abusive content, as ethical issue, 129–30
access/observation stage
in news production process, 18–21, 78
definition of, 203
workflow trends in, 81–2
“active recipient,” in participatory journalism, 177–91
battle over fortress journalism, 180–2
definition of, 203
workflow trends in, 81–2
“active recipient,” in participatory journalism, 177–91
battle over fortress journalism, 180–2
definition of, 203
workflow trends in, 81–2

in managing audience participation, 80–1
in managing audience participation, 80–1
audience, 6. see also user(s)
changes in, 36
definition of, 203
former, 15
journalist’s relationship with, 34–55. see also journalist(s)
relationship with users participation by, 13–33. see also audience participation
in shaping conversation, 13–33
working with, 183–6
audience participation analyzing of, 16–27
tools in, 16–18, 17t, 18t
formats for, 16, 17t
Internet in, 16
managing of, 76–95
attitudes in, 80–1
best practices in, 89–93
direct interaction in, 90–1
facts vs. opinions in, 78–9
interpretation stage, 83–5
materials in, 77–81
motivations in, 80–1
newsworthiness of images in, 79

placement within website in, 79–80
reporters’ involvement in, 89–93
strategies in, 77–81
user contributions-related, 85–8, 86t
users’ involvement in, 91–3
workflow trends in news production stages, 81–5

audience participation teams, 182
audience pulse-takers, journalists’ view of users as, 41–2
author role, in creating content, 101, 101t

BBC, 4
Belgium, websites and newspapers in, 193–4
Black, Conrad, 195
blog(s), 67, 97, 124, 187
citizen, 22–3, 82
description of, 17t
definition of, 204
journalist, 25–6, 91
definition of, 206
description of, 17t
Index 221

blog(s), (cont’d)
micro-, 2
definition of, 206
social networking, 164–5
user, 2
Boczkowski, Pablo J., 63, 71, 72, 88, 93, 143, 151
bookmarking, social, 23
definition of, 208
Bowman, Shayne, 2–3
brand loyalty, 145
building of, 144–5
brand management, 145
Briggs, Mark, 150
Bruns, Axel, 15
Burda Press, 198
business models, new, in marketplace, 151
call-in programs, radio, rejection rates and reasons for, 106
Canada, websites and newspapers in, 195
Carey, James W., 34, 159
change, in marketplace, 143
chat(s), 82
definition of, 204
live, 68
Christian Science Monitor, 124
citizen(s)
agenda-setting capability of, 20
voices of, 99–100
citizen blogs, 22–3, 82
description of, 17t
citizen journalism, 2, 15, 60, 82
definition of, 204
live, 68
Christian Science Monitor, 124
citizen manager(s), 42, 60, 80, 105–6, 144, 155
definition of, 204
newroom-related, 65–8
community members, journalists’ view of users as, 44–7
community online, evolution of, 187–8
competition, in marketplace, 148–9
complex societies, communication in, 162–3, 162f
Concentra media group, 194
content abusive, as ethical issue, 129–30
creation of, roles played in, 101, 101t
content hierarchy, description of, 17t
content management system (CMS), 73
definition of, 204
contradiction(s), in managing user contributions, 88–9
conventional journalist role perception, 48–9
convergence
definition of, 204
newsroom, 76
“convergence culture,” 144
conversation, audience in shaping, 19–33
conversation facilitators, 142–3
Corelio, 193–4
Coté, Mark, 145
crowdsourcing, 20, 80, 185
definition of, 205
from newsroom, 70
culture(s)
“convergence,” 144
newsroom. see newsroom culture
participatory, 177–9
curation, 183
definition of, 205
in management, 90
customer(s), journalists’ view of users as, 45
Daily Telegraph, 201–2
Darnton, Robert, 96
Dean, Jodi, 151
defamation, as legal issue, 131
de Gaulle, Charles, 197
Der Spiegel, 22, 26, 30, 82, 103, 104, 106, 128–9, 198–9
De Standaard, 19, 20, 23, 26, 48, 49, 63, 65, 81, 82, 103, 128, 129, 133, 149, 193–4
De Standaard Online, 193
Deuze, Mark, 8n, 184, 188–9
developing societies, communication in, 160–1, 160f
dialogical journalist role perception, 49–51
digital economy, in marketplace, 142–3
direct interaction, in management, 90–1
discontent, public, in marketplace, 141–2
discussion forums, 2
distribution, 70
distribution stage, in news production process, 23–4, 79, 82–3, 163, 178
definition of, 205
Domingo, David, 6, 72, 76, 220
interpretation stage, in news production process, 24–7, 40, 83–5, 124–5
definition of, 206
interview(s), collective, 82, 90–1
definition of, 204
description of, 17
Israel, websites and newspapers in, 199–200
“j-blog(s),” definition of, 204, 206
Jenkins, Henry, 15, 144, 177
Jetzt.de, 29
journalism

citizen, 2, 15, 60, 82
definition of, 204
definition of, 1
essence of, 155–8
“fortress,” 188–9
battle over, 180–2
hyperlocal, 85
introduction to, 1
participatory. see participatory journalism
pro-am, 185
definition of, 207
“representative,” 35
traditional, emergence of, 158–64, 160f, 162f–3f, 165f. see also traditional journalism

Journalism Next, 150

journalist(s)
attitudes of, 102–6
citizen, 136, 149
crowdsourcing by, 70
as gatekeeper, 15
how they see themselves, 47–52
conventional role, 48–9
dialogical role, 49–51
role ambivalence, 51–2
legal and ethical practices of, user contribution effects on, 124–8
motivations and organizational structures of, 59–75.
see also newsroom innovation incentives, 59–61
outsourcing by, 70
reactions of, 125–6
relationship with users, 34–55
after story is written, 40–2
as ancillary reporters, 43–4
as audience pulse-takers, 41–2
collaborative role, 42–4
as commentators, 40–1
as community members, 44–7
as co-workers, 42–4
as exemplars and eyewitnesses, 38–9
as experts, 39–40
as guardians of quality, 42–3
as reflectors, 40
rewritten roles, 35–7
as sensors and scouts, 37–8
tasks of, 35
voices of, 99–100
who write for newspapers, 4–5
journalist blogs, 25–6, 91
definition of, 206
description of, 17
journalistic incentives, in newsroom, 61
journey, definition of, 1
judgment, news, 126–7
Kaleva, 19, 23, 29, 38, 44, 50, 61, 65, 69, 73, 109, 132, 148, 197
Kaleva.fi, 197
Lasica, J.D., 2
law(s)
description of, 122
libel, 123
Le Figaro, 20, 24, 28, 41, 42, 62, 64, 73, 84, 98, 103, 104, 112, 134, 147, 197
LeFigaro.fr, 197
Lelegal issues, 121–38
defamation, 131
hate speech, 132
intellectual property, 132–3
mechanisms for addressing, 133–5
moderation options, 133–4
legal liability, resource issues and, 134–5
legal practices, of journalists, user contribution effects on, 124–8
Le Monde, 21, 23, 25, 38, 41, 42, 63, 66, 68, 71, 82, 85, 91, 98, 105, 131, 197
Le Monde.fr, 71
LeMonde.fr/LePost.fr, 197–8
Le Monde Interactif, 197
Le Post, 66, 85, 169
LePost.fr, 20, 25, 39, 50, 71, 82, 90, 125, 136, 183
letters to the editor, 90–100
liability, legal, resources issues and, 134–5
libel laws, 123
lingo, market, in boosting website traffic, 147–8
live chats, 68
Loudown.Extra, 85
loyalty, brand, 145
building of, 144–5
Maariv, 200
Maariv Online, 200
management
brand, 145
reporters’ involvement in, 89–91
users involvement in, 91–3
management strategies, user comments-related, 106–7
manager(s), community. see community manager(s)
Marker Café, The, 66, 85, 92, 171, 173, 200
market forces, 140–3
change, 143
digital economy, 142–3
information as commodity, 140–1
public discontent, 141–2
tradition, 143
market lingo, in boosting website traffic, 147–8
marketplace
boosting website traffic in, 145–8
building loyalty to news brand in, 144–5
competing effectively in, 148–9
innovation incentives, 148–9
market forces in, 140–3
new business models, 151
participatory journalism in, 139–54
web workers, 150
media
citizen, description of, 17
t “self-produced,” 178
social, 53, 140, 165
definition of, 208–9
we, 2–3
Meyer, Philip, 140
Index

micro-blog, 2
definition of, 206
Mitchelstein, Eugenia, 143, 151
mobile, definition of, 206
mobile phone, 3
“smart,” 38
moderation
user comments-related, 108–9
of users’ involvement in management, 92
moderator(s), 79, 134, 183
comment, newsroom-related, 68
definition of, 206
teacher as, 101
user comments-related, 111–12
motivation(s)
economic, behind participatory journalism in marketplace, 139–54
in managing audience participation, 90–1
My.Telegraph.co.uk, 20
National Post, 19, 20, 21, 25, 28, 30, 40, 41, 45, 64, 77, 85, 103, 108, 109, 111, 130, 131, 134, 144, 145, 147, 148, 185, 195
NationalPost.com, 195
National Public Radio, 4
networking, social, 67
description of, 17t
new(s)
hyperlional, 22
online, hybrid nature of, 97
responsiveness of, 97
news agenda, 76, 171
news brand, building loyalty to, 144–5
news judgment, 126–7
newspaper(s)
journalists who write for, 4–5
online, 4–5
participatory journalism in, 5
newspaper websites, reasons for looking at, 3–5
news production process
access/observation stage in, 18–21
access/observation stage of, 78
distribution stage in, 23–4
interpretation stage in, 24–7
processing/editing stage in, 21–3
selection/filtering stage in, 21
stages of, 18t. see also specific stages and news production stage(s)
news production stage(s), 6, 77, 124–5, 162. see also specific stages
definition of, 206
workflow trends in, 81–5
access/observation stage, 81–2
distribution stage, 82–3
processing/editing stage, 82–3
selection/filtering stage, 82–3
newspaper
comment moderator related to, 68
community managers related to, 65–8
crowdsourcing from, 70
in-house shifting of roles in, 69
innovation in, incentives for, 59–61
inside, 59–75
integrated, 72, 182
definition of, 205
need for investment in, 64–5
new job profiles in, 65–8
organizational structures in, 71–2
outvertising from, 70
participatory journalism from, 27–9
resource constraints in, 64
time, space, and staff in, 64–5
newspaper convergence, 76
newspaper culture, 3, 37
changing of, 61–3
individual factors in, 63–4
definition of, 206
description of, 92
newstroom evangelization, 91
newsworthiness, of images, in managing audience participation, 79
New York Times, 88
Nieuwsblad.be, 194
normative theories, in traditional journalism, 159
NRG, 19, 39, 49, 81, 106, 135, 169, 171–2, 186, 200
NRG.co.il, 200
OECD. see Organization for Economic Cooperation and Development (OECD)
“Oma maailma,” 79
omбудсмен, definition of, 206–7
online, community, evolution of, 187–8
online news, hybrid nature of, 97
online newspapers, 4–5
participatory journalism in, 5
opinion(s), facts vs., in managing audience participation, 78–9
organizational structures, newsroom-related, 71–2
Organization for Economic Cooperation and Development (OECD), 141–2
outsourcing, 111, 167, 186
definition of, 207
from newsroom, 70
overisght, professional, 123–4
oversight, systematic, in management, 90–1
Oxford University, 13
participation
audience, analyzing of, 16–27. see also audience participation, analyzing of mechanisms of, 13–33
perspectives on, 166–74, 170t. see also participatory journalism
reader, in journalism, 13–15
participation team(s), 69, 79
definition of, 207
participatory culture, 177–9
participatory journalism “active recipient” in, 177–91. see also “active recipient,” in participatory journalism
at arm’s length, 29–30
change process in, 169, 171
conceptual framework of, 166–8
definition of, 2, 207
description of, 2, 122
participatory journalism (cont’d)
at different levels of observation and analysis, 169, 170
economic motivations behind practices, 139–54. see also
marketplace emergence of, 14–15, 165f, 164–6
ethical issues in, 121–38
reasons for, understanding of, 168–9, 170
rules, traditions, and structures in, 172–3
significance of, 155–76
view from newsroom, 27–9
working with audience, 183–6
participatory space evolution of, 97
legacy of, 98–102, 101 transformation of, 96–117
Paulussen, Steve, 6, 59, 221
paywall, 143
definition of, 207
peer(s), journalists’ view of users as, 45–6
perception(s), of participatory journalism, 27–30
place within website, in managing audience participation, 79–80
place to play, in managing user contributions, 86f, 87–8
poll(s), 24
definition of, 207
description of, 17t
post-moderation, 78, 183
definition of, 26, 206, 207
user comments-related, 108
power shift, 36–7
pre-moderation, 78, 133
definition of, 206, 207
principal role, in creating content, 101, 101t
pro-am journalism, 185
definition of, 207
pro-am relationship, 42
processing/editing stage, in news production process, 21–3, 82–3
definition of, 208
processing stage, in news production process, 178
produsage, definition of, 15
professional oversight, 123–4
"public," 35
public, spaces for, 185–6
public communication, 155–8
different experiences, difference
understandings, 156–7
structural and national variations, 157–8
public discontent, in marketplace, 141–2
public interest, definition of, 208
Publick Occurrences, 13
pulse-takers, audience, journalists’ view of users as, 41–2
Pybus, Jennifer, 145
quality, guardians of, journalists’ view of users as, 42–3
Quandt, Thorsten, 7, 155, 221
radio call-in programs, rejection rates and reasons for, 106
reader participation, in journalism, history of, 13–15
Reagan, Tom, 124
recipient(s), “active,” in participatory journalism, 177–91. see also “active recipient,” in participatory journalism
“Red Mail,” 19
reflector(s), journalists’ view of users as, 40
registration, 83, 109–10
definition of, 208
user, 23, 109
Reich, Zvi, 6, 96, 221
relationship(s)
of journalists with users, 34–55. see also journalist(s), relationship with users
pro-am, 42
“report abuse” button, 110
definition of, 208
reporter(s)
ancillary, journalists’ view of users as, 43–4
in management, 89–91
curation and coaching in, 90
highlighting user contributions in, 89
newsroom evangelization in, 91
systematic oversight in, 90–1
"representative” journalism, 35
reputation system(s), 2
definition of, 208
resource constraints, in newsroom, 64
resource issues, legal liability and, 134–5
rhetorical theory, 100–1
role ambivalence, 51–2
Rosen, Jay, 2
rule(s), in participatory journalism, 172–3
Rusbridger, Alan, 185
Scollon, Ronald, 101
“Scoop Mail,” 19
Scott Trust, 201
scout(s), journalists’ view of users as, 37–8
selection/filtering stage, in news production process, 21, 79, 82–3, 111, 163
definition of, 208
“self-produced” media, 178
sensitive topics, user comments-related, 112–13
sensor(s), journalists’ view of users as, 37–8
shifting of role, newsroom-related, 69
Singer, Jane B., 6, 121, 183, 185, 221
size, importance of, in competing in marketplace, 149
small, simple societies, in traditional journalism, 160–1, 160f
small communities, communication in, 160–1, 160f
“smart” mobile phones, 38
social bookmarking, 23
  definition of, 208
social complexity; increasing, in traditional journalism, 161–3, 162f
social media, 53, 140, 165
  definition of, 208–9
social media platforms, 23
social media sites, 180
social media tools, 124
social networking, 67
  description of, 17t
social networking blogs, 164–5
social networking platforms, 16
social networking sites, 2, 46, 148, 164–5, 180, 187
  definition of, 209
society(ies)
  complex, communication in, 162–3, 162f
  developing, communication in, 160–1, 160f
  hyper-complex
  communication in, 163f
  participatory journalism in, 165f; 164–6
  small, simple, in traditional journalism, 160–1, 160f
source material, in managing user contributions, 85–7, 86t
space, in newsroom, 64–5
Spain, websites and newspapers in, 200–1
speech, hate, as ethical issue, 132
Spiegel.de, 198–9
Spiegel Online Forum, 199
staff, in newsroom, 64–5
Standaard.be, 193–4
Starr, Paul, 143
story(ies), citizen, description of, 17t
structure(s), in participatory journalism, 172–3
Styria, 196
Süddeutsche Press, 199
Süddeutsche Zeitung, 25, 29, 30, 39, 63, 83, 131, 133, 165–6, 171, 174, 199
Süddeutsche.de, 199
systematic oversight, in management, 90–1
talkback, 134
  definition of, 209
team(s)
  audience participation, 182
participation, 69, 79
  definition of, 207
Telegraph, 23, 26, 30, 39, 42, 45, 46, 50–1, 60, 61, 64, 66–7, 70, 79–80, 84–9, 86t, 90–2, 105, 110, 112, 126, 127, 130, 132, 134, 144–6, 183, 188, 201–2
Telegraph.co.uk, 201–2
telephone, mobile, 3
“smart,” 38
tension(s), in managing user contributions, 88–9
TheGlobeAndMail.com, 195
telephone, mobile, 3
theory(ies)
  normative, in traditional journalism, 159
  rhetorical, 100–1
Thurman, Neil, 28, 183
Time, 178
time, in newsroom, 64–5
Tomorrow Focus AG, 198
tradition(s)
  in marketplace, 143
  in participatory journalism, 172–3
traditional journalism
  communication technology and society, 159
  emergence of, 158–64, 160f, 162f–3f, 165f
  evolutionary approach, 160
  increasing social complexity, 161–3, 162f
  normative theories, 159
  small, simple societies, 160–1, 160f
  specialization and fragmentation, 163–4, 165f
Trends in Newsrooms report, 60
“trolls,” 108
20 Min Holding, 201
20Minutos.es, 201
24 Hours, 23, 81, 86, 86t, 105, 146, 149, 171, 174, 186
24 Sata, 196
24Sata.hr, 196
Twitter, 23
UGC. see user-generated content (UGC)
United Kingdom, websites and newspapers in, 201–2
United States of America, websites and newspapers in, 202
unknown provenance, as ethical issue, 128–9
USA Today, 19, 23–5, 31, 38, 39, 45, 49, 51, 66, 80, 81, 84–7, 86t, 90, 91, 105, 108–12, 127, 134, 147, 151, 173, 186, 202
USAToday.com, 202
user(s)
  34, 35, 150. see also audience
  in boosting website traffic, 146–7
  definition of, 209
  involvement in management, 91–3
  moderation by, 92
  voting by, 92
user blogs, 2
user comments, 96–117, 183
controversy created by, 98
“green light” for, 107–13
identification of, 110–11
management strategies, 106–7
moderation related to, 108–9
moderators of, 111–12
popularity of, 97–8
reasons for examining, 97–8
registration for, 109–10
rejection rates and reasons for, 106–7
sensitive topics, 112–13
thinking about, 100–2
user communities, 144
user contributions
  effects on journalists’ own legal and ethical practices, 124–8
  highlighting of, 89
  managing of, 85–9, 86t
  contradictions in, 88–9
  place to play in, 86t, 87–8
  source material in, 85–7, 86t
  tensions in, 88–9
user-generated content (UGC), 2, 15, 39, 60, 77, 82, 96, 122, 143, 156, 181
  definition of, 209
user registration, 23, 109
Vanishing Newspaper, The, 140
Vecernjihr, 195–6
Index 227

Vecernji List, 23, 67, 125, 129, 134, 144, 146, 172, 173, 195–6
Virginia Tech University, 38–9
voice(s)
of citizens, 99–100
of journalists, 99–100
voting, on comments made by other users, by users involved in management, 92
Vujnovic, Marina, 6–7, 139, 222

WAN. see World Association of Newspapers (WAN)
Washington Post, The, 20, 26–7, 31, 39–40, 42, 43, 46, 48, 49, 68, 71, 73,
84, 85, 90, 91, 103, 106, 108, 147, 202
WashingtonPost.com, 202
Web 2.0, 144, 145, 156, 181
definition of, 209
website(s)
citizen journalism, 29
newspaper, reasons for looking at, 3–5
placement within, in managing audience participation, 79–80
traffic on, boosting of, 145–8
web workers, marketplace-related, 150
WEF. see World Editors Forum (WEF)
we media, 2–3
Wikipedia, 178
Willis, Chris, 2–3
workflow trends, in news production stages, 81–5. see also specific stages and news production stage(s)
World Association of Newspapers (WAN), 60
World Editors Forum (WEF), 60
Yedioth Aharonoth, 30, 69, 81, 86, 86t, 199, 200
Ynet, 24, 41, 44, 69, 81, 104, 106, 111, 127, 130, 169, 171, 186, 199
Ynet.co.il, 199
Yo, periodista, 70
YouTube, 178