Recep Erdoğan will be of value to library users for years to come.—*Evan Davis, Librarian, Allen County Public Library, Fort Wayne, Indiana*