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Education:

- 2010: Ph.D., New York University, Program in American Studies.
Areas of specialization: media and communications history; work and labor studies; U.S. cultural politics; and global political economy.
- 2002: M.A., NYU, Draper Program in Humanities and Social Thought.
- 1996: B.A., University of Illinois at Urbana-Champaign, English.

Professional Experience:

- 2017- Associate Professor of Media and Technology Studies, Department of Communication, University of North Carolina at Chapel Hill
- 2015- Affiliated Faculty, Department of American Studies, UNC-CH
- 2010-2016: Assistant Professor of Media and Technology Studies, Department of Communication, UNC-CH.
- 2008-2010: Instructor with Special Provisions, Department of Communication Studies, UNC-CH.
- 2007: Adjunct Professor, "Work, Culture and Politics of New York City," Union Semester Program, Joseph S. Murphy Institute for Worker Education and Labor Studies, City University of New York.
- 2006: Adjunct Professor, "Introduction to Metropolitan Studies," College of Arts and Sciences, NYU.
- 2005: Adjunct Professor, "The Cultural Politics of Global News Media," Gallatin School of Individualized Study, NYU.
- 2003-2007: Teaching Assistant, Department of Social and Cultural Analysis, CAS, NYU.
- 1999-2001: Tutor in English Composition, Parsons School of Design, New School University.
- 1998: Instructor of English Composition, Illinois State University, Normal, IL.

1996–1997: Instructor of English, NOVA Intercultural Institute, Tokyo, Japan.

Honors:

- 2019: Research and Study Semester, Dept. of Communication, UNC-CH
2017: Recipient, Ken and Mary Lowe Faculty Excellence Grant, \$2000
2011: Junior Faculty Development Research Grant, UNC-CH
2011: University Research Council Grant, UNC-CH
2007: Penfield Prize, American Studies, NYU
2006: Nominee, President’s Service Award, NYU
2003: Travel Grant, Graduate School of Arts and Sciences, NYU
2001-2006: McCracken Fellowship, GSAS, NYU.
2000: Tuition Scholarship, Draper Program in Humanities and Social Thought, NYU.
1993-1995: Dean’s List, University of Illinois at Urbana-Champaign.
1991: President’s Scholarship, University of Illinois.

Bibliography:

Peer reviewed books and chapters:

- Forthcoming: “Carry That Weight: The Costs of Delivery and the Ecology of Vinyl Records’ Revival,” in *Assembly Codes: The Logistics of Media*, eds. Matthew Hockenberry, Nicole Starosielski, and Susan Zieger (Duke UP)
- 2019: “The New Old: Vinyl Records after the Internet,” in *The Dialectic of Digital Culture*, eds. David Arditi and Jennifer Miller (Lexington Books)
- 2017: “The Swipe,” in *Paid: Tales of Dongles, Checks, and other Money Stuff*, eds. Bill Mauer and Lana Schwarz (MIT Press)
- 2017: *Technologies of Consumer Labor: A History of Self-Service* (Routledge)
- Reviewed by Matthew Hockenberry in *Media Industries*, vol. 6, no. 1, 2019
- Reviewed by Yujie Chen in *Information, Communication & Society*, published online, January 4, 2019
- 2015: “The Costs of Payment, or Three Histories of Swiping,” *Digital Labour and Prosumer Capitalism*, eds. Olivier Freysse and Mathieu O’Neil, inaugural volume of the *Dynamics of Virtual Work* series,

edited by Ursula Huws and Rosiland Gill (Palgrave MacMillan),
pp. 51-65

Peer-reviewed journal articles:

Under Review: “More Than a Number: The Telephone and the History of Digital Identification,” with Jennifer Holt, *Media Culture & Society*

Forthcoming: “Listing Labor, or Cataloguing Collectibles in the Digital Vintage Economy,” with Tamara Kneese, *Social Media + Society*

Special double issue: The Platformization of Cultural Production, eds. Brooke Erin Duffy, David Nieborg, and Thomas Poell

2019: “Keeping What Real? Vinyl Records and the Future of Independent Culture,” *Convergence*, 25(4), Special issue: Rethinking the Distinction Between Old and New Media, eds. Frederik Lasage and Simone Natale 643-656.

2018: “Then Press Enter: Digital Payment Technology and the History of Telephone Interface,” *Cultural Studies*, vol. 32, no. 4, 582-599

2017: “Analog Backlog: Pressing Records during the Vinyl Revival,” *Journal of Popular Music Studies*, vol. 29, no. 4 (December), e12247, 1-14

2014 “Contributions to a Conjunctural Theory of Value,” with Lawrence Grossberg and Carey Hardin, *ReThinking Marxism* 26(3), 306-335

2006 “Outsourcing, Self-Service and the Telemobility of Work,” *Anthropology of Work Review*, vol. 27, no. 2 (Fall), 1-9

Presentations:

2019: Invited lecture, “Back in (the) Black: The Revived Economy of Vinyl Records in Chicago,” Columbia College Chicago, April 16.

2019: Book Talk for *Technologies of Consumer Labor*, The Seminary Co-op Bookstore, Chicago, March 5.

2018: Invited lecture, “Keeping It Real? Vinyl Records, Digital Media, and the Future of Independent Culture,” UC-Santa Barbara, May 4.

2018: Invited lecture, “The New Old: Vinyl Records and Digital Media,” Center for Theory, UT-Arlington, April 18.

2016: “The New Old: Reissued Records and the Appreciation of Vinyl,” *Union for Democratic Communication* annual conference, Detroit, October.

- 2016: “From Dialing to Data Entry: Fingers, Numbers, and the History of Digital Labor,” *Union for Democratic Communication* annual conference, Detroit, October.
- 2015: Invited Session Leader, “Labor and Tech” global working group led by Winnifred Poster, Washington University, December.
- 2015: “The New Vintage: Independent Labels and the Contemporary Market in Reissued Records,” with Andrew Davis, *Art of Record Production* annual conference, Philadelphia, November (*in absentia*).
- 2015: Invited Panelist, “Analog Backlog: Record Store Day and the Vinyl Supply Chain,” *On Vinyl*, Ethnomusicology symposium, Duke University, October.
- 2015: Panel Chair, *Intersections of Cultural Studies and Finance*, UNC-CH, April.
- 2015: “Analog Labor and the Political Economy of Vinyl,” *International Association for the Study of Popular Music*, US annual conference, Louisville, February.
- 2014: Invited Panelist, “The Public Role of the Intellectual,” Cultural Studies Program, University of North Carolina at Chapel Hill
- 2014: “Press 1 for Payment: A Brief History of Transacting over the Phone,” invited symposium participant, *Money as Communication: Technology, Culture and Economic Practice*, Annenberg School for Communication and Journalism, University of Southern California, October.
- 2014: “Deflating the Vinyl Bubble,” *International Association for the Study of Popular Music*, US annual conference, Chapel Hill, NC, April.
- 2013: “From Dialing to Digital Labor: A Brief History of Touching Telephones,” *National Communication Association* annual conference, Washington, D.C., November.
- 2013: “What’s in a PIN? A Brief History of Transaction Technology,” *American Studies Association* annual conference, Washington, D.C., November.
- 2013: “Wax Romantic: Contemporary Vinyl Culture and the Business of Selling Records in a Digital Media Economy,” *Union for Democratic Communication* annual conference, San Francisco, CA, November.
- 2013: “Magic Touch: Payment Apps and the Political Economy of Swiping,” *Apps and Affect* conference, University of Western Ontario, London, Ontario, October.
- 2013: “The Costs of Payment, or Three Histories of Swiping,” *ICTs and Work* conference, Université Paris Sorbonne, June.
- 2012: Chair, “Technologies of Political Organization,” *The Anomie of the Earth* conference, UNC-CH, May.
- 2012: “Everyday Digital Labor in the Social Office,” *Union for Democratic Communication* annual conference, Tallahassee, FL, May.
- 2012: Moderator, *Global Media and/as Local Politics* symposium, UNC-CH, January.

- 2011: Invited Participant, “Workshop on Ecology, Critical Thought and Design,” Initiative for Humanities and Sustainability, Cornell University, November.
- 2011: Invited Panelist, “A Consumer’s History of Financial Technology,” Adventures in Critical Value Studies, Futures of Finance Symposium, Franklin Humanities Institute, Duke University, September.
- 2011: “Disaffected Labor: Self-Service Technology and the Digital Everyday,” Technologies of Labor, *Post/Autonomia* Conference, Amsterdam, Netherlands, May.
- 2009: “From Ma Bell to Cell Phones: The Divestiture of AT&T and the Expansion of U.S. Telecommunications, 1984-1996,” Knowledge and Information: Technology/Circulation/Ownership, National Communication Association Annual Conference, Chicago, IL, November.
- 2009: “*There’s an App for That: Communication Technology and Consumer Productivity*,” Reality of Belonging, American Studies Association Annual Conference, Washington, D.C., November.
- 2009: “A Kiosk in Every Pocket: Cell Phones and Self-Service,” Labor, Media and Politics in the Information Age, Union for Democratic Communication, Buffalo, NY, May.
- 2009: Invited Panelist, “New Struggles in the University Economy,” University of North Carolina at Chapel Hill, February.
- 2008: “From ATMs to the Airport: Self-Service Kiosks and the Mobility of Work,” Mediating Affective Labor: Knitting, Moving, Sitting, Flying, National Communication Association Annual Conference, San Diego, CA, November.
- 2007: “From Dialing to Data Entry: Touch-Tone Phones, ATMs and the Automation of Customer Service,” Union for Democratic Communication Annual Conference, Vancouver, B.C., November (*in absentia*).
- 2006: Invited Panelist, “Challenging the Corporate University: The NYU Strike, 2005-2006,” American Studies Association Annual Meeting, Oakland, CA, October.
- 2006: Invited Panelist, “Academic Freedom and Labor,” Left Forum Conference, NYC, NY, March.
- 2004: “Working on Communications’ Labor Problem,” Problematizing Communications: Michel Foucault and the Pragmatics of Concepts, National Communication Association Annual Conference, Chicago, IL, November.
- 2004: “Downsizing, Outsourcing and the Consumption of Work,” The Offshoring of White-Collar and Professional Work: Views from the US and India, American Anthropological Association Annual Conference, San Francisco, CA, November.

- 2004: “Outsourcing Solidarity,” After Telephony: New Perspectives on Tele-Commuting and Tele-Communication, Crossroads in Cultural Studies Fifth Annual Conference, Champaign, IL, June.
- 2003: “Phoning Alone: Talk Radio, Domestic Labor and the Cultural Citizenship of Angry, White Men,” Participating in Mass Media: Consumption, Gender and the Production of Citizenship, convened panel to include Mark Andrejevic, James Hay, Toby Miller and Laurie Ouelette, American Studies Association Annual Conference, Hartford, CT, October.
- 2002: “Housewives on Hotlines: Activism, Volunteerism, and Community Communication,” Redirecting Communication Theory to Reactivate Political Action, National Communication Association Annual Conference, New Orleans, LA, November.
- 2001: “Rosie the Riveter meets Rosa Parks: Housewives, Hotlines and Community Mental Health,” Rethinking Grassroots: Neoliberalism, Control Societies and New Figures of Contestation, National Communication Association Annual Conference, Atlanta, GA, November.
- 2001: “Reach Out and Teach Someone: Operators and Proper Telephone Use,” Communications and/as Governance, International Communication Association Annual Conference, Washington, D.C., May.

Other refereed publications:

- 2019: Review of *Cash and Dash: How ATMs and Computers Changed Banking*, by Bernardo Bádiz-Lazo (Oxford University Press, 2018), *Journal of Cultural Economy*, online first, March 7, 2019.
- 2017: Review of *Low Power to the People: Pirates, Protest, and Politics in Low-Power FM Activism*, by Christina Dunbar-Hester (MIT Press, 2014), *International Journal of Communication* 11.
- 2017: Review of *Media Independence: Working with Freedom or Working for Free?*, ed. James Bennett and Niki Strange (Routledge, 2015), *New Media & Society* 19(3).
- 2011: “Labor’s New Empire,” *Journal of Communication Inquiry* 35(4), Special Issue on Hardt and Negri’s Trilogies, October, 433-438
- 2010: Dissertation: “Phoning It In: Self-Service, Telecommunications, and New Consumer Labor.” Advisor: Andrew Ross; committee: Anna McCarthy, Toby Miller (University of California-Riverside), Dan Schiller (University of Illinois), Marita Sturken.
- 2009: “Whose Right to Decide? Union Busting at NYU and the Future of Campus Governance,” with Susan Valentine, in *Dangerous Professors: Academic Freedom and the National Security Campus*, edited by Malini Johar Schueller and Ashley Dawson, University of Michigan Press, pp. 187-208.

- 2008 *The University Against Itself: The NYU Strike and the Future of the Academic Workplace*, coeditor with Monika Krause, Molly Nolan and Andrew Ross, Temple University Press.
- 2008: “Activists into Organizers! How to Work with your Colleagues and Build Power in Graduate School, co-authored with Monika Krause, in *The University Against Itself*, pp. 224-235.
- 2007 “Beyond the Picket Line: Academic Organizing after the Long NYU Strike: Introduction to the Special Issue,” guest editor, *Workplace: A Journal of Academic Labor*, vol.14, no.1 (May), 1-8.
- 2002: Master’s Thesis: “Reach Out and Save Someone: Birth of the Hotline.” Advisor: Andrew Ross.

Selected Creative Work:

- 2015- Host and Coordinator, “Thursday Night Feature,” WXYC.org, 89.3fm
- 2015: Sound Design, *The Emotions of Normal People*, Little Green Pig Theater Company, December.
- Nominee for “Outstanding Sound Design,” *Annual Triangle Independent and Local Theater Awards*

Teaching Record:

Dissertations Advised:

- Christopher James Dahlie, *In Concert With...: Concert Audio Engineers and Arena Sound Systems, 1965-2018*, defended July 19, 2018
- Ian Murphy, *Post-Internet Circuits of Media Distribution*, defended April 2, 2018

Honors Theses Advised:

- 2018-2019 Shea Stanley, “Here: An Analysis of Representation in Media as Applied to an Original Four-Day Arts Festival”
- 2017-2018 Michelle Yu, “Laugh with Me, Laugh at Us: The Paradox of Asian American Self-Representation on YouTube”
- 2015-2016 Jang Won Kim, “Web of Hatred: An Analysis of Online Hate in South Korea”
- 2015-2016 Casey Hribar, “Surviving the Casting Economy: Reality Television, Cultural Citizenship, Consumer Labor, and Commodification”
- 2011-2012 Partrick Nichols, “The Cultural History of Digital Video Compression”

Courses Taught at UNC

COMM 088: Technologies of Popular Culture (new first-year seminar)

Spring 2015: 24 students
Spring 2016: 24 students
Fall 2017: 24 students

COMM 140 Introduction to Media History, Theory and Criticism (large lecture course)

Fall 2008: 22 students, supervised 6 sections
Spring 2009: 29 students, supervised 6 sections
Fall 2009: 133 students, 6 Teaching Assistants
Spring 2010: 26 students, supervised 6 sections
Fall 2010: 132 students, 6 Teaching Assistants
Fall 2011: 140 students, 6 Teaching Assistants
Spring 2012: supervised 7 sections
Fall 2012: 140 students, 6 Teaching Assistants
Spring 2015: supervised 6 sections
Maymester 2015: 12 students
Maymester 2017: 6 students

COMM 453 The History of New Media Technologies in Everyday Life (new course)

Fall 2009: 23 students
Spring 2012: 27 students
Spring 2013: 22 students
Fall 2014: 27 students
Fall 2016: 22 students
Fall 2017: 25 students
Spring 2018: 36 students

COMM 396 Independent Study and Directed Research

Spring 2011 Cetera deGraffenreid, "Identity, Communication and Social Media"
Spring 2012: Rick Moore, "Commerce and Consumption in Digital Spaces"

COMM 650 The Cultural Politics of Global Media Economies (new course)

Spring 2010: 6 students
Spring 2012: 18 students
Fall 2012: 15 students
Spring 2013: 18 students
Fall 2014: 18 students
Spring 2015: 28 students
Fall 2015: 19 students
Spring 2016: 13 students
Spring 2018: 25 students

COMM 703 Communication and the Political (core graduate seminar)

Fall 2011: 21 PhD students

Spring 2013: 13 PhD students

COMM 850 Technology, Work and Labor (new graduate seminar)

Spring 2009: 12 PhD students

COMM 850 Political Economies of Digital Media (new graduate seminar)

Fall 2015: 9 PhD students, 4 MA students (from 5 departments)

Fall 2016: 10 PhD students (from 4 departments)

COMM 859 After Audience Studies: Media Technology and Consumer Labor
(new seminar)

Fall 2010: 15 PhD students

COMM 901 Directed Research

Spring 2012: Houda Abadi,

“The Cultural Production of Mediated Resistance in MENA”

Service:

Editorial Board, *Journal of Cultural Economy*, 2015-

Speaker, “Undercurrents: Music and the Masses,” Nerd Nite Chapel Hill #1, September 13, 2017

Guest, “Social Media and Social Change,” *The State of Things*, WUNC-FM, March 29, 2012

University of North Carolina at Chapel Hill:

President, American Association of University Professors, UNC-CH Chapter, 2018-

Speaker, “The New Old: Vinyl Records after the Internet,” Humanities Happy Hour, Carolina Public Humanities and the Institute for the Arts and Humanities, February 21, 2018

Organizer, “How to Be Informed: A Citizen’s Guide to Big Data,” Friday Center, UNC-Chapel Hill, September 28, 2017

Organizer and Moderator, “How to Be Informed: The New Fake News,” Friday Center, UNC-Chapel Hill, September 26, 2017

Faculty Mentor, Moore Undergraduate Research Apprenticeship Program, UNC, 2017

Faculty Representative, WXYC, Student Union Advisory Board

Faculty Advisor, The Film Collective of UNC-CH, 2013-

Co-coordinator, *Ferguson: A Report from Occupied Territory*, screening and discussion, 2015

Organizing Committee, “Anomie of the Earth” international conference, 2011-2012

Volunteer Judge, University Research Day, Spring 2009

Dept. of Communication

Director of Graduate Studies, 2019-

Graduate Admissions Committee, 2017-

Colloquium Coordinator, 2017-

Diversity Liaison, 2015-

Graduate Studies Committee, 2013-

Teaching Assistant Professor Hiring Committee, Chair, 2018

Media and Technology Studies Hiring Committee, 2015-2016

Media and Technology Studies Hiring Committee, 2011-2012

Faculty Liaison, ComMEMus Working Group, 2011-2012

Undergraduate Studies Committee, 2008-2013

Media Studies Unit Coordinator, 2008-2012, 2015

Memberships and other service:

American Association of University Professors

American Studies Association

International Association for the Study of Popular Music

Union for Democratic Communication

New York Metro American Studies Association,

Executive Committee Member, 2002-2004

Organizing Committee, 2003 Annual Conference, “The Meaning of Things: Ordinary and Extraordinary Objects in American Culture,” November.

Organizing Committee, Book Salon series, 2003, 2004

NYU American Studies Student Committee, 2002-2003; 2007

Organizing Committee, “Humanities or Human Resources? Ethnic Studies and Labor in the Corporate University.”

Organizing Committee, 2003 Panel Series, “State Terror.”

Organizing Committee, 2002 Speaker Series “Re/configuring American Studies.”

UAW Local 2110

UAW Staff Organizer, 2006-07

Chairperson, Graduate Student Organizing Committee (GSOC), 2004-7

