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Department of Communication
University of North Carolina at Chapel Hill

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Education:

- 2010: Ph.D., New York University, Program in American Studies.
Dissertation: “Phoning It In: Self-Service, Telecommunications, and New Consumer Labor.” Committee: Andrew Ross, chair; Anna McCarthy; Toby Miller (University of California-Riverside); Dan Schiller (University of Illinois); Marita Sturken.
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, Department of Communication, UNC-CH
- 2018: Nominee, Book of the Year, Critical/Cultural Studies Division, National
Communication Association
- 2017: Recipient, Ken and Mary Lowe Faculty Excellence Grant, Dept. of
Communication, UNC-CH
- 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:

- 2017: *Technologies of Consumer Labor: A History of Self-Service*
(Routledge)
- Reviewed in *Media Industries*, vol. 6, no. 1, 2019
- Reviewed in *Information, Communication & Society*, vol. 22, no. 10, 2019

Peer reviewed 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 University Press)
- 2019: “The New Old: Vinyl Records after the Internet,” in *The Dialectic of Digital Culture*, eds. David Ardit 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)
- 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:

- Forthcoming: “More Than a Number: The Telephone and the History of Digital Identification,” with Jennifer Holt, *European Journal of Cultural Studies*
- Forthcoming: “Brick-and-Platform: Listing Labor 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), 643-656
- Special issue: Rethinking the Distinction Between Old and New Media, eds. Frederik Lasage and Simone Natale
- 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:

- 2020: “Electric Avenue: Race, Real Estate, and the Gentrification of Vinyl,” *International Association for the Study of Popular Music*, Detroit, May. (accepted)
- 2020: “Depop, Instagram, Etsy, and Discogs: Examining the Digital Vintage Economy,” with Jennifer Ayres and Tamara Kneese, *Media Industries 2020: Global Currents and Contradictions*, King’s College London, April. (accepted)
- 2019: “Islands in the Stream: The Ecology of Vinyl Records’ Revival and the Future of Independent Cultural Production,” *Union for Democratic Communication* annual conference, Oakland, November.
- 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, University of Chicago, March 5.
- 2018: “Gentrified Vinyl: Bay Area (Ad)ventures in Record Store Real Estate,” *Union for Democratic Communication*, Chicago, May 11.
- 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: “Sell It Again, Sam: 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 Bátiz-Lazo (Oxford University Press, 2018), *Journal of Cultural Economy*, 12(3).
- 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 Trilogy, October, 433-438
- 2010: Dissertation: “Phoning It In: Self-Service, Telecommunications, and New Consumer Labor.” Committee: Andrew Ross, chair; 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, 1 TA
Maymester 2019: 11 students
Spring 2020: 30 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
Spring 2020: 15 students

COMM 703 Communication and the Political (core graduate seminar)

Fall 2011: 21 PhD students

Spring 2013: 13 PhD students

COMM 704 Communication and the Discursive (core graduate seminar)

Fall 2019: 7 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 850 Capitalism and Digital Culture (new graduate seminar)

Fall 2018: 7 PhD students (from 3 departments)

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

Fall 2010: 15 PhD students

COMM 901 Directed Research

Spring 2012: Houda Abadi,

“The Cultural Production of Mediated Resistance in MENA”

COMM 909 Professionalization Seminar

Fall 2019-Spring 2020: Open to all Dept. of Communication graduate students

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:

Co-convener, Racial Literacies working group, Carolina Seminars, 2019-

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

Faculty Mentor, Moore Undergraduate Research Apprenticeship Program, UNC, 2017, 2019

Faculty Advocate, Carolina Firsts Program (for first generation college students), 2017-
Faculty Representative, WXYC, Student Union Advisory Board, 2017-2018

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

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

Faculty Advisor, The Film Collective of UNC-CH, 2013-2017

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, 2019

Memberships and other service:

American Association of University Professors
American Studies Association
Cultural 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 Graduate Student Committee, 2002-2003; 2007

Organizing Committee, 2007 Symposium, “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