

**Guendelsberger, Emily. *On the Clock: What Low-Wage Work Did to Me and How It Drives America Insane*. New York: Little, Brown and Company, 2019.**

Guendelsberger, a journalist, sets out to examine the day-to-day experience of low-wage work in America in the mid-2010's by working at four major companies at different times for one to two months each: Amazon, McDonald's, Convergys, and AT&T. Aptly titled "On the Clock," Guendelsberger's book exposes the failures of a system that seeks to maximize productivity during every second of a worker's time in highly routinized jobs with high turnover. Through technologies in the fast food industry that calculate a target order assembly time and monitor equipment tools, systems can be set to harass and trigger a worker's stress response. Algorithmic scheduling in retail chains, which uses a business's most recent data to predict the minimum number of workers needed, overworks low-wage workers during their minimally staffed shift, and inadvertently affects their families, as workers are unable to know their work schedules often more than one day in advance. In warehouse fulfillment centers, GPS-enabled scanners track a worker's movements and note how many seconds remain to complete the task at hand. Through recorded notes of direct communications with her bosses and coworkers, Guendelsberger reveals this dehumanizing slice of the American labor market that, according to a 2013 study from Oxford University, employs about 47 percent of the U.S. workforce.