

## **Joan Greenbaum**

### **Professor Emerita — City University of New York Environmental Psychology Graduate Center**

#### **Books:**

*In the Name of Efficiency: Management Theory and Shopfloor Practice in Data Processing Work* (Philadelphia: Temple University Press, 1979).

*Design at Work: Cooperative Design of Computer Systems*, with Morten Kyng (Hillsdale, N. J.: Lawrence Earlbaum Associates, 1991)

*Windows on the Workplace: Computers, Jobs, and the Organization of Office Work in the Late Twentieth Century* (NY: Cornerstone Books, Monthly Review Press, 1994).

*Windows on the Workplace: Computers, Jobs and the Organization of Office Work*, new edition (Monthly Review Press, 2004).

#### **Academic Experience:**

1997-present: Professor, Graduate Center, City University of New York, Faculty, Environmental Psychology; Interactive Technology and Pedagogy

1973-2007: Professor, Computer Information Systems Department, City University of New York, LaGuardia Community College

1983-93: Visiting Associate Professor, Economics Department, Barnard College, Columbia University

1986-88 Guest Associate Professor, Computer Science Department, Aarhus University, Aarhus, Denmark; also 1991-92, Aarhus University.

1995-96: Guest Professor, Informatics Department, University of Oslo, Norway.

2007: Guest Professor, Department of Information and Media Studies, University of Aarhus, Denmark; Spring 07.

## **Educational Summary:**

Ph.D. Union Graduate School, Yellow Springs, Ohio, 1977

Political Economy: Dissertation: "A Study of Change in Data Processing Work"  
funded in part by the Institute for Policy Studies, Washington DC.

## **Selected Publications 1990-present:**

"Zen and the Art of Teaching Systems Development", with Lars Mathiassen, in  
*Computers and Society*, Vol. 20, No. 1, 1990.

"The Head and the Heart, Using Gender Analysis to Study the Social Construction of  
Computer Systems", in *Computers and Society*, Vol 20. No. 2, 1990.

"A Design of One's Own: Toward Participatory Design in the United States", in  
Namioka, Aki, and Schuler, Douglas (eds), *Participatory Design* (Erlbaum,  
Press, 1993).

"Small Changes: Using Workshops for giving participants a choice", in Namioka, A. and  
Schuler, D. (eds), *Participatory Design* (Erlbaum, Press, 1993)

"Design of Information Systems--Things versus People", with Susanne Bodker, in  
*Gendered by Design, Information Technology and Office Systems*, Green, E.  
Owen, J. and Pain, D. (eds), (Taylor & Francis, London, 1993).

"The Forest and the Trees", *Monthly Review*, Vol. 46, No. 6, Nov. 1994.

"Back to Labor: Returning to labor process discussions in the study of work", CSCW  
Proceedings, (ACM, 1996); *Journal of Computer Supported Cooperative Work*.  
(Kluwer).

"Post Modern Times, participation beyond the workplace" in *Proceedings of the  
Participatory Design Conference*, Cambridge, Mass. Nov. 1996, ACM.

"Labor is More than Work: Using labor analysis to study use situations and jobs", in  
*Scandinavian Journal of Information Systems*, (1996; 8.2)

"Spread Over Time and Place: Redivided labor and the role of technical infrastructure",  
in M. Wardell, P. Meiksins, T. Steiger, (eds), *Rethinking the Labor Process*,  
(Albany: SUNY Press, 1997).

"From Chaplin to Dilbert: The making of computer concepts", in S. Aronowitz and J.  
Cutler (eds), *Post-Work: The Wages of Cybernation*, (NY: Routledge Press,  
1998).

- “Making Computer Chips into Managers: The interplay of technical and organizational constraints”, in P. Thompson, C. Warhurst, (eds), *Future Workplaces* (London, Macmillan, 1998).
- " Constructing Time in New Media Systems", with Dagny Stuedahl, in *Proceedings of the Participatory Design Conference*, Computer People for Social Responsibility, Palo Alto, Ca, Nov. 2000.
- "Return to the Garden of Eden? Learning, Working, and Living”, with Fischer, Gerhard & Frieder Nake, *The Journal of the Learning Sciences*, 9(4), Fall 2000, pp 505-513.
- "Its about Time: Deadlines and Workpractices in New Media", with Dagny Stuedahl, *International Communication Systems Journal*, Fall 2001.
- “Got Air”, with David Kotelchuck, *Working USA*, Fall 2003, Vol. 7, No. 2.  
reprinted in “Got Air: Indoor air quality in US offices”, with David Kotelchuck, in Vernon Mogensen, ed., *Worker Safety Under Siege: Labor, Capital and the Politics of Workplace Safety* (M.E. Sharpe, 2005).
- “Appropriating digital environments: (Re) constructing the physical through the digital”, in *ReSearching a Digital Bauhaus*, T. Binder, L. Malbom (eds). Springer Verlag, 2008.
- “Participatory problem-solving through interactive environments”, research paper Participatory Design Conference, Oct. 2008 Proceedings, ACM.
- “Doubt is their product”, book review, *Review of Radical Political Economy*, Fall 2009.
- "Situations and interactions: Digital cafe squatting and participatory design", Participatory Design Conference, Dec. 2010, ACM.
- "The Political Economy of Mobile Technologies and Everyday Life", Keynote address> International Labour Process Conference, Stockholm, March 2012, Swedish council for Working Life and social Research.
- "Participation, the camel and the elephant of design", with Daria Loi, *CoDesign*, International Journal of Cocreation in Design and the Arts. Vol. 8, No-2-3 Sept 2012, Taylor & Francis.
- "Heritage: Having a Say", Chap. 2 with Finn Kensing, in *The Handbook of Participatory Design*, Keld Bodker, Jesper Simonsen, Toni Robertson, eds., Routledge 2012.

**Selected publications (prior to 1990):**

- "Automation: A Look at the Basic Assumptions" in *Computers and Society*, Fall 1975.
- "A Model for Integration of Cooperative Education and the Classroom", with Meryl Sussman, in *Journal of Cooperative Education*, May 1976.
- "Division of Labor in the Computer Field", *Monthly Review*, July-August 1976.  
Reprinted in *Monthly Review Edizione Italiana*, Sept. 1976, and in *Technology the Labor Process and the Working Class* (Monthly Review Press, 1977).
- "Specialization, Jobs and the Role of the Community College", *LaGuardia Review*, Winter-Spring, 1978.
- "Kitchen Culture/Kitchen Dialectic: Women and Technology", in *Heresies, Women and Architecture*, Vol 3, No. 3, 1981.
- "Resistance and Accommodation", *Monthly Review*, May 1981.
- "A Feeling for Systems Development Work", with Susanne Bodker, in *Women, Work and Computerization*, in K. Tijdens, et al, eds. (North Holland, 1988).
- "In Search of Cooperation, An Historical Analysis of Work Organization and Management Strategies", in *Computer Supported Cooperative Work Proceedings* (ACM 1988).
- "Five Easy Pieces: Reframing the Design of Office Systems" with Kim Halskov Madsen, in *Office Technology and People*, Vol. 4, No. 2, 1988.
- "Office Automation Training: An Empowerment Approach", with Sandra Watson, in *Job Training for Women, the Promise and Limits of Public Policies*, S. Harlan and R. Steinberg, eds. (Temple University Press, 1989).

### **Selection of Major Research Projects:**

The following is an overview of some of the major projects (generally longer than one year and involving coordination among 5 or more people) I have planned, organized and carried out. They include curriculum design, consulting, labor union advising, principle research investigation, workshop design and facilitation, applied and theoretical research field work and a radio program based on researching current affairs. In addition I have supervised and participated in a range of smaller (less than one year) research and industry-based case studies and projects, as well as supervising student research projects.

Curriculum/Technical Advisor, Working Women Education Fund of the National Association of Working Women, 1982-85.

Producer, Co-Anchor, *Econonews*, bi-weekly radio program of Economic Affairs, New York City, 1983-86.

Director, U.S. Research Projects for the International Computer Occupations Network (ICON), funded by the British Social Science Research Foundation, and The European Economic Community, 1983-88.

Principal Research Investigator, New York Case Study of Automation of Clerical Work, Office of Technology Assessment, U. S. Congress, 1984-85.

Co-Director, Study of Roles in Systems Development Work (ROSA project), funded by the Danish Social Science Research Council, 1986-87.

Consultant/Principle Research coordinator, Participatory Design Project, computer software and network selection for the Association of Computing Machinery (ACM), 1990.

Technical Advisor, Siberian Coal Miners Union, : hardware and software selection, implementation and training, Siberia, Russia, 1993.

Consultant, Union Research Centre on Office Technology (URCOT); participatory design of information systems, Melbourne, Australia, 1993.

Co-Principal Research Investigator, National Council on Employment Policy, study of high performance workplaces, conducted with the Institute for Labor and Research, New York City, 1994/95.

Seminar/Workshop Leader, Workshops and training sessions on participatory design, conducted for corporations, associations and government agencies, 1993-97.

Co-Director Workplace Health and Safety, Professional Staff Congress (AFT) 1999-present.