
MCCORMACK, Nancy and COTTER, Catherine. *Managing burnout in the workplace: a guide for information professionals*. Oxford: Chandos Publishing, 2013. 213 pages. ISBN-13 978 1 84334 734 7.

Do you feel lethargic, want to withdraw from others, and sense a lack of direction? Do you think that if you could just change jobs, even if there's no difference in pay or status, then everything would be better? If so then, according to McCormack and Cotter, it's highly likely you could be suffering from burnout.

Managing burnout in the workplace is set out with nine individual chapters, each featuring abstracts, keywords, and bibliographies. Areas covered include recognising symptoms, the legal perspectives, factors contributing to burnout and the ways in which they affect information professionals in particular, and how to prevent, manage and overcome them. The book covers current American, Canadian and UK law, taking into consideration the UK's European directives. It also provides case studies featuring burnout and stress from these places and highlights how the law has been applied in each one.

While much of the book covers burnout in general, the chapters on the condition can be applied to most workplaces and individuals and several of them focus specifically on issues with the library and information profession. There are numerous examples throughout the book depicting how burnout manifests itself in workers within library settings and descriptions of the issues, such as libraries being told they are not necessary anymore or budget cuts, which play a part in this. The book's main aim appears to be encouraging readers to start "changing priorities, habits, and ways of thinking about work".

Interestingly, the authors take on board the potential criticism they might face from those who may mock the idea of library and information professionals facing burnout, giving examples of surveys which often depict librarianship as one of the least stressful occupations. They compare other professions well known for having high stress levels such as nursing, teaching and firefighting and explain how processes are in place to recognise and deal with this stress. The authors argue that these systems prevent burnout and they tend to be missing in the library and information profession.

The authors of this book deal with the topic of burnout comprehensively and with a sincere tone; they explain the differences between burnout and stress, depression and low morale, and, in doing so, encourage the reader to take it seriously, too. Various measuring scales and therapies are examined in detail and there is a heavy focus on burnout prevention and coping techniques, ranging from sensible lifestyle tips on working more effectively, managing time and workloads, to a systematic breakdown of Leiter and Maslach's job domains and how burnout can be specifically targeted in these areas.

This book is suitable for anyone who requires vindication that the stress and burnout feelings they are experiencing are real. It will be most useful, however, for helping leaders and managers to recognise potential or possible issues in their team and to respond or to prevent them. It will also help managers who want to

reduce sickness and boost morale, and anyone who works in the helping industry and wants to reduce their stress levels.

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