

SOURCES

the Seleucids, the Arsacids (Parthians), and the Sasanians. Ancient Iran covered a geographic area that varied over time. At its greatest expanse the Achaemenid Empire (559–330 BCE) ruled territory continuous from Thrace in southeastern Europe to the Indus River in India. Almost as large was the Seleucid Empire (305–125 BCE) which was not Iranian or Persian but Macedonian, founded by one of Alexander the Great's generals after his death. With the expansion of the empires through military conquests and the administrative control of vast geographic areas, Kia emphasizes that languages, ethnicities, religions, and cultures of the Persian empires were very diverse and that Persia itself was actually a southern province of Greater Iran.

This work provides 241 essays ranging from a few paragraphs to several pages on important places, events, ideas, cultures, people, and state organizations and institutions. The essays are written for high school and college students and also general readers who may not have knowledge of the period. As a research tool the essays are clearly written and provide good descriptions and historical narrative. Each essay is followed by cross references to other entries and a list of sources for further reading. These sources include primary source collections such as Persian documents and histories written by Greek and Roman authors. Secondary sources range from histories and archaeological studies from the 18th century to recent years. The entries are arranged into several thematic sections. This allows readers to examine related information in sections about cities and archaeological sites, kings and queens of each dynasty, military and administrative organizations, general overviews of each empire, and people who contributed to military and political leadership, culture, and religion. Both volumes provide an index covering the set. There are thirty-eight selected primary source documents, each introduced with explanatory text and the source for each document. Also, Kia introduces the work with a historical narrative of Ancient Iran, and he provides a chronology, outline of the dynasties, glossary of terms, and selected bibliography. Excellent photographs and a few small maps enhance the work, although more space for larger maps would have been helpful to readers.

Among the sources listed after each entry, the most prevalent is the *Encyclopaedia Iranica* available in print and freely available online at www.iranicaonline.org. Although it is much broader than Kia's work, it is a major scholarly source of information for all aspects of the Persian empires. It offers much longer, more detailed essays and bibliographies on topics compared with Kia's encyclopedia, but Kia's work is intended for a broader audience. More general reference sources for ancient history in English are also helpful for the history of ancient Iran but may not offer the same detail as can be found in Kia's work or iranicaonline.org. These include *Brill's New Pauly* (Brill, 2007–) and *The Encyclopedia of Ancient History* (Wiley Blackwell 2012).

Kia's work is highly recommended as an important contribution to the reference literature on ancient Iran accessible to a wide range of users.—David Lincove, *History, Public*

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Resisting the Holocaust: Upstanders, Partisans, and Survivors. Edited by Paul R. Bartrop. Santa Barbara, CA: ABC-CLIO, 2016. 445 p. Acid free \$100 (ISBN 978-1-61069-878-8). E-book available (978-1-61069-879-5), call for pricing.

It is common for researchers of the Holocaust and Holocaust resisters to encounter initial roadblocks when embarking on this journey. Being able to offer scholars, especially those looking to establish a foundation of knowledge on these topics, a reference source that is both approachable for the less experienced researcher, while at the same time provides detailed information and a launch pad to delve deeper into these topics, is an enticing proposition. *Resisting the Holocaust: Upstanders, Partisans, and Survivors* looks to provide such versatility and value to academic reference collections.

Between the Introduction and the actual encyclopedia entries that provide information for each resister are three critical sections that provide crucial context and detailed definitions of an Upstander, a Partisan, and a Survivor. While brief at only two pages each, this information is invaluable, especially for the novice scholar who may not be well-versed in the Holocaust and the various ways in which people resisted. As an example, part of the introduction to the section describing upstanders during the Holocaust states, "upstanders during the Holocaust were those who resisted the murderous actions of the Nazis, or went out of their way to rescue Jews" (xxiii).

Each entry, approximately two to four pages in length, focuses on a resister and provides details pertaining to the specific resistance actions taken by the resister, as well as geographical context as to where the resistance took place. Resistance took many forms, and this reference work excels at illuminating the multitude methods of resistance deployed by resisters. Information includes where the individual took action, how they took action, and context as to the eventual outcomes of their actions. Sprinkled throughout this volume are reproductions of photographs of many of the resisters covered in this work, which brings this work to life. While there is a separate bibliography located just before the Index, the lack of a selected bibliography at the end of each entry is a very minor gripe.

At the conclusion of the final resister entry, the encyclopedia provides a detailed chronology of events that starts with the appointment of Adolf Hitler as chancellor of Germany in 1933 and continues through the signing of surrender documents in Berlin in 1945. There is also the aforementioned bibliography, which provides citations to dozens of relevant sources for scholars interested in continuing their research beyond this reference work. The chronology further enhances the accessibility of this work, and the bibliography provides easy pathways for researchers to continue their work in additional, non-reference sources.

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*

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*

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,