

Cecelia Merkel

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EDUCATION:

Ph.D. (2002) Library and Information Science, University of Illinois at Urbana-Champaign, IL. Uncovering the Hidden Literacies of “Have-nots”: A Study of Computer and Internet Use in a Low-income Community. Advisor: Ann Peterson Bishop.

Abstract: <http://www.personal.psu.edu/faculty/c/b/cbm12/research.html>

M.A. (1995) Communication Studies, Kent State University, Kent, OH. A Test of the Skills Deficiency and Self-efficacy Models to Explain Argumentative Behavior.

B.A. (1991) Communication and Political Science, Canisius College, Buffalo, NY. Graduated All College Honors.

CURRENT POSITION

Metadata Specialist, Penn State Outreach, Penn State, University Park, PA (2006- present)

In this project, I am working with WPSU and World Campus to understand the digital assets that each group manages (e.g. materials connected to a production or a lesson), the way this fits with their work practices, and the systems that they use to track and organize this material.

RESEARCH EXPERIENCE:

Civic Nexus. Postdoctoral Scholar. Computer Supported Collaboration and Learning Laboratory, Department of Information Sciences and Technology, Penn State University, University Park, PA (January, 2004 to August, 2006). (<http://cscl.ist.psu.edu/nexus>)

In this project, the research team works with nonprofits to both understand the challenges of IT adoption in community computing contexts and to find ways of working with these groups so that they can apply IT to their work. I coordinate the research and data collection activities for the Civic Nexus project

Development and Validation of Case Study Project. Postdoctoral Scholar. Computer Supported Collaboration and Learning Laboratory, Department of Information Sciences and Technology, Penn State University, University Park, PA (January, 2004 to August, 2006). (<http://cscl.ist.psu.edu/public/projects/cases/>)

In this project, the research team is studying how cases can be used to promote learning about usability engineering. I conducted interviews and observations to understand how students and faculty were making use of the case study library. I also developed case material for the case study library.

Community Networking Initiative (CNI). Research Assistant, Department of Library and Information Science, University of Illinois, Urbana-Champaign, IL (Spring, 1999 to Summer, 1999). (<http://www.prairienet.org>)

The CNI project is affiliated with Prairienet, a community computer network in the Urbana-Champaign, IL area. Through this project, low-income members of the community received free computer hardware, software, and training. The CNI research team was involved in evaluating the effectiveness of the training and user support; documenting technology and information use; and studying the impact of the program.

Illinois Digital Library Initiative Project (DLI), Social Science Team. Research Assistant, Department of Library and Information Science, University of Illinois, Urbana-Champaign, IL (Fall, 1996 to Summer, 1998). (http://dli.grainger.uiuc.edu/dlisoc/socsci_site/index.html)

The social science team was responsible for studying how scientists and engineers made use of a testbed containing engineering journals.

LEEP Virtual Community Project. Research Assistant, Department of Library and Information Science, University of Illinois, Urbana-Champaign, IL (Fall, 1997 to Fall, 1998). (<http://alexia.lis.uiuc.edu/~ruhleder/LEEP/overview.html>)

The LEEP Virtual Community Project was an NSF funded study that investigated the work and learning practices occurring in a distance education program (LEEP) in the Department of Library and Information Science at the University of Illinois.

"Wired Organization" Project. Research Assistant, Department of Library and Information Science, University of Illinois, Urbana-Champaign, IL (Summer, 1996 to Spring, 1997). (<http://alexia.lis.uiuc.edu/~ruhleder/thc/thc.html>)

This research group performed an ethnographic study of a holding company that made use of remote communication technologies to organize their work. The project morphed into the LEEP Virtual Community Project.

TEACHING EXPERIENCE:

Information Organization and Access. Lecturer, Department of Library and Information Science, University of Illinois at Urbana-Champaign (Fall, 2003). LEEP distance education Master's level course. (<http://leep.lis.uiuc.edu/fall03/LIS380LEC/>)

Web Design and Construction for Organizations. Lecturer, Department of Library and Information Science, University of Illinois at Urbana-Champaign (Spring, 2003 & Summer, 2003). Master's level course. (<http://leep.lis.uiuc.edu/summer103/LIS450LWA/>)

Web Technologies and Techniques. Lecturer, Department of Library and Information Science, University of Illinois at Urbana-Champaign (Fall, 2002). Undergraduate level course. (<http://leep.lis.uiuc.edu/fall02/LIS250w1a/>)

Libraries, Information and Society. Teaching Assistant, Department of Library and Information Science, University of Illinois at Urbana-Champaign (Summer 2002). Master's level course.

Introduction to Communication Technologies. Teaching Assistant, Department of Speech Communication, University of Illinois, Urbana-Champaign, IL (Fall, 1996 & Spring, 1997). Undergraduate level course.

COMMUNITY TRAINING EXPERIENCE:

Community Information Technology Workshop (CITW). Centre County, PA (Summer, 2005-2007).

Involved in organizing the Community Information Technology Workshop (<http://learn.centreconnect.org>) in Centre County, PA. In 2005, close to 50 organizations participated in the first conference, which focused on technology tools that nonprofits can use to do their work more effectively. The 2006 conference focused on helping nonprofits to create work plans (strategic planning) to address technology issues in their organization. The 2007 conference will focus on web 2.0 applications for nonprofits.

P.S. U Vote. Pennsylvania Governor's School of Information Technology, Penn State, (Summer, 2004).

Co-taught a course for high school seniors who participated in the Pennsylvania State Information Technology Governor's School. This course was focused on teaching students how to install and configure a content management system (PostNuke). Students worked with a bipartisan Penn State student organization (P.S. U vote) to build a web site to encourage voting in the 2004 presidential election.

Web Design for Non-Profits. Penn State, (Spring, 2004)

Co-taught a course with CentreConnect and the Schlow library to create a course designed to teach nonprofits how to design and maintain an organizational website using FrontPage.

Community Networking Initiative (CNI). Curriculum and Instruction Coordinator, PrairieNet, University of Illinois, Urbana-Champaign, IL (December 1999 to December 2003).

Responsible for planning adult computer and Internet training classes for the Community Networking Initiative (CNI) project, an outreach effort of PrairieNet (<http://www.prairienet.org>). PrairieNet is a community computer network affiliated with the Graduate School of Library and Information Science at the University of Illinois. Through this project over 750 low-income families received free computer/Internet training, Internet access through PrairieNet, and refurbished computers.

PUBLICATIONS:

- Merkel, C.B., Rosson, M.B. & Carroll, J.M. (submitted, 2006). Using cases to teach usability engineering: Designing the Tapped In case study. Submitted to INNOVATIONS 2006: World Innovations in Engineering Education and Research (INEER Special Volume). International Network for Engineering Education and Research.
- Farooq, U., Merkel, C.B., Xiao, L., Nash, H., Rosson, M.B., and Carroll, J.M. (2006). Participatory design as a learning process: Enhancing community-based watershed management through technology. *Environmental Communication Yearbook*, III, In Press.
- Merkel, C. B., Clitherow, M., Farooq, U., Xiao, L., Ganoe, C. H., Carroll, J. M. & Rosson, M. B. (2005). Sustaining computer use and learning in community contexts: Making technology part of "who they are and what they do." *Journal of Community Informatics*, 1 (2). Available from <http://ci-journal.net/viewarticle.php?id=53&layout=html>
- Merkel, C. B. (2005). Beyond deficit models of technology use: Viewing "have-nots" as active technology users. To appear in *Internet Research Annual: Selected Papers from the Association of Internet Researchers Conferences (AOIR) 2003*, Volume 2, New York: Peter Lang Publishing Group.
- Merkel, C. B., Xiao, L., Farooq, U., Ganoe, C. H., Lee, R., Carroll, J. M., & Rosson, M. B. (2004). Participatory Design in Community Computing Contexts: Tales from the Field. In *Proceedings of the eighth conference on Participatory design: Artful integration: Interweaving media, materials and practices - Volume 1 (PDC 2004)*. ACM Press, New York, NY, pp.1-10.
- Mehra, B., Merkel, C., & Bishop, A. P. (2004). The internet for empowerment of minority and marginalized users. *New Media & Society*, 6 (6), 781-802.
- Bishop, A., Neumann, L., Star, S., Merkel, C., Ignacio, E., Sandusky, R. (2000). Digital libraries: Situating use in changing information infrastructure. *Journal of the American Society for Information Science*, 51 (4), 394-413.
- Merkel, C. B. (1999). Folkloristics of educational spaces: Material lore in classrooms with and without walls. *Library Trends* 47 (3), 417-438.

PRESENTATIONS:

- Xiao, L., Merkel, C. B., Nash, H., Ganoe, C., Rosson, M. B., Carroll, J. M., Shon, E., Lee, R., & Farooq, U. (2005). Students as teachers and teachers as learners. Accepted at the Hawaii International Conference On System Sciences (HICSS 38), January 3-6, 2005, Big Island, Hawaii.
- Farooq, U., Merkel, C., Nash, H., Rosson, M. B., Carroll, J. M. & Xiao, M. (2005). Participatory design as apprenticeship: Sustainable watershed management as a community computing application. Accepted at the Hawaii International Conference On System Sciences. (HICSS 38). January 3-6, 2005, Big Island, Hawaii.
- Merkel, C.B., Clitherow, M., Carroll, J., & Rosson, M. (September, 2004). Sustaining Computer Use and Learning in Community Computing Contexts: Making Technology Part of "Who They are and What They Do". Paper presented at CIRN 2004: Sustainability and Community Technology, September 29 to October 1, 2004. Monash University, Prato, Tuscany, Italy.

- Merkel, C. B. (2004, October). The Civic Nexus Project: Putting community computing in context. Paper presented at the meeting of the Association of Internet Researchers (AOIR) Conference, Sept 19 - 22, 2004. University of Sussex, UK.
- Merkel, C. B. (2003, October). Beyond deficit models of technology use: Viewing "have-nots" as active technology users. Paper presented at the meeting of the Association of Internet Researchers (AOIR) Conference, Toronto, Canada. Merkel, C. B. (2003, October). *Beyond deficit models of technology use: Viewing "have-nots" as active technology users*. Paper presented at the meeting of the Association of Internet Researchers (AOIR) Conference, Toronto, Canada.
- Merkel, C. B. (2003, September). *Uncovering the technology literacy practices of "have-nots": Community and home-based use in low-income communities*. Multiliteracies: The Contact Zone. Paper presented at the meeting of the Association Internationale de Linguistique Appliquée (AILA), Ghent, Belgium.
- Merkel, C. B. (2002, May). *Ethical aspects of researching technology "have-nots."* Computers and Writing Conference, Bloomington-Normal, IL.
- Merkel, C. B. (2000, December). *Outreach and community involvement: Prairienet. Community Network Technology Conference: TeleCommunity 2000*, Austin, TX. (Presentation slides available at: <http://www.prairienet.org/~merkel/austin/>)
- Merkel, C. B. & Bishop, A. P. (2000, November). *Prairienet: A sociotechnical infrastructure for community knowledge networking*. Paper presented at the meeting of the Global Community Networking: Building an Internet for Citizens Conference, Barcelona, Spain. (Paper available at: <http://globalcn.tc.ca/barcelona/barcelona-conf/friday.htm> - Track 3)
- Merkel, C. B. (1999, June). *Access and training in low-income communities: Community networking initiative*. Community Technology Center Network (CTCNet) Conference, Chicago, IL. (Presentation slides available at: <http://www.prairienet.org/~merkel/ctcnet1999/>)
- Merkel, C. B. & Kist, W. R. (1998, November). *Integration of technology: Unplanned conversations*. Presentation to the College Reading Association (CRA), 42nd annual conference, Myrtle Beach, South Carolina.

SERVICE:

Editorial Board, International Journal of Educational Technology (IJET), (<http://www.outreach.uiuc.edu/ijet/>)

Program Committee, Designing Interactive Systems (DIS 2006)

Review of Papers: Information, Communication & Society Journal, International Journal of Educational Technology (IJET), Computer Supported Collaborative Work Journal (CSCW), Designing Interactive Systems (DIS) conference, Journal of Community Informatics, New Media and Society Journal, International Journal of Human-Computer Studies, Conference on Human Factors in Computing Systems (CHI) Conference, Community Informatics Research Network conference, Interacting with Computers Journal.

HONORS/AWARDS:

Beta Phi Mu, International Honor Society for Library and Information Science (2003).

Incomplete List of Teachers Ranked as Excellent by Their Students (2002, Fall semester), University of Illinois, Web Design in Organizations (LIS250W1A)

Participated in ASIST/SIG ED Doctoral Seminar on Research and Career Development (November 18, 2002). Information, Connections and Community. ASIST conference, Philadelphia, PA.

Berner-Nash Award (2002), Outstanding Dissertation Award, Department of Library and Information Science, University of Illinois.

Fellowship (1999-2001), Department of Library and Information Science, University of Illinois.

PROFESSIONAL ORGANIZATIONS:

American Society for Information Science and Technology (ASIST)

American Library Association (ALA)

Computer Professionals for Social Responsibility (CPSR)