



Maker Library

Orr, Julian Edgerton. *Talking About Machines: An Ethnography of a Modern Job*. Cornell University Press, 1996.

“Orr’s ethnography of Xerox repair technicians has become a classic within the literature on repair, organizational studies, and human computer interaction. It shows how difficult it is to understand an organization by only looking at its rules and procedures. He points instead to the ways knowledge gets made ‘from below’ — by repair technicians and staff who live with and in the settings breakdown that allow them to create and exchange new ideas and strategies. As Orr writes, ‘by not seeing what is actually done, the corporation may continue to claim the supremacy of their concept of repair work in spite of the experience of those in the field’ (1991: 17).”

Daniela K. Rosner
Featured Librarian
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