

the worthwhile contributions to Part Three on out-of-print material, gifts and exchange, and the Australian-New Zealand book trade, by Margaret Landesman, Mae Clark, and Juliet Flesch, respectively.

Marion Reid offers a survey of the literature on vendor evaluation, and Jana Stevens performs a similar literature survey on the pricing systems prevalent in Europe. The chapter by James Campbell on the Western European book trade is a useful, informative hybrid of literature survey and handbook. At the core of Gay Dannelly's rambling essay on vendor selection is a series of hard-nosed questions that should be posed and, if possible, answered in choosing a vendor. But before getting to this useful guidance, one has to wade through misplaced library humor and such high school debating techniques as a dictionary definition of selling and the use of quotations to bolster the authority of common sense observations. In the only piece of original research in the volume, Donna Goehner reports the results of a survey on vendor relations.

Some of the essays go into detail that is not strictly necessary for acquisitions purposes. Such is the case with the interesting pieces by Campbell and Charles Forrest; the latter mentions libraries only in passing and acts primarily as background for the contribution by Hayes.

Conversely, there are intrachapter repetitions and some overlap between pairs of contributions on certain topics. Presumably, library acquisitions is not a subject like Renaissance art, where diverging paradigms need to be taken into account; and much of the repetition here is of the non-dialectical sort. Thus, some of the detail, particularly the helpful summary table in Stevens' chapter on European book pricing, could have been folded into Campbell's discussion of the same subject. Betsy Kruger's clear presentation of accounting methods and the following contribution by Schenck cover much the same material, with a slight difference in emphasis; they could well have been merged and abridged. In short, greater editorial economy could have been exercised in putting the book together.

I have recommended this book to European vendors, not so much for what it might tell them about their own trade, but for what they can learn from it about North American librarians' expectations. Many of the chapters have excellent references and can serve as introductions or refreshers to beleaguered part- and full-time acquisitions librarians, whether so titled or not.—*Jeffry Larson, Yale University Library, New Haven, Connecticut.*

Nauratil, Marcia J. *The Alienated Librarian.* Westport, Conn.: Greenwood, 1989. 129p. acid-free, \$35 (ISBN 0-313-25996-8)

The concept of burnout was born in the early 1970s, its heritage embedded in the ideas and efforts of Herbert Freudenberger in New York and Christina Maslach and Ayala Pines in California. Today, while there is some doubt regarding the true extent of the burnout syndrome, there can be no doubt regarding the ubiquity of the word itself. The term is both widely used and used in an extraordinarily wide variety of contexts.

Over the years, burnout has often been discussed and written about in relation to librarianship and librarians. Indeed, librarian burnout has been the focus of numerous journal articles as well as conference programs. Nauratil's book continues to advance the proposition that librarian burnout can be seen from a variety of perspectives because the problem is experienced and interpreted in many ways. Nauratil joins others who have posed questions about the nature of and relationship between job satisfaction and burnout, both in terms of their causal and consequential elements, and librarianship. The book offers a comprehensive perspective on the phenomena of burnout, work, and alienation, as well as a critical perspective on these phenomena as they pertain to librarianship.

Nauratil provides an overview of burnout theory and symptomatology. She explores the meaning of work in Western society and traces the history of burnout among blue- and white-collar workers. The emergence of burnout

among semiprofessionals is also traced. Nauratil makes a case for conceptualizing burnout as a manifestation of work alienation rather than as a problem of individuals and particular work settings. Within this context she examines the prevalence of librarian burnout and its consequences for individual librarians, for the library, and for users.

Nauratil's conceptualization of burnout as a manifestation of work alienation broadens our understanding of the phenomenon in general and its application to libraries. Nauratil explores a number of factors specific to the development of the library profession (especially to public librarianship). These factors have increased librarians' susceptibility to professional alienation and burnout. They include the bureaucratic organization of libraries, the feminization of the profession, elitism, technical orientation, and role ambiguity (our failure to establish an autonomous professional purpose). Nauratil traces some major trends in librarianship and their consequences for public librarians, including fiscal crises and austerity management, automation, nonlibrarian managers, and marketing orientation.

Nauratil's conceptualization of burnout as a manifestation of work alienation also provides a sound theoretical basis for assessing potential solutions. She evaluates various strategies for coping and offers solutions consistent with the paradigm of burnout as alienation.

These include individual and collegial coping, organizational change, and profession-level efforts.

This book will be a valuable resource for professionals and preprofessionals who wish to gain an understanding of the multitude of issues involved in the burnout phenomenon, who wish to compare the views of many of the major contributors to the field, and who wish to learn what they can do to increase fulfillment in their work. This book will also be useful to library educators and for its specific contexts, to students and researchers in other fields.

Unfortunately, the book does not suggest the diversity and robustness of current thinking in the field, nor does it offer new slants on theory and symptomatology nor new insights or perspectives on treatment. The bibliography only minimally represents the articles and studies that have contributed specifically to our understanding of burnout and librarianship over the last two decades.

The strength of Nauratil's book lies in her examination of the determinants and manifestations of burnout, stress, and alienation in librarianship. The book reminds us that burnout is a serious issue that affects the welfare not only of librarians, but also of their clients—library patrons. Her insights into the phenomenon warrant attention.—*Sarah Watstein, Hunter College, New York, N.Y.*



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