

JoAnne Yates
MIT Sloan School of Management
E62-335
100 Main Street
Cambridge, MA 02142-1347
(617) 253-7157

EDUCATION

University of North Carolina	Ph.D.	1980
Texas Christian University	B.A	1974

PROFESSIONAL EXPERIENCE

Teaching and Administration

7/1/2020-present	Massachusetts Institute of Technology , Cambridge, MA. Sloan School of Management Sloan Distinguished Professor of Management, Emerita Professor of Managerial Communication and Work and Organization Studies (post tenure)
2015/16, 2017/18	Area Head, Sloan's Behavioral and Policy Sciences Area
2014-2015	Secretary, MIT Faculty
2007-2012	Massachusetts Institute of Technology , Cambridge, MA. Sloan School of Management: Deputy Dean.
1980-2020	Massachusetts Institute of Technology , Cambridge, MA. Sloan School of Management: Sloan Distinguished Professor of Management, 1999 to present; Associate Professor of Management Communication and Information Studies, 1991-1999 (tenure granted, 1994); Lecturer and Sr. Lecturer, 1984-1991. Writing Program, Department of Humanities: Assistant Professor and Coordinator, Sloan Communication Program, 1980-1984.
Summers 1989, 1990, 1992, 1995	Helsinki School of Economics , Helsinki, Finland. Taught management communication in the International MBA and BBA programs

Outside Professional Activities

2006-2018	Member, Board of Directors, Hagley Museum and Library
-----------	---

AWARDS AND FELLOWSHIPS:

Lifetime Service Award, Organizational Communication and Information Systems Division of the Academy of Management, Philadelphia, August, 2014.
Fellow, Center for Advanced Study in the Behavioral Sciences, Stanford University, September 2012-May, 2013.

- Best Published Paper Award, the Organizational Communication and Information Systems Division of the Academy of Management, 2007 Academy of Management Annual Meeting (for Kate Kellogg, Wanda J. Orlikowski, and JoAnne Yates, “Life in the Trading Zone: Structuring Coordination Across Boundaries in Post-Bureaucratic Organizations,” *Organization Science* 17:1 (January-February 2006), pp. 22-44).
- First runner-up, Best Paper Award, the Organizational Communication and Information Systems Division of the Academy of Management, 2006 Academy of Management Annual Meeting (for Melissa Mazmanian, Wanda J. Orlikowski, and JoAnne Yates, “Ubiquitous email: Individual experiences and organizational consequences of BlackBerry use”).
- Runner-up, Best Paper Award, Technology and Innovation Management Division of the Academy of Management, 2006 Academy of Management Annual Meeting (for Steve Kahl and JoAnne Yates, “Radical Incrementalism: Factoring Use into Technological Change”).
- 2006 Finalist for the George R. Terry Book Award of the Academy of Management for *Structuring the Information Age*.
- 2006 Highly Commended Award from Emerald LiteratiNetwork for 2005 publication in *Information Technology & People* (for Hyun Im, JoAnne Yates, Wanda J. Orlikowski, “Temporal Coordination through Genres and Genre Systems,” *Information, Technology and People*, 18: 2 (2005), pp. 89 – 119).
- Co-Principal Investigator, NSF Information Technology Research Award, “Social and Economic Implications of Information Technology,” \$5.2million 2000-2005
- Harold F. Williamson, Sr., Medal in Business History (biennial award for contributions to the field of business history by someone in mid career). 1998
- Alpha Kappa Psi Award for Distinguished Publication in Business Communication (for Wanda J. Orlikowski and JoAnne Yates, “Genre Repertoire: Examining the Structuring of Communicative Practices in Organizations”). 1995
- Best Paper Award, the Organizational Communication and Information Systems Division of the Academy of Management, 1995 Academy of Management Annual Meeting (for JoAnne Yates, Wanda J. Orlikowski, and Kazuo Okamura, “Constituting Genre Repertoires: Deliberate and Emergent Patterns of Electronic Media Use”). 1995
- Newcomen Prize for the best article published in vol. 67 (1993) of the Business History Review (for “Co-evolution of Information Processing Technology and Use: Interaction between the Life Insurance and Tabulating Industries”). 1994
- Best publication in organizational communication for 1992 in an Academy of Management publication, from the Organizational Communication and Information Systems Division of the Academy of Management (for JoAnne Yates and Wanda Orlikowski, “Genres of Organizational Communication”). 1993
- Advanced Research Fellow, Center for the History of Business Technology, and Society, Hagley Museum and Library (Awarded NEH/Mellon Hagley Fellowship but converted it to Hagley Advanced Research Fellowship). 1991/1992
- Outstanding Researcher Award, the Association for Business Communication (for cumulative record). 1990
- Waldo Gifford Leland Prize of the Society of American Archivists for a book making an outstanding contribution to archival literature (for *Control through Communication*) 1990
- Alpha Kappa Psi Award for Distinguished Publication in Business Communication (for Control through Communication) 1990

Ernst Posner Prize for an article making an outstanding contribution to archival literature (for "Internal Communication Systems in American Business Structures") 1986
Alpha Kappa Psi Award for Distinguished Publication in Business Communication (for "Graphs as a Managerial Tool") 1986
Mellon Fellowship in the Study of Modern Historical Documentation, Bentley Historical Library Summer 1983
Eleutherian Mills Historical Library Grant-in-Aid Spring 1983

PROFESSIONAL MEMBERSHIPS AND SERVICES:

Organizations

Organizations, Artifacts, and Practices

Workshop

World Economic Forum, Global Agenda

Council on the Gender Gap

Academy of Management

Business History Conference

Association of Business Communication

Management Communication Association

Offices Held and Date

Standing Group, 2014 - 2017

Member, 2008 to 2012

Member, All-Academy Theme Committee, 2014

Division Past Chair, OCIS Division, 2001-2002

Division Chair, OCIS Division, 2000-2001

Division Chair Elect, OCIS Division, 1999-2000

Program Chair, OCIS Division, 1998-99

Program Chair Elect, OCIS Division 1997-98

Member, 1987 - present

Chair, Grants and Prizes Committee, 2016-2017

Member, Grants and Prizes Committee, 2015-2016

Past President, 2005-2006

President, 2004-2005

President-elect, 2003-2004

Member, committee member, 1985 to present

Member, Board of Directors, 1988-1992

Member, various committees, 1985-1997

Member, various committees, 1982-1988

Conference Organizing Roles

Chair and Founding Organizer, BHC Newcomen Doctoral Colloquium, at Annual meeting of the Business History Conference, Minneapolis, May 2005; Toronto, June 2006; Cleveland, May/June 2007.

Program Chair, Organizational Communication and Information Systems (OCIS) Division, Academy of Management, Chicago, IL, August, 1999.

Chair, Pre-Conference Professional Development Program, Organizational Communication and Information Systems (OCIS) Division, Academy of Management, San Diego, CA, August, 1998.

Co-Chair, Doctoral Colloquium, CSCW'96, Conference on Computer-Supported Cooperative Work, Cambridge, MA, November, 1996.

Steering Committee member and conference host, IPIC'96, the International Working Conference on Integration of Enterprise Information and Processes, "Rethinking Documents," Cambridge, MA, November, 1996.

Chair, one-day conference on "Rethinking the Document: New Ways of Creating and Sharing Information," sponsored by the Center for Coordination Science and the International Financial Services Research Center, MIT, January 1994.

Host and Chair, 3-day annual meeting of the Management Communication Association, Endicott House, MIT, May 1983.

Journals, etc.

Information and Organization

Editorial Board, 2000-2006

Enterprise and Society

Editorial Board, 1999-

Information Systems Research

Associate Editor, 2014-2015, ISR special issue

Associate Editor, 1996-2000

Co-Editor with John Van Maanen, *ISR* 7:1 (Spring 1996), Special issue on Information Technology and Organizational Transformation;

Editorial Board, Special Issue, 2013-2014

Management Communication Quarterly

Founding co-editor, 1987-1991

Editorial Board, 1993 - 2000

Journal of Business Communication

Editorial Board, 1984-1987, 1992-

Journal of Business &

Board of Reviewers, 1987 - 1994

Technical Communication

Ad hoc Reviewer for the following journals, conferences, and book series: *Academy of Management Journal*, *Academy of Management Review*, *Accounting, Management and Information Technologies*, *Administrative Science Quarterly*, *Business History Review*, *Computer Supported Cooperative Work*, *Human Resource Management*, *IEEE Transactions on Professional Communication*, *Journal of the American Society of Information Science*, *Journal of Engineering and Technology Management*, *Management Information Systems Quarterly*, *Organization Science*, *Science, Technology, and Human Values*, *Technology and Culture*, CSCW (conference), ICIS (Conference), Academy of Management, OCIS Division.

PUBLICATIONS:

Books

JoAnne Yates and Craig N. Murphy, *Engineering Rules: Global Standard Setting Since 1880* (Baltimore: Johns Hopkins University Press, 2019).

Craig N. Murphy and JoAnne Yates, *The International Organization for Standardization (ISO): Global governance through voluntary consensus* (London: Routledge Press, 2009).

JoAnne Yates, *Structuring the Information Age: Life Insurance and Information Technology in the 20th Century* (Baltimore: Johns Hopkins University Press, 2005; paperback edition 2008).

JoAnne Yates and John Van Maanen, eds., *IT and Organizational Transformation: History, Rhetoric, and Practice* (Sage Publications, 2001).

Toshiro Wakayama, Srikanth Kannapan, Chan Meng Khoong, Sham Navathe, and JoAnne Yates, eds., *Proceedings of the International Working Conference on Information and Process Integration in Enterprises*, Kluwer Press, 1998.

JoAnne Yates, *Control Through Communication: The Rise of System in American Management* (Baltimore: Johns Hopkins University Press, 1989. Paperback edition, 1993). [Recipient of Waldo Gifford Leland Prize of the Society of American Archivists and the Alpha Kappa Psi Award of the Association of Business Communication.]

Journal Articles

Melissa Mazmanian, Wanda J. Orlikowski, and JoAnne Yates, "The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals," *Organization Science* 23:5 (September-October 2013), pp. 1337-1357.

Michael Barrett, Eivor Oborn, Wanda Orlikowski, and JoAnne Yates, "Reconfiguring Boundary Relations: Robotic Innovations in Pharmacy Work," *Organization Science* 23 (September/October 2012), 1448-146.

JoAnne Yates and Craig N. Murphy, "Charles Le Maistre: Entrepreneur in International Standardization," *Entreprise et Histoires*, 51(2008), pp. 10-27.

JoAnne Yates, "How business enterprises use technology: Extending the demand-side turn," *Enterprise and Society*, 7:3 (September, 2006), 422-455.

Kate Kellogg, Wanda J. Orlikowski, and JoAnne Yates, "Life in the Trading Zone: Structuring Coordination Across Boundaries in Post-Bureaucratic Organizations," *Organization Science* 17:1 (January-February 2006), pp. 22-44.

Hyun Im, JoAnne Yates, Wanda J. Orlikowski, "Temporal Coordination through Genres and Genre Systems," *Information, Technology and People*, 18: 2 (2005), pp. 89 – 119. [Recipient of 2006 Highly Commended Award from Emerald LiteratiNetwork.]

Wanda J. Orlikowski and JoAnne Yates, "It's About Time: An Enacted View of Time in Organizations," *Organization Science*, 13: 6 (November-December 2002), pp. 684-700.

JoAnne Yates and Wanda J. Orlikowski, "Genre Systems: Structuring Interaction through Communicative Norms," Special Issue on Qualitative Research, *Journal of Business Communication* 39:1 (2002), pp. 13-35.

Takeshi Yoshioka, George Herman, JoAnne Yates, and Wanda J. Orlikowski, "Genre Taxonomy: A Knowledge Repository of Communicative Actions," *ACM Transactions on Information Systems*, 19: 4 (2001), pp. 431 - 456.

JoAnne Yates, "The Structuring of Early Computer Use in Life Insurance," *Journal of Design History*, 12:1 (1999), pp. 5-24.

JoAnne Yates, Wanda J. Orlikowski, and Kazuo Okamura, "Explicit and Implicit Structuring of Genres: Electronic Communication in a Japanese R&D Organization," *Organization Science*, 10: 1 (January-December 1999), pp. 83-103.

JoAnne Yates, "Early Interactions between the Life Insurance and Computer Industries: The Prudential's Edmund C. Berkeley," *Annals of the History of Computing*, 19:3 (1997), pp. 60-73.

Wanda J. Orlikowski, JoAnne Yates, Kazuo Okamura, and Masayo Fujimoto, "Shaping Electronic Communication: The Metastructuring of Technology in the Context of Use," *Organization Science*, 6 (1995), 423-444. [Reprinted in *Shaping Organizational Form: Communication, Connection, and Community*, Sage Publications, 1999]

Wanda J. Orlikowski and JoAnne Yates, "Genre Repertoire: Examining the Structuring of Communicative Practices in Organizations," *Administrative Science Quarterly*, 39 (1994), 541-574. [Recipient of 1995 Alpha Kappa Psi Award of the Association for Business Communications.]

JoAnne Yates, "Co-evolution of Information Processing Technology and Use: Interaction between the Life Insurance and Tabulating Industries," *Business History Review*, 67 (Spring 1993), 1-51. [Recipient of Newcomen Prize for the best article published in vol. 67 of the *Business History Review*].

JoAnne Yates and Wanda J. Orlikowski, "Genres of Organizational Communication: A Structural Approach to Studying Communication and Media," *Academy of Management Review*, 17 (April 1992), 299-326. [Recipient of award for best publication in organizational communication for 1992 in an Academy of Management publication.]

Thomas W. Malone, JoAnne Yates, and Robert I Benjamin, "The Logic of Electronic Markets," *Harvard Business Review*, May-June 1989, 166-170. [Reprinted in *Revolution in Real Time: Managing Information Technology in the 1990s*, Harvard Business School Press, 1991]

JoAnne Yates, "The Emergence of the Memo as a Managerial Genre," *Management Communication Quarterly*, 2 (May 1989), 485-510.

Thomas W. Malone, JoAnne Yates, and Robert I Benjamin, "Electronic Markets and Electronic Hierarchies: Effects of New Information Technologies on Market Structures and Corporate Strategies," *The Communications of the ACM*, 30 (June 1987), 484-497. [Reprinted in *Computer-Supported Cooperative Work: A Book of Readings*, ed. by Irene Grief (NY: Morgan Kaufman Publishers, Inc., 1988), 581-607; and in *Information Technology and the*

Corporation of the 1990s: Research Studies, ed. by Thomas J. Allen and Michael S. Scott Morton (NY: Oxford University Press, 1994), 61-83.]

JoAnne Yates, "Graphs as a Managerial Tool: A Case Study of Du Pont's Use of Graphs in the Early Twentieth Century," *The Journal of Business Communication* 22 (Winter 1985), 5-33. [Recipient of Alpha Kappa Psi Award of the Association for Business Communications.]

JoAnne Yates, "Internal Communication Systems in American Business Structures: A Framework to Aid Appraisal," *The American Archivist* 48 (Spring 1985), 141-158.

JoAnne Yates, "From Press Book and Pigeonhole to Vertical Filing: Revolution in Storage and Access Systems for Correspondence," *Journal of Business Communication* 19 (Summer 1982), 5-26. [Reprinted in *Studies in the History of Business Writing*, ed. George Douglas (Association of Business Communication: 1985), pp. 145-163.]

Chapters in Edited Volumes

JoAnne Yates, "The Memo," in *Information: A Historical Companion*, ed. Ann Blair, Paul Duguid, Anja-Silvia Goeing, and Anthony Grafton (Princeton University Press, 2021).

JoAnne Yates, "Values, Media, and Genres for Standardization," in *Historical Studies in Computing, Information, and Society: Insights from the Flatiron Lectures*, ed. William Aspray (Springer, 2020).

JoAnne Yates, "Time, History, and Materiality," in *Materiality and Time: Historical Perspectives on Organizations, Artefacts and Practices*, ed. Francois-Xavier de Vaujany, Nathalie Mitev, Pierre Laniray, Emmanuelle Vaast (London: Palgrave MacMillan: 2014), pp. 17-33.

JoAnne Yates, "Understanding Historical Methods in Organization Studies," in Marcelo Bucheli and R. Daniel Wadhvani, eds., *Organizations in Time: History, Theory, Methods* (Oxford: Oxford University Press: 2013), pp. 265-283.

Steven J. Kahl, Gregory J. Liegel, JoAnne Yates, "Audience Structure and the Failure of Institutional Entrepreneurship," in Steven J. Kahl, Brian S. Silverman, Michael A. Cusumano, (ed.) *History and Strategy* (Advances in Strategic Management, Volume 29) (Emerald Group Publishing Limited, 2012), pp. 275 – 313.

Craig N. Murphy and JoAnne Yates, "ISO 26000, Alternative Standards, and the 'Social Movement of Engineers' Involved with Standard-Setting," in Peter Gibbon, Stefano Ponte, and Jakob Vestergaard, eds., *Governing through Standards*. (London: Palgrave Macmillan, 2011).

Craig N. Murphy and JoAnne Yates, "ISO and the Success of Regulation through Voluntary Consensus," in Morten Ougaard and Anna Leander, eds, *Business and Global Governance* (London: Routledge Press, 2010).

JoAnne Yates and Wanda Orlikowski, "The PowerPoint Presentation and its Corollaries: How Genres Shape Communicative Action in Organizations," in Mark Zachry and Charlotte Thralls (eds.) *Communicative Practices in Workplaces and the Professions: Cultural Perspectives on the Regulation of Discourse and Organizations* (Amityville, NY: Baywood Publishing, 2007), pp. 67-91.

Michael O'Leary, Wanda J. Orlikowski, and JoAnne Yates, "Distributed Work over the Centuries: Trust and Control in the Hudson's Bay Company, 1670-1826," chapter in *Distributed Work*, ed. Pamela J. Hinds and Sara Kiesler (Cambridge, MA: MIT Press, 2002), pp. 27-54.

JoAnne Yates and Wanda Orlikowski, "Genre Systems: Chronos and Kairos in Communicative Interaction," in *The Rhetoric and Ideology of Genre: Strategies for Stability and Change*. Ed., Richard Coe, Lorelei Lingard, and Tatiana Teslenko. (Cresskill, NJ: Hampton Press, 2002), pp. 103-121.

JoAnne Yates, Wanda Orlikowski, and Nils Fonstad, "Sloan 2001: A Virtual Odyssey," chapter for *Our Virtual World: The Transformation of Work, Play, and Life Via Technology*, edited by Ilze Zigurs and Laku Chidambaram, (Idea Group Publishing, 2001), pp. 191-218.

JoAnne Yates, "Business Use of Information and Technology from 1880-1950," in *A Nation Transformed by Information: How Information Has Shaped the United States from Colonial Times to the Present*, ed. Alfred D. Chandler, Jr., and James Cortada (Oxford Press, 2000), pp. 107-135.

JoAnne Yates, "Evolving Information Use in Firms, 1850-1920: Ideology and Information Techniques and Technologies," in *Information Acumen: The Understanding and Use of Knowledge in Modern Business*, ed. Lisa Bud-Frierman (London: Routledge, 1994).

JoAnne Yates, "Investing in Information: Supply and Demand Forces in the Use of Information in American Firms, 1850-1920," in *Inside the Business Enterprise*, ed. Peter Temin (Chicago, IL: NBER and University of Chicago Press, 1991), pp. 117-154.

JoAnne Yates and Robert I. Benjamin, "Information Technology and Change: The Past and Present as a Window to the Future," in *The Corporation of the 1990s: Information Technology & Organizational Transformation*, ed. Michael S. Scott Morton (New York: Oxford University Press, 1991), pp. 61-92.

JoAnne Yates, "From Hand Copy to Xerox Copy: The Effect of Innovations in Duplicating Technology on Organizational Communication, in *Organizational Communication: Emerging Perspectives II*, Lee Thayer, ed. (New Jersey: Ablex Publishing Co., 1987), pp. 82-103.

Judith Stein and JoAnne Yates, "Electronic Mail: How will It Change Office Communication? How Can Managers Use It Effectively?" in *Information Systems and Business Communication*, Al Williams and Ray Beswick, eds. (American Business Communication Association, 1983), pp. 99-105.

Conference Proceedings

Craig N. Murphy and JoAnne Yates, "The International Standardization Community and Movement," in Proceedings of the 22nd EURAS Annual Standardisation Conference Held in Berlin, June 28-30, 2017, Knut Blind and Kai Jakobs, ed. Proceedings 2017 (Aachen: Wissenschafts Verlag Mainz, 2017) and accepted for publication in *International Journal for Standardization Research*.

Craig N. Murphy and JoAnne Yates, "The Industrial Standardization Movement and the World Outside Europe and North America," paper presented at the 2nd International Symposium on Standardization and Governance, Hunan University, Changsha, October 27, 2017. A Chinese translation was published in the proceedings.

Craig N. Murphy and JoAnne Yates, 2009-07-22 "ISO 26000: Fulfilling the Social Promise of Voluntary Consensus Standard Setting? Part I" Paper presented at the annual meeting of the ISA - ABRI JOINT INTERNATIONAL MEETING, Pontifical Catholic University, Rio de Janeiro Campus (PUC-Rio), Rio de Janeiro, Brazil Online. 2010-01-22 from http://www.allacademic.com/meta/p381135_index.html

Stephanie Woerner, JoAnne Yates, and Wanda Orlikowski, "Conversational Coherence in IM and Getting Work Done," *Proceedings of Hawaii International Conference on System Sciences (HICSS) 40* (January 2007).

Anne Jackson, JoAnne Yates, and Wanda Orlikowski, "Corporate Blogging: Building community through persistent digital talk," *Proceedings of Hawaii International Conference on System Sciences (HICSS) 40* (January 2007).

JoAnne Yates and Craig N. Murphy, "From Setting National Standards to Coordinating International Standards: The Formation of the International Organization for Standardization (ISO)," *Business and Economic History On-Line*, Vol. 4 (2006). (Proceedings of 2006 annual meeting of the Business History Conference).

Steve Kahl and JoAnne Yates, "Radical Incrementalism: Factoring Use into Technological Change," Proceedings of the *66th Annual Meeting of the Academy of Management* (Atlanta, 2006).

Melissa Mazmanian, Wanda J. Orlikowski, and JoAnne Yates, "Ubiquitous email: Individual experiences and organizational consequences of BlackBerry use," Proceedings of the *66th Annual Meeting of the Academy of Management* (Atlanta, 2006).

Melissa Mazmanian, Wanda J. Orlikowski, and JoAnne Yates, "CrackBerries: The Social Implications of Ubiquitous Wireless Email Devices," in Proceedings of the *IFIP 8.2 Working Conference on Ubiquitous Computing*, Cleveland, OH: July 2005.

Tanu Ghosh, JoAnne Yates, and Wanda Orlikowski, "Using Communication Norms for Coordination: Evidence from a Distributed Team." *Proceedings of the 25th International Conference on Information Systems*, Washington D.C., December 2004.

JoAnne Yates, Wanda Orlikowski, and Stephanie Woerner, "Virtual Organizing: Using Threads to Coordinate Distributed Work," *Proceedings of the HICSS Conference*, January, 2003.

Kate Kellogg, Wanda Orlikowski, and JoAnne Yates, "Enacting New Ways of Organizing: Exploring the Activities and Consequences of Post-Industrial Work," *Academy of Management Best Papers Proceedings*, 2002.

Takeshi Yoshioka, JoAnne Yates, and Wanda J. Orlikowski, "Community-based Interpretive Schemes: Exploring the Use of Cyber Meetings within a Global Organization," Published in electronic *Proceedings of the Hawaii International Conference on System Sciences*, 2002.

JoAnne Yates, "Using Giddens' Structuration Theory to Inform Business History," *Business and Economic History*, vol. 26, no. 1 (Fall 1997): 159-183. (Proceedings of refereed conference on The Future of Business History, Hagley Museum and Library, Wilmington, DE, March, 1997)

JoAnne Yates, Wanda Orlikowski, and Julie Rennecker, "Collaborative Genres for Collaboration: Genre Systems in Digital Media." *Proceedings of the HICSS Conference*, January, 1997.

JoAnne Yates, Wanda J. Orlikowski, and Kazuo Okamura, "Constituting Genre Repertoires: Deliberate and Emergent Patterns of Electronic Media Use," *Academy of Management Best Papers Proceedings 1995*.

"Application Software for Insurance in the 1960s and Early 1970s," *Business and Economic History*, 24 (Fall 1995), pp. 123-134. (Proceedings of the 1995 annual meeting of the Business History Conference.)

Kazuo Okamura, Masayo Fujimoto, Wanda J. Orlikowski, and JoAnne Yates, "Helping CSCW Applications Succeed: The Role of Mediators in the Context of Use," *Proceedings of the Conference on Computer Supported Cooperative Work* (October, Chapel Hill, NC), ACM/SIGCHI & SIGOIS, NY, 1994, pp. 55-65.

"Information Technology & Business Processes in the 20th Century Insurance Industry," *Business and Economic History*, 2nd ser., 21 (1992), pp. 317-325. (Proceedings of the 1992 annual meeting of the Business History Conference.)

"For the Record: The Embodiment of Organization Memory, 1850-1920," *Business and Economic History*, 2nd ser., 19 (1990), pp. 172-182. (Proceedings of the 1990 annual meeting of the Business History Conference.)

“Information Systems for Handling Manufacturing and Marketing Data in American Firms, 1880-1920,” *Business and Economic History*, 2nd ser., 18 (1989) pp. 207-217. (Proceedings of the 1989 annual meeting of the Business History Conference.)

“The Telegraph’s Effect on Nineteenth Century Markets and Firms,” in *Business and Economic History*, 2d ser., 15 (1986), pp. 149-163. (Proceedings of 1986 annual meeting of the Business History Conference.)

“The Development of Internal Correspondence in American Business: A Case Study,” *Cultural Crossroads*, ed. Sam J. Bruno. (Proceedings of the 1982 ABCA National Conference), pp. 157-172.

Working Papers and Work in Progress

JoAnne Yates and Craig N. Murphy, “Introduction” to special issue of *Business History Review* on Standardization and the Global Economy, in progress, to come out in Winter, 2022.

JoAnne Yates, “Genre change around teaching in the COVID-19 pandemic,” in progress, 2021.

JoAnne Yates and Craig Murphy, “Where Standards and Regulations Meet: Referring to Standards in US and European Regulations Since World War II,” in progress, 2020.

JoAnne Yates and Craig N. Murphy, “The Role of Firms in Industrial Standard Setting: Participation, Process, and Balance,” MIT Sloan School Working Paper 5124-14.

Steve Kahl and JoAnne Yates, “‘The Hard-Working Obedient Moron’: The Role of Power and Authority in Computer Use in Insurance, 1947-1960s,” under revision.

Masamichi Takahashi, JoAnne Yates, George Herman, Atsushi Ito, and Keiichi Nemoto, “The Shift from Centralized to Peer-to-Peer Communication in an Online Community,” CCI Working Paper 2008-001 and Sloan WP # 4677-08, January 2008.

JoAnne Yates, Wanda Orlikowski, and Stephanie Woerner, “Creating Conversational Coherence: Using Email Threads to Coordinate Distributed Work,” invited revision.

JoAnne Yates, “How Commercial Technology Users Shaped the Information Age: Historical Perspective on Life Insurance Adoption and Use of Computer Technology,” being revised for publication in a volume of papers from the Research Symposium on the Economic Use of Technology and Science in Oslo.

Stephanie Woerner, Wanda Orlikowski, and JoAnne Yates, "Scaffolding Conversations: Combining Media in Organizational Communication."

Heng Xu, JoAnne Yates, Wanda Orlikowski, "Who's Doing What, When? Coordinating Work in a Distributed Software Development Team."

JoAnne Yates and Wanda J. Orlikowski, “Knee-jerk Anti-LOOPism and other E-Mail Phenomena: Oral, Written & Electronic Patterns in Computer-Mediated Communication,” presented at the 1993 Academy of Management Conference. Sloan WP. #3528-93. [Designated one of top four papers submitted to the Organizational Communication and Information Systems Division.]

Other

Hagley History Hangout Zoom interview on *Engineering Rules*, recorded on July 23, 2020 and released on YouTube August 3, 2020.

Brian L. Frye interview, “JoAnne Yates and Craig Murphy on the History of Standards Setting,” on the *Iipse Dixit* blog, Season 1, Ep. 426, November 22, 2019, <https://shows.acast.com/ipse-dixit/episodes/joanne-yates-and-craig-murphy-on-the-history-of-standards-setting?fbclid=IwAR0obVByMWRslghsLojt-5McEoKhjWJezXzM-QcP-FR2fUhMzqGfxb49KOs>

Mikey McGovern, Interview of JoAnne Yates and Craig N. Murphy, on “New Books Network, Science, Technology, and Society,” November 14, 2019, https://newbooksnetwork.com/j-yates-and-c-n-murphy-engineering-rules-global-standard-setting-since-1880-johns-hopkins-up-2019/?fbclid=IwAR3qCqx9nxxlr5OeyuYyd9DZLchiNKG-237wylbSsVn-yr1097AO73_vhT4

JoAnne Yates and Craig N. Murphy, “The Authors Respond,” response to online symposium on *Engineering Rule: Global Standard Setting Since 1880*, in “Notice and Comment” section of *Yale Journal of Regulation* website, <https://www.yalejreg.com/>

JoAnne Yates and Craig N. Murphy, “The unsung heroes of global technology? Standard-setters,” in “Ideas Made to Matter,” MIT Sloan School of Management, https://mitsloan.mit.edu/ideas-made-to-matter/unsung-heroes-global-technology-standard-setters?fbclid=IwAR2uityeah4_4xldqD0QjsiBfJ9S5XiVI1CrbYLH72m5cFxFxUvx5tGb17Oa0

Mathilda Berke, interview of Craig N. Murphy, and JoAnne Yates, “Engineering Rules” that Shape the World’s Economy? We’re Listening,” on Wellesley College News, July 11, 2019, <https://www.wellesley.edu/news/2019/stories/node/167341?fbclid=IwAR2vDLfXBIAAQ8Q-v5gd8E5efaoHmMG8FO3y1NoyLyi06LmkbqXqK-aukI4>

JoAnne Yates and Craig N. Murphy, “International standards bodies preserve economic integration,” YouTube video created by MIT Sloan to complement “Globalism is under Siege” on the “Made by History” Blog of the *Washington Post*, June 24, 2019, https://www.youtube.com/watch?v=VG3NvZs_DOE&fbclid=IwAR1y4tNMylNbviBff3nRIK-rA2q0auPqEMwqAbCclMiBZojs2jLK4BPkKQG0

JoAnne Yates and Craig N. Murphy, “Engineering Standard Setting,” Johns Hopkins University Press blog, June 6, 2019, <https://www.press.jhu.edu/news/blog/engineering-standard-setting>

JoAnne Yates and Craig N. Murphy, "Globalism is under siege. Here's how to save it — and why. These NGOs can help protect economic integration when governments can't," in "Made by History" blog, *The Washington Post*, March 22, 2019, https://www.washingtonpost.com/outlook/2019/05/22/globalism-is-under-siege-heres-how-save-it-why/?fbclid=IwAR2BVxOZyWcSvrXONSQdJOAaVYyLSBTagoHbNxiKnPN_ZNG5QU_TvDoyQFVU

Craig N. Murphy and JoAnne Yates, "The Globalizing Governance of International Communications: Market Creation and Voluntary Consensus Standard Setting," invited afterword, special issue of *Journal of Policy History*, 27: 3 (2015), pp. 550-58.

JoAnne Yates, Wanda Orlikowski, and Anne Jackson, "The Six Key Dimensions of Understanding Media," *Sloan Management Review*, 49: 2 (Winter 2008), pp. 63-69.

JoAnne Yates and Christine Kelly, "The Beginnings," invited retrospective on the founding of *Management Communication Quarterly* for a forum on "Twenty Years of *MCQ*," *MCQ* 20 (May 2007), pp. 432-436.

Review of *Computers and Commerce: A Study of Technology and Management at Eckert-Mauchly Computer Company, Engineering Research Associates, and Remington Rand, 1946-1957*, by Arthur Norberg, (Cambridge, MA: MIT Press, 2005), *Business History*, forthcoming.

Review essay on *The Social Construction of Technological Systems: New Directions in the Sociology and History of Technology*, eds. Wiebe E. Bijker, Thomas P. Hughes, and Trevor Pinch (Cambridge, MA: The MIT Press, 1987), and *How Users Matter: The Co-Construction of Users and Technologies*, eds. Nelly Oudshoorn and Trevor Pinch (Cambridge, MA: The MIT Press, 2003), *Business History Review*, forthcoming.

"Antecedents" column for *Knowledge Management* magazine, approx 6 times annually, 1998 to 2000.

Review of *Accounting for Growth: Information Systems and the Creation of the Large Corporation*, by Margaret Levenstein. *Journal of Economic History*, 59: 2 (June 1999), pp. 540-41.

Review of *Computer: A History of the Information Machine*, by Martin Campbell-Kelly and William Aspray. *Business History*, 39: 4 (October 1997), pp. 200-201.

Review of *Exploring the Black Box: Technology, Economics, and History*, by Nathan Rosenberg. *Technology and Culture*, 37: 3 (July 1996), pp. 617-619.

JoAnne Yates and Wanda J. Orlikowski, "Contextualizing Technology: From Ill-Defined Borders to Socially-Defined Genres," invited commentary on "Borderline Issues: Social and Material Aspects of Design," by John Seely Brown and Paul Duguid, *Human-Computer Interactions*, 9: 1 (1994), pp. 132-136.

“Electronic Mail,” in *Communication and Technology: Today and Tomorrow*, Al Williams, ed. (Association for Business Communication, 1994), pp. 105-122.

Review of *Before the Computer: IBM, NCR, Burroughs, and Remington Rand and the Industry They Created, 1865-1956* by James Cortada, *The Journal of Economic History* 53 (December 1993), 966-67.

Review of *The Control Revolution: Technological and Economic Origins of the Information Society* by James R. Beniger, in *The Journal of Interdisciplinary History*, 19 (Autumn 1988), 370-373).

“Communication--On Target,” SMR Forum, *Sloan Management Review* 24 (Winter 1983), 75-77.

“Communication for Management, *Sloan* magazine, Summer 1983, pp. 10-12.

Judith Stein and JoAnne Yates, “Electronic Mail: How will It Change Office Communication? How Can Managers Use It Effectively?” in *Information Systems and Business Communication*, Al Williams and Ray Beswick, eds. (American Business Communication Association, 1983), pp. 99-105.

JoAnne Yates and M. Lynne Markus, “Historical Lessons for the Automated Office,” *Computer Decisions*, 14 (June 1982), 116-119.

Review of *Guide to Managerial Communication* by Mary Munter and *Writing for Decision Makers* by Judith K. Stein and Marya Holcombe, in *Sloan Management Review*, 23 (Summer 1982), 72-75.

Review of *Managerial Communication: A Finger on the Pulse*, by Paul R. Timm, in *Sloan Management Review*, 22 (Winter 1981), pp. 66-68.

“American Productivity Today and Tomorrow,” *Electric Perspectives*, Vol. 79, No. 5 (October/November, 1979), pp. 3-11.

PRESENTATIONS, PAPERS, DISCUSSANT ROLES (after 2000 only)

Presentation, “20th Century US insurance: Public service, associations, & technology,” Le séminaire de la chaire PARI, Science Po (Paris France), via Zoom, June 16, 2021.

Keynote Presentation (with Craig N. Murphy), “Engineering Rules: Good Governance According to Standards Movements since 1880,” Käte Hamburger Kolleg, Centre for Global Cooperation Research, Universität Duisburg-Essen (Duisburg, Germany), via Zoom, June 14, 2021.

Discussant, Panel on Organization and Expertise, Workshop on Insurance and Society, Max Planck Institute for the Study of Societies (Cologne, Germany), via Zoom, June 9, 2021.

Presentation (with Craig N. Murpy), “Standardization in the Public Interest since 1880,” Suleman Dawood School of Business, Lahore University of Management Sciences, Lahore, Pakistan, via Zoom, April 8, 2021.

Presentation (with Craig N. Murphy), “Where Private Standards and Public Regulations Meet: Referring to Standards in US and European Regulations Since World War II,” Harvard STS Circle, via Zoom, November 16, 2020.

Presentation, “Engineering Standard Setters: Unsung Heroes of Global Technology,” Talk to Boston MIT alumni club, April 30, 2020.

Presentation (with Craig N. Murphy), “Engineering Rules: Global Standard Setting since 1880,” Karlsruhe Institute of Technology (KIT) Alumni Meeting in Boston, MA, November 1, 2019.

Presentation (with Craig N. Murphy), “Engineering Rules: Global Standard Setting since 1880,” at University of Lausanne (UNIL), Lausanne, Switzerland, October 23, 2019.

Presentation, “Voluntary Standard Setting as a Social Movement,” Organization Studies Seminar, MIT Sloan School of Management, Cambridge, MA, September 26, 2019

Presentation (with Craig N. Murphy), “Engineering Rules: Global Standard Setting since 1880,” for panel on two new books about standardization at European Academy for Standardisation annual meeting, Rome, Italy, June 13, 2019.

Presentation (with Craig N. Murphy), “Transnational voluntary standards organizations and Global Business,” Business History Conference, Cartagena, Colombia, March 15, 2019.

Presentation, “Engineering Rules: Private voluntary standardization, 1880s to World War II,” at Historians Across the Institute Series, MIT History Section, Cambridge, MA, February, 27, 2019.

Presentation, “A new model for standard setting: How IETF became the standards body for the Internet,” at *Standards Revisited* International Workshop, Siegen University, Siegen, Germany, January 25, 2019.

Presentation, “WebCrypto Working Group: W3C practice of standardization,” Practice Theory Series, Siegen University, Siegen, Germany, January 17, 2019.

Presentation, “Global Voluntary Standard Setting since 1880: Principles and Process,” Workshop on Practice Theory, Siegen University, Siegen, Germany, January 16, 2019.

Presentation, “Values, Media, and Genres for Standardization,” Flatirons Seminar on the History of Computing, Information, and Society, University of Colorado, Boulder, CO, August 29, 2018.

Presentation (with Craig N. Murphy), “Engineering Standard Setting and Global Governance,” Seminar on Organizations and Change, School of Management, University of Massachusetts, Boston, November, 2016.

Presentation, “Educating Engineers for Standardizing,” NIST Industry-Academic Workshop: Standards and the Digital Economy – Implications for Teaching and Policy, Harvard, September, 2016.

Paper, “The Role of Firms in Industrial Standard Setting: Participation, Process, and Balance,” by JoAnne Yates and Craig Murphy, presented by JoAnne Yates at Wharton Seminar on the Evolution of Organizations and Industries, November, 2015.

Presentation, “Temporality & bureaucratic reputation in standard setting organizations: A historical perspective,” Oxford Reputation Symposium 2015, Oxford, UK, September, 2015.

Paper, “The Role of Firms in Industrial Standard Setting: Participation, Process, and Balance,” by JoAnne Yates and Craig Murphy, presented by JoAnne Yates at the Business History Seminar, Harvard Business School, November, 2014.

Presentation, “Standards in a Global World: Learning from the Shipping Container,” Standards Forum, Sibos Conference, Boston, September 2014.

Presentation, “Standards in a Global World: Learning from Industrial Standards,” Sibos University, Sibos Conference, Boston, September 2014.

Discussant, Symposium on “The Power of Writing in Knowledge Sharing and Collective Production of Meaning,” at the Academy of Management, Philadelphia, PA, August, 2014.

Facilitator, Professional Development Workshop on “Novel Data and Methods in Process Research,” at the Academy of Management, Philadelphia, PA, August, 2014.

Presentation, “Comparing historical and qualitative methods for studying organizations,” in Professional Development Workshop on “Historical Approaches to Management & Organization Research,” at the Academy of Management, Philadelphia, PA, August, 2014.

Presentation, “Historical and qualitative methods for studying organizations,” World Business History Conference, Frankfurt, Germany, March 2014.

Paper, “Virtue or Vice: The Role of Firms in Standards Setting,” by JoAnne Yates and Craig N. Murphy, presented by JoAnne Yates at the Business History Conference, Frankfurt, Germany, March 2014.

Presentation, "Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013," Organization Studies Seminar, MIT Sloan School of Management, October, 2013.

Presentation, "Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013," Technological Innovation, Entrepreneurship, and Strategy Seminar, MIT Sloan School of Management, September, 2013.

Presentation, "A Practice Perspective on Time in Process Research," Symposium on Process Research, Academy of Management, Orlando, FL, August, 2013.

Presentation, "Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013," London School of Economics and Political Science, Dept. of Accounting, June 2013.

Presentation, "Time, History, and Materiality," Keynote address to the Organizations, Artifacts, and Practices Conference, London School of Economics and Political Science, June 2013.

Presentation, "Qualitative methodology in 'Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013,'" JoAnne Yates at The Davis Conference on Qualitative Research, University of California at Davis, 3/23/2013.

Presentation, JoAnne Yates and Craig Murphy, "Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013," presented by JoAnne Yates at Stanford University, Seminar in Work, Technology, and Organization, 3/4/2013.

Presentation, JoAnne Yates and Craig Murphy, "Standards Bearers: Engineers and the Industrial Standardization Movement 1900-2013," presented by JoAnne Yates at University of California at Irvine, 2/15/2013.

Paper, Craig Murphy and JoAnne Yates, "ISO 26000 and the 'Social Movement of Engineers' Involved with Standard-Setting," prepared for the conference, "Governing through Standards," at the Danish Institute for International Studies. Copenhagen, February 24-26, 2010.

Paper, Craig Murphy and JoAnne Yates, "ISO 26000: Fulfilling the Social Promise of Voluntary Consensus Standard Setting? Part I," presented by Craig Murphy at the ABRI-ISA Joint Convention, Rio de Janeiro, July 22-24, 2009
www.allacademic.com/meta/p_mla_apa_research_citation/3/8/1/1/3/p381135_index.html.

Paper, Craig Murphy and JoAnne Yates, "Re-Embedding Global Capitalism through Voluntary Standards: Can ISO 26000 Fulfilling the Historical Promise of Voluntary Consensus Standard Setting?" presented by Craig Murphy at the University of Southern California, Center for International Studies, October 21, 2009.

Paper, "The Shift from Centralized to Peer-to-Peer Communication in an Online Community," by Masamichi Takahashi, JoAnne Yates, George Herman, Atsushi Ito, and Keiichi Nemoto. Academy of Management conference (Anaheim, August 2008).

Presentation, "CrackBerrys: Contradictions around Technologies that Cross the Work/Home Boundary," Industrial Liaison Program, HomeCentric Conference, Cambridge, MA, September 2007.

Keynote presentation, OCIS Division, "Temporal, Spatial, and Structural Point of View in Studying Communication and Information Systems," Academy of Management (Philadelphia, August 2007)

Paper, "Boundary Relations: Technological Objects and the Restructuring of Workplace Boundaries," by Michael Barrett, Eivor Oborn, Wanda Orlikowski, and JoAnne Yates. Academy of Management (Philadelphia, August 2007)

Presentation, "Crackberrys: Exploring the Social Implications of Wireless Email Devices," Reunion "Back to the Classroom" presentation to alums, MIT Sloan School of Management, Cambridge, MA, June 2007.

Paper, "Charles Le Maistre: Entrepreneur in International Standardization," by JoAnne Yates and Craig N. Murphy. Presented at the annual meeting of the Business History Conference (Cleveland, June 2007)

Paper, "Coordinating International Standards: The Formation of the ISO," by JoAnne Yates and Craig N. Murphy. Presented at the annual meeting of the European Business History Association (Copenhagen, August, 2006)

Paper, "Radical Incrementalism: Factoring Use into Technological Change," by Steve Kahl and JoAnne Yates. Presented at the *66th Annual Meeting of the Academy of Management* (Atlanta, August 2006).

Paper, "Ubiquitous email: Individual experiences and organizational consequences of BlackBerry use," by Melissa Mazmanian, Wanda J. Orlikowski, and JoAnne Yates. Presented at the 66th Annual Meeting of the Academy of Management (Atlanta, August 2006).

Paper, "From Setting National Standards to Coordinating International Standards: The Formation of the International Organization for Standardization (ISO)," by JoAnne Yates and Craig N. Murphy. Presented at the annual meeting of Business History Conference (Toronto, June 2006).

Presentation, "Structuring the Information Age: Mutual shaping of firm users and early computer technology," Work, Technology and Organization Seminar, Stanford University, Palo Alto, CA, April 6, 2006.

Presentation, "How business enterprises use technology: Extending the demand-side turn," Hagley Symposium on "How Business Users Shaped Modern Technologies...and Vice Versa," Hagley Library and Archives, Wilmington, DE, March 10, 2006.

Presentation, "Structuring the Information Age: Life Insurance and Technology in the 20th Century," ICOS Seminar, University of Michigan, Ann Arbor, MI, Jan. 2006.

Paper, "How Commercial Technology Users Shaped the Information Age: Historical Perspective on Life Insurance Adoption and Use of Computer Technology," Use of Technology and Science Symposium, Oslo, Norway, October 2005.

Presentation, "Conceptualizing Firms as Technology Users and Consumers," Business History Brown Bag Lunch, Harvard Business School, Cambridge, MA, September 2005.

Discussant, panel on "Critical Insights into the Organizational Implications of Enterprise Resource Planning Systems," Academy of Management, Honolulu, August 2005.

Chair, panel on "Work Practice: Problems and Prospects for Organizations," Academy of Management, Honolulu, August 2005.

Poster Presentation, Heng Xu, JoAnne Yates, Wanda Orlikowski, "Who's Doing What, When? Coordinating Work in a Distributed Software Development Team," Academy of Management, Honolulu, August 2005.

Presenter, OCIS Division Doctoral Consortium, Academy of Management, Honolulu, August 2005.

Presidential Address, "How Firms Use Technology," Business History Conference 2005 annual meeting, Minneapolis, May 21, 2005.

Presentation, "Structuring the Information Age: Life Insurance & Technology in the 20th Century," Business History brownbag lunch, Harvard Business School, March 16, 2005.

Presentation, "Conversational Coherence through Threading: Using Email Threads to Coordinate Distributed Work," University of Delaware, March 8, 2005.

Panelist, "Does CSCW Need Organization Theory," Computer Supported Cooperative Work 2004 conference, Chicago, November 2004.

Discussant, "Responding to Strategic Communications: From Teaching Practice to Research Design," Association of Business Communication annual meeting, Cambridge, MA, October 2004.

Chair, Plenary panel on Networks in Business History, Business History Conference annual meeting, Le Creusot, France, June 2004.

"Life Insurance Adoption and Use of Early Commercial Computers during the 1950s," History of Computing seminar, CNRS, at Université Paris-Sorbonne, June, 2004.

Presentation, "Use of Multiple Media in a Geographically Distributed Firm," in Symposium on Organizational Discourse and New Media: Unexplored Dimensions, Neglected Phenomena, and Untold Stories, Academy of Management, Seattle, Washington, August 2003.

Presentation, "The Adoption and Use of Computers in Life Insurance: A Historical Perspective," in Symposium on Historical Research: A Method for Today, Academy of Management, Seattle, Washington, August 2003.

Joao Vieira da Cunha, Wanda Orlikowski, JoAnne Yates, "Challenges to Identity: Enacting Discursive Rituals in Electronic Media," in Symposium on The Role of Technology in Creating and Managing Identity in Organizations at the Academy of Management, Seattle, 2003.

Presentation, "Organizing the modern firm: The emergence of internal information systems in US firms, 1880-1950," Cultural Turn IV Conference on Institutions and Instituting, University of California at Santa Barbara, March, 2003.

Seminar, "The Structuring of Early Computer Use in Life Insurance," Cultural Turn IV Conference on Institutions and Instituting, University of California at Santa Barbara, March, 2003

Presentation, "Virtual Organizing: Using Threads to Coordinate Distributed Work," Information Systems Department, Weatherhead School of Management, Case Western Reserve University, Cleveland, Ohio, February, 2003.

Presentation "Unintended consequence are not always negative: Improvisational change around groupware technology," University of Alberta MACT (Master's of Arts in Communication and Technology) Program May, 2002. Presentation, "Why Human Communication Matters in an Era of Electronic Media: Genre Change as a Social Process," University of Alberta School of Business, May, 2002.

Presentation, "Community-based Interpretive Schemes: Exploring the Use of Cyber Meetings within a Global Organization," by Takeshi Yoshioka, JoAnne Yates, and Wanda J. Orlikowski, at Hawaii International Conference on System Sciences, Waikaloa, Hawaii, 2002.

Presentation, "Tabulating Technology and Information Systems in U.S. Life Insurance Firms, 1900-1950," in symposium on "The Historical Development of Managerial Information Systems before 1950," Academy of Management, Washington, D.C., August, 2001.

Panelist, "Qualitative Research Methods and Theories: Evolving Practices for Management Communication," Association for Business Communication annual meeting, Atlanta, October, 2000.

Paper, "Business Use of Information and Technology from 1880-1950," Le Centre de Recherche en histoire des Sciences et des Techniques (CRHST) research seminar, Cité des Sciences et de l'Industrie, Paris, France, May 2000.

Paper, "The Structuring of Early Computer Use in Life Insurance," Seminar, Readings in Organization History, Ecole Des Hautes Etudes En Science Sociales, Paris, France, May 2000.

page 21

Presentation, "From Memo to Collaborative Repository: A Century of Genre Change," Evans
Chair Seminar Series, University of Michigan, January 2000.