CONTENTS

LIST OF CONTRIBUTORS	vii
INTRODUCTION: SOCIAL PROBLEMS AS WORK James A. Holstein and Gale Miller	ix
PART I. CULTURE AND SOCIAL PROBLEMS WORK	
SAFE HOME, DANGEROUS STREET: REMAPPING SOCIAL REALITY IN THE EARLY MODERN ERA Leslie J. Miller	3
RETHINKING VICTIMIZATION James A. Holstein and Gale Miller	25
THE BURDEN OF FACTS: RHETORIC IN THE DEBATE OVER ASIAN-AMERICAN STUDENT ADMISSIONS Dana Y. Takagi	49
PART II. SOCIAL PROBLEMS WORK IN THE MASS MEDIA	
SECONDARY CLAIMS-MAKING: CLAIMS ABOUT THREATS TO CHILDREN ON THE NETWORK NEWS Joel Best	73
SPEAK OF THE DEVIL: TALK SHOWS AND THE SOCIAL CONSTRUCTION OF SATANISM Kathleen S. Lowney	97
PART III. SOCIAL PROBLEMS WORK IN HUMAN SERVICE ORGANIZATIONS	
CREATING CLIENTS: SOCIAL PROBLEMS WORK IN A SHELTER FOR BATTERED WOMEN	
Donileen R. Loseke	129

241

HOMELESS IN RIVER CITY: CLIENT WORK IN HUMAN SERVICE ENCOUNTERS	
J. William Spencer	149
PART IV. SOCIAL PROBLEMS WORK IN SOCIAL CONTROL SETTINGS	
NEUTRALIZING RESISTANCE: PROBATION WORK AS RHETORIC William D. Darrough	167
CONSTRUCTING SERIOUS VIOLENCE AND ITS VICTIMS: PROCESSING A DOMESTIC VIOLENCE RESTRAINING ORDER	
Robert M. Emerson	191
PART V. SOCIAL PROBLEMS WORK IN PUBLIC LIFE	
GENDER, SOCIAL PROBLEMS WORK, AND EVERYDAY PHILANTHROPY AMONG STRANGERS Carol Brooks Gardner	219
WHAT WACO STOOD FOR: JOKES AS POPULAR CONSTRUCTIONS OF SOCIAL PROBLEMS	

Kathleen S. Lowney and Joel Best