

The Inmates Are Running The Asylum Why High Tech Products Drive Us Crazy And How To Restore The Sanity

Mantle or Mays? A-Rod or Jeter? Biggio or Morgan? Clemens, Maddux, and Randy Johnson -- or Pedro, Palmer, and Carlton? These are questions baseball fans can spend endless hours debating. Former All-Star pitcher and National League Manager of the Year Larry Dierker has his own opinions, and he shares them in *My Team*, his fascinating discussion of the greatest players he has seen in his four decades in the major leagues. Dierker selects twenty-five players for *My Team* and another twenty-five for the opposition, the Underdogs, or "Dogs." There are two players at each position, five starting pitchers, and four relievers. (When your starters are the likes of Roger Clemens, Greg Maddux, Bob Gibson, Tom Seaver, Nolan Ryan, and Juan Marichal, you don't worry about bullpen depth.) All are players that Dierker has played with or against or watched in his years as player, coach, manager, and commentator. Each athlete must have played at least ten years in the major leagues to qualify, and players are judged on their ten best seasons. Leadership skills and personality -- critical components of team chemistry -- are highly valued. So how is it possible to select two teams composed of outstanding ballplayers from the past forty years and not have room for Sandy Koufax, Reggie Jackson, Carl Yastrzemski, or Cal Ripken Jr.? Dierker explains his choices, analyzing each position carefully, always putting the team ahead of the individual player. He provides statistics to back up his selections, and often relates personal anecdotes about the players. (From his first All-Star Game in 1969, Dierker offers a wonderful anecdote about Hank Aaron, by then an All-Star veteran.) *My Team* may start more debates than it settles, but Dierker's insights, and his passion for the game, will enlighten and fascinate true baseball fans.

Written for those who need an introduction, *Applied Time Series Analysis* reviews applications of the popular econometric analysis technique across disciplines. Carefully balancing accessibility with rigor, it spans economics, finance, economic history, climatology, meteorology, and public health. Terence Mills provides a practical, step-by-step approach that emphasizes core theories and results without becoming bogged down by excessive technical details. Including univariate and multivariate techniques, *Applied Time Series Analysis* provides data sets and program files that support a broad range of multidisciplinary applications, distinguishing this book from others. Focuses on practical application of time series analysis, using step-by-step techniques and without excessive technical detail Supported by copious disciplinary examples, helping readers quickly adapt time series analysis to their area of study Covers both univariate and multivariate techniques in one volume Provides expert tips on, and helps mitigate common pitfalls of, powerful statistical software including EVIEWS and R Written in jargon-free and clear English from a master educator with 30 years+ experience explaining time series to novices Accompanied by a microsite with disciplinary data sets and files explaining how to build the calculations used in examples

Alan Cooper calls for a Software Revolution - his best-selling book now in trade paperback with new foreword and afterword.

Customers who have inconsistent, broken experiences with products and services are understandably frustrated. But it's worse when people inside these companies can't pinpoint the problem because they're too focused on business processes. This practical book shows your company how to use alignment diagrams to turn valuable customer observations into actionable insight. With this unique tool, you can visually map your existing customer experience and envision future solutions. Product and brand managers, marketing specialists, and business owners will learn how experience diagramming can help determine where business goals and customer perspectives intersect. Once you're armed with this data, you can provide users with real value. *Mapping Experiences* is divided into three parts: Understand the underlying principles of diagramming, and discover how these diagrams can inform strategy Learn how to create diagrams with the four iterative modes in the mapping process: setting up a mapping initiative, investigating the evidence, visualizing the process, and using diagrams in workshops and experiments See key diagrams in action, including service blueprints, customer journey maps, experience maps, mental models, and spatial maps and ecosystem models

The essential interaction design guide, fully revised and updated for the mobile age *About Face: The Essentials of Interaction Design, Fourth Edition* is the latest update to the book that shaped and evolved the landscape of interaction design. This comprehensive guide takes the worldwide shift to smartphones and tablets into account. New information includes discussions on mobile apps, touch interfaces, screen size considerations, and more. The new full-color interior and unique layout better illustrate modern design concepts. The interaction design profession is blooming with the success of design-intensive companies, priming customers to expect "design" as a critical ingredient of marketplace success. Consumers have little tolerance for websites, apps, and devices that don't live up to their expectations, and the responding shift in business philosophy has become widespread. *About Face* is the book that brought interaction design out of the research labs and into the everyday lexicon, and the updated Fourth Edition continues to lead the way with ideas and methods relevant to today's design practitioners and developers. Updated information includes: Contemporary interface, interaction, and product design methods Design for mobile platforms and consumer electronics State-of-the-art interface recommendations and up-to-date examples Updated Goal-Directed Design methodology Designers and developers looking to remain relevant through the current shift in consumer technology habits will find *About Face* to be a comprehensive, essential resource.

Do you have a real relationship with God, or do you just have a religion? Do you know God, or do you just know about God? In *How Big Is Your God?* Paul Coutinho, SJ, challenges us to grow stronger and deeper in our faith and in our relationship with God—a God whose love knows no bounds. To help us on our way, Coutinho introduces us to people in various world religions—from Hindu friends to Buddhist teachers to St. Ignatius of Loyola—who have shaped his spiritual life and made possible his deep, personal relationship with God.

This completely updated volume presents the effective and practical tools you need to design great desktop applications, Web 2.0 sites, and mobile devices. You'll learn the principles of good product behavior and gain an understanding of Cooper's Goal-Directed Design method, which involves everything from conducting user research to defining your product using personas and scenarios. Ultimately, you'll acquire the knowledge to design the best possible digital products and services.

"Ace Boggess's *The Prisoners* gives voice to those forgotten Americans behind the ever increasing miles of razor wire. Complicated with the mixed emotions of regret and defiance, of loss and perseverance, of hope and frustration, these aren't just persona poems, nor are they just poems of witness; rather these poems are metaphors, too, for the way each of us may feel jailed by circumstance only to find a kind of freedom in the possibilities of poetry." --Gerry LaFemina, author of *Vanishing Horizon* and *Notes for the Novice Ventriloquist*

Although madness is a popular theme in literature, contemporary American writers use that theme in a new and unfamiliar way, not just to convey the result of an unnerving or infuriating reality but also to comment on its hypocrisies. Barbara Tapa Lupack examines the cultural and literary contexts of five major works of contemporary fiction: Joseph Heller's *Catch-22* (1961), Ken Kesey's *One Flew Over the Cuckoo's Nest* (1962), Kurt Vonnegut's *Slaughterhouse-Five* (1969), Jerzy Kosinski's *Being There* (1971), and William Styron's *Sophie's Choice* (1979). She shows that each book is complex, with deep roots in American political reality, and each portrays a protagonist who is mad or is considered to be mad--but who reveals a special insight into the dangers of social, political, and cultural conformity. Each of these characters dwells in a sort of wasteland, ranging from the corrupt military base of Pianosa to the plastic suburb of Ilium, from the Nazi death camps to the ravaged Eternal City and bombed-out Dresden. All seek confirmation of their

authenticity, and all offer social and ethical remedies that challenge bureaucratic institutions--solutions that amount to inmates running the asylum.

"Atkinson and Jewell invite each of us to reimagine one's connection to the land while cultivating nature close to home. A must-read for anyone searching for inspired solutions for designing or refining a garden." —founder of Pass the Pistil From windswept deserts to misty seaside hills and verdant valleys, the natural landscapes of the American West offer an astounding variety of climates for gardens. *Under Western Skies* reveals thirty-six of the most innovative designs—all embracing and celebrating the very soul of the land on which they grow. For the gardeners featured here, nature is the ultimate inspiration rather than something to be dominated, and *Under Western Skies* shows the strong connection each garden has with its place. Packed with Atkinson's stunning photographs and illuminated by Jewell's deep interest in the relationships between people and the spaces they inhabit, *Under Western Skies* offers page after page of encouraging ingenuity and inventive design for passionate gardeners who call the West home.

A top-ranked horse trainer's gorgeous, life-affirming memoir that offers profound insight into the fascinating ways both horses and humans seek relationships to survive. At the start of this remarkable story of recovery, healing, and redemption, Ginger Gaffney answers a call to help retrain the troubled horses at an alternative prison ranch in New Mexico, a facility run entirely by the prisoners. The horses are scavenging through the dumpsters, kicking and running down the residents when they bring the trash out after meals. One horse is severely injured. The horses and residents arrive at the ranch broken in one way or many: the horses are defensive and terrified, while the residents, some battling drug and alcohol addictions, are emotionally and physically shattered. With deep insight into how animals and humans communicate through posture, body language, and honesty of spirit, Gaffney walks us through her struggle to train the untrainable. Gaffney peels away the layers of her own story—a solitary childhood, painful introversion, and a transformative connection with her first horse, a filly named Belle—and she, too, learns to trust people as much as she trusts horses. As her year-long odyssey builds toward a dramatic conclusion, the group experiences triumphs and failures, brave recoveries and relapses, as well as betrayals and moving stories of trust and belonging. Resonant, smart, and beautifully written, *Half Broke* tears at the heart of what it takes to find wholeness after years of trauma and addiction and offers profound insight on how working with animals can satisfy our universal need for connection.

In this #1 New York Times bestseller, Nora Roberts takes readers deep into the rugged hills of South Dakota, where the shadows keep secrets, hunters stalk the land, and a friendship matures into something more.... Cooper Sullivan spent the summers of his youth on his grandparents' South Dakota ranch, sharing innocent games and stolen kisses with the neighbor girl, Lil Chance. Now, twelve years after they last walked together hand in hand, fate has brought them back to the Black Hills. Though the memory of Coop's touch still haunts her, Lil has let nothing stop her dream of opening the Chance Wildlife Refuge, but something—or someone—has been keeping a close watch. When small pranks and acts of destruction escalate into a heartless attack on Lil's beloved cougar, memories of an unsolved murder have Coop springing to action to keep Lil safe. Both of them know the natural dangers that lurk in the wild landscape of the Black Hills. But a killer of twisted and unnatural instincts has singled them out as prey....

Imagine, at a terrifyingly aggressive rate, everything you regularly use is being equipped with computer technology. Think about your phone, cameras, cars - everything - being automated and programmed by people who in their rush to accept the many benefits of the silicon chip, have abdicated their responsibility to make these products easy to use. *The Inmates are Running the Asylum* argues that, despite appearances, business executives are simply not the ones in control of the high-tech industry. They have inadvertently put programmers and engineers in charge, leading to products and processes.

A courageous guard who vows to treat prisoners humanely, and at the same time enforce sentences, revitalizes corroded Walpole State Prison.

Previously available only through free distribution to prisons, this life-changing book is the result of charitable donations from sales of *Chicken Soup for the Christian Family Soul* and gifts from thousands of individuals.

Return to the sizzling glymera's prison camp in this dark and sexy second novel in the new *Black Dagger Brotherhood* Prison Camp spin-off series from the #1 New York Times bestselling author J.R. Ward. In the next installment of bestselling author J.R. Ward's *Prison Camp* series, things get steamy when Lucan, a wolveren forced into bartering drug deals for the infamous Prison Colony, meets Rio, the second in command for the shadowy Caldwell supplier, Mozart. After a deal goes awry, a wolf with piercing golden eyes swoops in to save her from certain death. As shocking truths unfurl, Rio is uncertain of who to trust and what to believe—but with her life on the line, true love rears its head and growls in the face of danger.

The must-read summary of Alan Cooper's book: "The Inmates Are Running the Asylum: Why High-Tech Products Drive Us Crazy and How to Restore the Sanity". This complete summary of the ideas from Alan Cooper's book "The Inmates Are Running the Asylum" shows that computer technology is embedded within almost every product that is manufactured. Yet all too often, these "new-and-improved" products are hard to use because the engineers who are developing the interface between the user and the machine don't think like the average man-on-the-street who knows nothing about technology. Therefore, the situation effectively becomes the equivalent of letting the inmates run the asylum in which they are incarcerated. Better products need to be developed that work in the same way that average people think. Only then will new products deliver on their implied promise of enhancing the quality of life for their users. According to Alan Cooper, designers who are skilled in this specific field should be responsible for designing the interface between the user and the machine. This summary asserts that the goal of computer usage should be "not to make anyone feel stupid". Added-value of this summary: • Save time • Understand the key concepts • Increase your business knowledge To learn more, read "The Inmates Are Running the Asylum" and rethink entrenched priorities in software planning. Over the years, American colleges and universities have made various efforts to provide prisoners with access to education. However, few of these outreach programs presume that incarcerated men and women can rise to the challenge of a truly rigorous

college curriculum. The Bard Prison Initiative is different. College in Prison chronicles how, since 2001, Bard College has provided hundreds of incarcerated men and women across the country access to a high-quality liberal arts education. Earning degrees in subjects ranging from Mandarin to advanced mathematics, graduates have, upon release, gone on to rewarding careers and elite graduate and professional programs. Yet this is more than just a story of exceptional individuals triumphing against the odds. It is a study in how the liberal arts can alter the landscape of some of our most important public institutions giving people from all walks of life a chance to enrich their minds and expand their opportunities. Drawing on fifteen years of experience as a director of and teacher within the Bard Prison Initiative, Daniel Karpowitz tells the story of BPI's development from a small pilot project to a nationwide network. At the same time, he recounts dramatic scenes from in and around college-in-prison classrooms pinpointing the contested meanings that emerge in moments of highly-charged reading, writing, and public speaking. Through examining the transformative encounter between two characteristically American institutions—the undergraduate college and the modern penitentiary—College in Prison makes a powerful case for why liberal arts education is still vital to the future of democracy in the United States.

#1 New York Times bestselling author Stephen King's beloved novella, *Rita Hayworth and Shawshank Redemption*—the basis for the Best Picture Academy Award–nominee *The Shawshank Redemption*—about an unjustly imprisoned convict who seeks a strangely satisfying revenge, is now available for the first time as a standalone book. A mesmerizing tale of unjust imprisonment and offbeat escape, *Rita Hayworth and Shawshank Redemption* is one of Stephen King's most beloved and iconic stories, and it helped make *Castle Rock* a place readers would return to over and over again. Suspenseful, mysterious, and heart-wrenching, this iconic King novella, populated by a cast of unforgettable characters, is about a fiercely compelling convict named Andy Dufresne who is seeking his ultimate revenge. Originally published in 1982 in the collection *Different Seasons* (alongside "The Body," "Art Pupil," and "The Breathing Method"), it was made into the film *The Shawshank Redemption* in 1994. Starring Morgan Freeman and Tim Robbins, this modern classic was nominated for seven Academy Awards, including Best Picture, and is among the most beloved films of all time.

Acclaimed journalist Ted Conover sets a new standard for bold, in-depth reporting in this first-hand account of life inside the penal system at Sing Sing. When Ted Conover's request to shadow a recruit at the New York State Corrections Officer Academy was denied, he decided to apply for a job as a prison officer himself. The result is an unprecedented work of eyewitness journalism: the account of Conover's year-long passage into storied Sing Sing prison as a rookie guard, or "newjack." As he struggles to become a good officer, Conover angers inmates, dodges blows, and attempts, in the face of overwhelming odds, to balance decency with toughness. Through his insights into the harsh culture of prison, the grueling and demeaning working conditions of the officers, and the unexpected ways the job encroaches on his own family life, we begin to see how our burgeoning prison system brutalizes everyone connected with it. An intimate portrait of a world few readers have ever experienced, *Newjack* is a haunting journey into a dark undercurrent of American life.

After decades of stability from the 1920s to the early 1970s, the rate of imprisonment in the United States has increased fivefold during the last four decades. The U.S. penal population of 2.2 million adults is by far the largest in the world. Just under one-quarter of the world's prisoners are held in American prisons. The U.S. rate of incarceration, with nearly 1 out of every 100 adults in prison or jail, is 5 to 10 times higher than the rates in Western Europe and other democracies. The U.S. prison population is largely drawn from the most disadvantaged part of the nation's population: mostly men under age 40, disproportionately minority, and poorly educated. Prisoners often carry additional deficits of drug and alcohol addictions, mental and physical illnesses, and lack of work preparation or experience. The growth of incarceration in the United States during four decades has prompted numerous critiques and a growing body of scientific knowledge about what prompted the rise and what its consequences have been for the people imprisoned, their families and communities, and for U.S. society. *The Growth of Incarceration in the United States* examines research and analysis of the dramatic rise of incarceration rates and its affects. This study makes the case that the United States has gone far past the point where the numbers of people in prison can be justified by social benefits and has reached a level where these high rates of incarceration themselves constitute a source of injustice and social harm. *The Growth of Incarceration in the United States* examines policy changes that created an increasingly punitive political climate and offers specific policy advice in sentencing policy, prison policy, and social policy. The report also identifies important research questions that must be answered to provide a firmer basis for policy. This report is a call for change in the way society views criminals, punishment, and prison. This landmark study assesses the evidence and its implications for public policy to inform an extensive and thoughtful public debate about and reconsideration of policies.

Recently orphaned and destitute, seventeen-year-old Liza Hastings earns a position as a lady's maid to sixteen-year-old Princess Victoria at Kensington Palace in 1836, the year before Victoria becomes Queen of England.

Millions of Americans are embroiled in the penal system - and tens of millions more are at risk of being sent to prison for crimes large and small. *Stay Out Of Prison: A Practical Guide to Avoiding Incarceration* is an in-depth look at criminal thinking and criminal behavior, the legal system, how crimes are investigated and prosecuted, and how you can minimize your chances of being imprisoned. An excellent book both for those who may be running the risk of incarceration, as well as those who worry about their family members or friends.

This work offers a summary of the book *"THE INMATES ARE RUNNING THE ASYLUM: Why HighTech Products Drive Us Crazy and How To Restore the Sanity"* by Alan Cooper. Alan Cooper is the founder of Cooper Interaction Design, a consulting firm that develops interactive product designs for hightech companies. Computer technology is embedded within almost every product that is manufactured. Yet all too often, these "newandimproved" products are hard to use because the engineers who are developing the interface between the user and the machine don't think like the average manonthestreet who knows.

Avi Steinberg is stumped. After defecting from yeshiva to attend Harvard, he has nothing but a senior thesis on Bugs Bunny to show for himself. While his friends and classmates advance in the world, Steinberg remains stuck at a crossroads, his "romantic" existence as a freelance obituary writer no longer cutting it. Seeking direction (and dental insurance) Steinberg takes a job running the library counter at a Boston prison. He is quickly drawn into the community of outcasts that forms among his bookshelves—an assortment of quirky regulars, including con men, pimps, minor prophets, even ghosts—all searching for the perfect book and a connection to the outside world. Steinberg recounts their daily dramas with heartbreak and humor in this one-of-a-kind memoir—a piercing exploration of prison culture and an entertaining tale of one young man's earnest attempt to find his place in the world. Whether you're designing consumer electronics, medical devices, enterprise Web apps, or new ways to check out at the

supermarket, today's digitally-enabled products and services provide both great opportunities to deliver compelling user experiences and great risks of driving your customers crazy with complicated, confusing technology. Designing successful products and services in the digital age requires a multi-disciplinary team with expertise in interaction design, visual design, industrial design, and other disciplines. It also takes the ability to come up with the big ideas that make a desirable product or service, as well as the skill and perseverance to execute on the thousand small ideas that get your design into the hands of users. It requires expertise in project management, user research, and consensus-building. This comprehensive, full-color volume addresses all of these and more with detailed how-to information, real-life examples, and exercises. Topics include assembling a design team, planning and conducting user research, analyzing your data and turning it into personas, using scenarios to drive requirements definition and design, collaborating in design meetings, evaluating and iterating your design, and documenting finished design in a way that works for engineers and stakeholders alike.

· The Goal· The Form· The Behavior· The Interaction· The Cast· The Gizmos

Arthur H. Mooneyhan, who spent thirty years working in the prison system, shares real stories from the streets and inside the prison walls in this book that emphasizes the value of respect. With modern life's distractions, many have forgotten all the hard work that's been put in to achieve progress. Mooneyhan, also an ordained pastor and evangelist, examines the relationships in our lives that cultivate, nurture, and help us develop lives of respect. By engaging in self-reflection, you'll discover why true feelings of trust, safety, and well-being are so important and where they derive. Along the way, you'll get an insider's view of the prison system and the inmate population, along with the mental health programs that govern inmate behavior. Mooneyhan also explores the causes and effects of PTSD. He further offers effective coping methods to combat this traumatic illness, often associated with stress-filled careers like criminal justice, the military, and being a first responder. You'll gain a newfound respect for the men and women who serve and protect our streets, neighborhoods, highways, byways, and the world abroad, preserving and protecting our freedom. Join the author as he dives into the intersection of faith and discover how cultivating a relationship with God and thinking about what makes life so valuable will help you on your life journey.

Traces the history of prison reform in the United States, as the reformers' attempts to set up a system that would deter further crime and rehabilitate convicts come into conflict with the need to punish and the inherent character of imprisonment

An off-the-beaten-path tour of the city's hidden highlights, and the stories behind them. London is full of curiosities. Who knew that beneath the Albert Memorial lies a chamber resembling a church crypt? Or that there are catacombs under Camden? Who would expect to find a lighthouse in East London, sphinxes in South London, dummy houses in West London, or a huge bust of film director Alfred Hitchcock in North London? How many of those who walk past Cleopatra's Needle pause to consider why a 3,000-year-old Egyptian monument stands beside the Thames? How many know that what was once London's smallest police station can be seen in Trafalgar Square? Or that pineapples are used in the architectural design of so many buildings? Or why there are memorials to the Mayflower and Pilgrim Fathers in Rotherhithe? Learn more about the capital of curiosities in this delightful guide for lovers of history, trivia, and travel.

Examines how increasingly complicated computer technology has outpaced the ability of the average consumer to use it without frustration and calls for changes that will bring computer technology in line with how average people think

The Inmates are Running the AsylumSams Publishing

"HERE is a voice to listen to! Moloney's voice is as true as a voice can be. Concise, with the right details rendered perfectly, these sentences come to the reader with marvelous straight forwardness, clean as a bone."--Elizabeth Strout Olive Kitteridge meets The Mars Room in this powerfully unsentimental work of fiction--a portrait of nine lives behind the concrete walls of a New Hampshire jail. David Moloney's Barker House follows the story of nine unforgettable New Hampshire correctional officers over the course of one year on the job. While veteran guards get by on what they consider survival strategies--including sadistic power-mongering and obsessive voyeurism--two rookies, including the only female officer on her shift, develop their own tactics for facing "the system." Tracking their subtly intertwined lives, Barker House reveals the precarious world of the jailers, coming to a head when the unexpected death of one in their ranks brings them together. Timely and universal, this masterfully crafted debut adds a new layer to discussions of America's criminal justice system, and introduces a brilliant young literary talent.

After his 2014 expose about his experiences as a prison guard in a Louisiana for-profit prison, Shane Bauer soon realised the cruelty of the current American system and its place in the larger story of mass incarceration cannot be understood without first understanding its origins. In American Prison, Bauer weaves together a deeper reckoning of his prison guard experience with a thorough history of for-profit prisons in America. A blistering accusation of the private prison system in the United States, American Prison is a necessary human document about the true face of justice in the USA.

Step by step guide to help you prepare a plan to overcome addiction. Written by a prisoner who he himself has had to fight the battles of addiction.

Every team needs a leader, but why do we so often take that to mean that the appropriate workplace team needs to consist of one gem of a worker complemented with a bunch of obedient order-takers and yes men? What if the complementary fits between the team members were not with how well they performed the tasks handed down to them but with how they all used their unique strengths to share knowledge, push the envelope, and lead together in the challenge before them?The team of authors behind A Team of Leaders wants to show readers how to design systems within their organization and management procedures that nurture the leadership potential of every employee, not just the ones they ear-marked as having potential for promotion. The proven principles and techniques within these invaluable pages include:• The Five-Stage Team Development Model that maps the transition from traditional to self-directed teams• Best practices in team process design • A Team Value Creation Tool that allows members to appreciate the significance of what they contribute each day• Visual Management • And moreThe key to your company's success is creating successful teams of leaders combining their individual talents and strengths into a single, unstoppable driving force. The fresh approach taught in this indispensable guide will transform passive groups of disparate people into the effective teams of leaders you didn't know was possible to have.

Describes why computer software has become unreliable and offers suggestions on ways users can correct the situation.

Is it time to give up on rehabilitating criminals? Record numbers of Americans are going to prison, and most of them will eventually return to society with a high chance of becoming repeat offenders. But a decision to abandon rehabilitation programs now would be premature warns Ann Chih Lin, who finds that little attention has been given to how these programs are actually implemented and why they tend to fail. In Reform in the Making, she not only supplies much-needed information on the process of program implementation but she also considers its social context, the daily realities faced by prison staff and inmates. By offering an in-depth look at common rehabilitation programs currently in operation--education, job training, and drug treatment--and examining how they are used or misused, Lin offers a practical approach to understanding their high failure rate and how the situation could be improved. Based on extensive observation and over 350 interviews with

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staff and prisoners in five medium-security male prisons, the book contrasts successfully implemented programs with subverted, abandoned, or neglected programs (those which staff reject or which do not teach prisoners anything useful). Lin explains that staff and prisoners have little patience with programs aimed at long-range goals when they must face the ongoing, immediate challenge of surviving prison life. Finding incentives to make both sides participate fully in rehabilitation is among the book's many contributions to improving prison policy.
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