

Christopher Hayes' book on structural racism and segregation in mid-twentieth century New York City is out now. Columbia University Press has released *The Harlem Uprising: Segregation and Inequality in Postwar New York City*, which tries to understand how a city with such a progressive history was, and still is, so profoundly racist throughout virtually all of its social, political, economic and legal institutions.

Xiangmin (Helen) Liu's article, "Customer aggression, employee voice and quit rates: evidence from the frontline service workforce, with co-researchers Danielle D. van Jaarsveld and Yoshio Yanadori, was published in the *British Journal of Industrial Relations*. In the study, they examine how establishment-level aggression originating from customers can lead to voluntary turnover. They examine whether establishment-level factors, such as collective voice, high involvement work practices and control-based work practices, moderate this relationship. By analysing a sample of 139 call centres in Canada, they found that establishment-level customer aggression is positively related to the workforce quit rate. Furthermore, they found that this positive relationship is weaker in establishments where employees have access to collective voice and in establishments that use fewer control-based human resource practices.

Paula Voos completed the first draft of her review of John Dunlop's intellectual contribution to Economics and Industrial Relations for a book on Harvard Economics being edited by Robert Card. In the process of reviewing his entire career, she realized the extent to which he was motivated by a Keynesian perspective on macro-economic issues, something usually not evident in employment relations discussion of his work.

Check This Out!

The [*British Journal of Industrial Relations*](#) is available electronically from 1963 to the present.

E-Books Available:

[New Work, Transformational and Virtual Leadership: Lessons from COVID-19 and Other Crises](#)

[Remote Work, Redesign Processes, Practices and Strategies to Engage a Remote Workforce](#)

Just In @ Carey Library!

[Diversity in the Workplace: Eye-Opening Interviews to Jumpstart Conversations about Identity, Privilege, and Bias](#)

[Race, Work, and Leadership: New Perspectives on the Black Experience](#)

DISCOVER THE SMLR ARCHIVES

The library holds thousands of archival newsletter issues, some dating back to the 1930s & 1940s:

- [The Bulletin](#) from the Transport Workers Union of America
- [CIO News](#)
- [Competitive Shop Organizer](#) from the United Auto Workers
- [Federation News](#) from the Chicago Federation of Labor & Industrial Union Council

PH.D. STUDENT GRANT INITIATIVE UPDATE

The RU Global Future of Workers Grant Opportunity has received proposals from 8 countries across 5 continents. The endeavor is supported by RU Global and the Center for Global Work and Employment. Members of the organizing committee include SMLR PhD students **Jacob Barnes, Alysa Hannon, Seonghoon Hong, Jiyeon Park, Phela Townsend, and Justin Vinton**. The cohort will be announced at the end of October. Stay tuned!

SUBMIT YOUR RESEARCH

Share with colleagues your current research projects. What are you working on? Anything from research in the beginning stages or ready for publication. *The Carey Library Research Minute* is an outlet to stay connected. If interested, please submit a short summary. Issues are published three times in the spring and fall semesters. The next issue will be published in November.

Email submissions to:
Julie Peters: jpeters@smmr.rutgers.edu