



Managing Privacy and Information Overload; Sustaining Journalism in the Attention Age

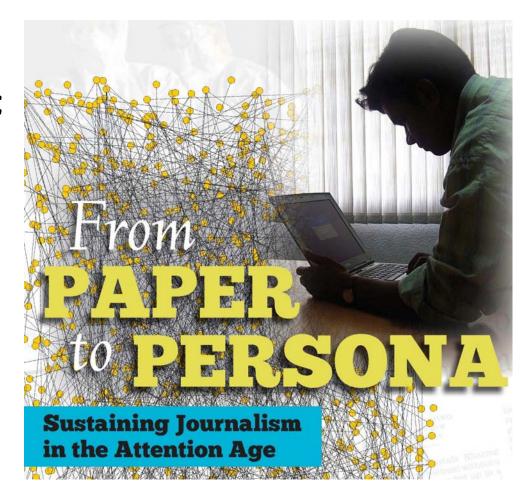
Aug. 4, 2011

NAM – Branson, Mo.

Bill Densmore

RJI Consulting Fellow

http://www.papertopersona.org



A warning/apology



Idea overflow, these are core:

- 1. A new relationship with users/readers
- 2. Getting paid: An "easy pass" network
- 3. Help! It's complicated; but doable
- 4. And ... it matters



Why it matters

- National/world sharing network for notices, classifieds, news, marketing
- Reduced reliance on print
- A role for press associations marketers, aggregators and managers of service



A 60-minute speed agenda ---

- Origins of Information Valet Project
- What's the Reynolds Journalism Institute
- Trust / identity / privacy / commerce matter
- A challenge / opportunity the "ITA"
- Reality test: RJI and the New England Common

Then . . . 15 minutes . . .

Conversation huddles (5) / discussion (10)

Quick background



A long road for us all

- Ex-AP, trade publishing, owned Mass. weeklies
- In 1994 saw a "train wreck coming"
- Access to info from anywhere no longer print
- Too early to make the market
- Mass market advertising seen as the sole answer

What to do . . .

Sales, MGP, JTM, InfoValet / market ready

Origins of InfoValet



MEDIA GRAFFE Project

"Find and spotlight people making innovative, sustainable use of media to foster participatory democracy and community."

- Profiles database
- Convenings as Journalism That Matters
- Facilitating "news literacy"



Pete Stidman Founder Alliance for Community Journalism See Full Profile

Join the Media Giraffe Project mailing list Enter your Email:



The Media Giraffe Project mission

Submitted by Bill Densmore on Sun, 09/14/2008 - 17:52. in About MGP

Innovation for democracy; standing above the crowd

THE MISSION

The Media Giraffe Project (MGP) mission is to foster participatory democracy and community. We do so by discovering and celebrating above-the-crowd individuals making innovative, sustainable use of media. They use fresh, effective tools and approaches that empower and inform citizens.

By focusing on media role models, our website, conference, planned book, film, curricula, and workshops, we:

- Celebrate and support innovation in both traditional and emerging media.
- Help citizens find and support -- as both consumers and creators -media that informs civic dialog and aids open, participatory government.

THE PROBLEM

Create a wiki page for this profile

Media Graffe Project

Innovation for democracy; Standing above the crowd

http://www.mediagiraffe.org

SCOUT REPORT



Richard Anderson

Founder

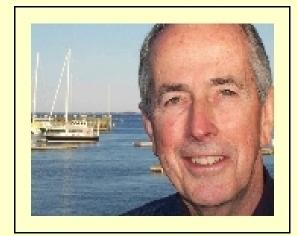
VillageSoup.com Camden, ME

http://www.villagesoup.com

richard@villagesoup.com 87 Flm St. Suite 104-A

Camden, ME 04843

Work: 207-236-8468



Summary:

pioneering web-only site in Maine/now

Create a wiki page for this profile

Media Graffe Project

Innovation for democracy; Standing above the crowd

http://www.mediagiraffe.org

SCOUT REPORT

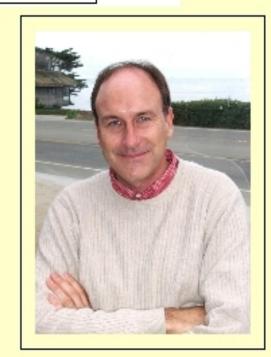


Barry Parr

Coastsider -- Barry Parr Montara, CA http://www.coastsider.com bp@mediasavvy.com P.O. Box 0551

Montara, CA 94037

Work: 415-466-0454



Create a wiki page for this profile

Media Graffe Project

Innovation for democracy; Standing above the crowd

http://www.mediagiraffe.org

SCOUT REPORT



Joel Kramer

Editor and CEO

MinnPost

Minneapolis, MN

http://www.minnpost.com

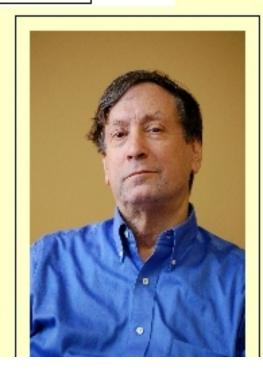
info@minnpost.com

900 6th Avenue S.E.

Suite 220

Minneapolis, MN 55414

"One of the things we say to people, and it does resonate around town here, is that high



Create a wiki page for this profile

Media Graffe Project

Innovation for democracy; Standing above the crowd

http://www.mediagiraffe.org

SCOUT REPORT



Adrian Holovaty

Developer

Everyblock.com

Chicago, IL

http://www.everyblock.com

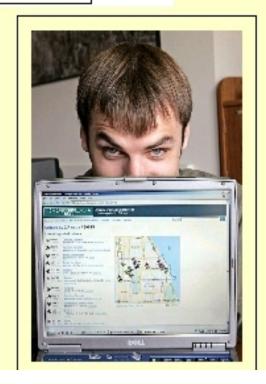
http://projects.washingtonpost.com/congress/

http://http://www.holovaty.com

http://www.chicagocrime.org

web@holovaty.com

Chicago, IL 60600



MEDIA GRAFFE Project

Profiles database

Home Profiles Mission	Audio Video	Events			
Search Giraffe Prospects:		Show Only	/ Type: Blogger	▼ Go	Show Only State: AL 💌 Go
Search all Giraffe prospects Search Giraffe prospects with a profile					
Search Giraffe prospects without a profile Search					

Media Giraffe Prospect List

Showing #1-15 of 355 records.

For details on a Giraffe prospect, click on the name field.

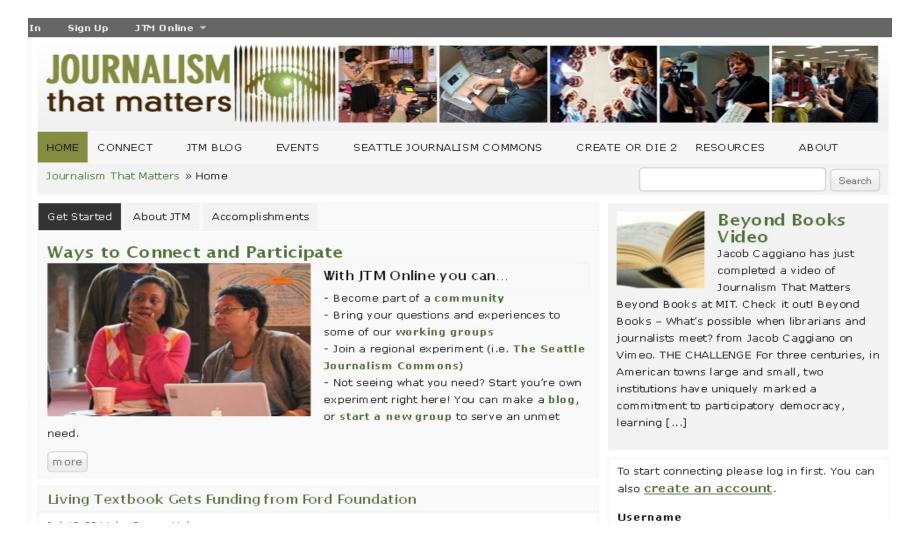
Next »

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

city	state	firm	type
Arlington	VA	Coalition of Journalists for Open Government	group
		BeniciaNews.com	local
Bethesda	MD	Editorial Projects in Education Inc.	ownership, magazine
East Bay, San Francisco	CA	BeastBlog.com	blog, local
Brattleboro	VT	iBrattleboro.com	local, sustain
		Riverbend Baghdad Burning author	book, political
	Arlington Bethesda East Bay, San Francisco	Arlington VA Bethesda MD East Bay, San Francisco CA	Arlington VA Coalition of Journalists for Open Government BeniciaNews.com Bethesda MD Editorial Projects in Education Inc. East Bay, San Francisco CA BeastBlog.com Brattleboro VT iBrattleboro.com



Journalists convening with tech, librarians, citizens, teachers



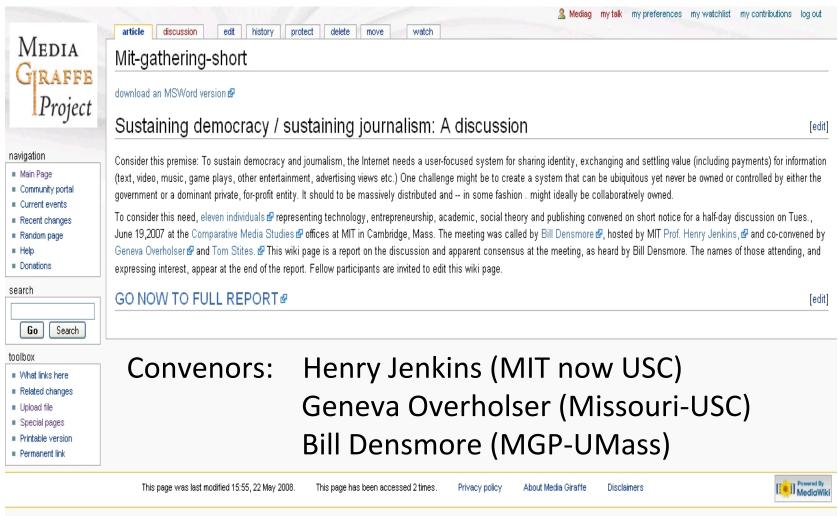


What lead to InfoValet Project?

- Result of problem observations
- Publishers losing touch with readers
- Advertising disconnecting from journalism
- Inability to make money sharing users/content

Key meeting at MIT -- 2007







MIT SUMMARY – the idea

"During the June 19, 2007 discussion, a consensus emerged. For journalism -- and some forms of entertainment -- to grow or be sustained into the digital age, the Internet must support three functions."

- User-centric authentication
- Value exchange for viewing or using content
- Combine authentication, value exchange for intellectualproperty sharing

Proposal to RJI -- 2008



THE PROPOSAL

BUILDING THE INFORMATION VALET ECONOMY:

Sustaining news and information through a shared-user network

A research proposal for the <u>Donald W. Reynolds Journalism Institute</u>, August, 2008-May-2009

By Bill Densmore¹
April 21, 2008

To sustain an <u>information valet economy</u> — and along with it both participatory democracy and journalism — the next-generation Internet needs a user-focused system for sharing identity, and for exchanging and settling value for digital information.

This system should provide payments for the sharing of text, video, music, game plays, entertainment, advertising views, etc., across the Internet. It could, for example, manage background payments for newspaper content that is repurposed for advertising gain by bloggers.

Excerpting "The State of the Media, 2007": Finding an economic model

The <u>Project for Excellence in Journalism</u> produces an exhaustive annual report entitled "The State of the News Media". The 2007 report includes <u>this</u> <u>statement</u>:

The evidence is mounting that the news industry must become more aggressive about developing a new economic model. The signs are clearer that advertising works differently online than in older media. Finding out about goods and services on the Web is an activity unto itself, like using the yellow pages, and less a byproduct of getting news, such as seeing a car ad during a newscast. The consequence is that advertisers may not need journalism as they once did, particularly online. Already the predictions of advertising growth on the Web are

Proposal to RJI -- 2008



"To sustain an information valet economy -- and along with it both participatory democracy and journalism -- the next generation Internet needs a user-focused system for sharing identity, and for exchanging and settling value for digital information."

Reynolds Journalism Institute



Ideas. Experiments. Research. Solutions.





RJI Facilities













RJI Research



A leading provider in survey research

- Program evaluation
- Data collection through telephone interviewing, online, mail, focus group
- Customized questionnaires: civic, government, news media organizations
- Various sampling methods
- Statistical analyses



What CASR does

- Survey research
- Program evaluation
- Cell phone number sampling

Request a consultation

Research



Read reports

Contact

Kenneth Fleming, Ph.D.

Director, Center for Advanced Social Research

135 Neff Annex Missouri School of Journalism Columbia, MO 65211-1200

Phone: 573-884-6563 E-mail: flemingk@missouri.edu





RJI Futures Lab









Technology Testing Center



HDTV Studio/ Control Room





Missouri School of Journalism

RJI Initiatives





Rescuing orphaned

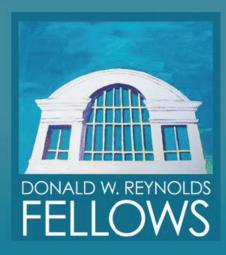


















RJI Media Accelerator

- Business Development Incubator
- Provide Business Mentors
- Host Innovation Pitch Slams















PROCESS STEP ONE: Gather ideas

• The Dec. 3-5, 2008 convening



- More than 50 people attended
- TEXT/VIDEO: http://www.ivpblueprint.org
- Lead to research, experiments, report



Key insight from 2008 convening

- Citizens are hemorrhaging personal info
- Others are profiting from it
- Citizens need to gain control of that info
- Maybe there's a role for media companies to help them take it back and profit

-- Elizabeth Osder, Osder Associates, Mizzou grad, ex-Yahoo, NYTimes, Poynter http://www.osder.com





What's discussion now about?

- Sustaining journalism
- Making the market for digital info
- Managing, profile, info overload
- Moving beyond silos
- "Easy pass for info"





Four trends

- Mass market ads, journalism unglued
- Abundant info → → Attention Age
- Social networks success / end of silos
- Privacy now front-burner issue
 (National Strategy for Trusted Identities in Cyberspace)
- 'Persona' valuable in privacy context

Landscape



Trends yield these results

- Users go anywhere for information (Doctor)
- Consumers more in charge than ever (copyright)
- Publisher / gatekeeper as one-to-many fading
- Trust and identity new building blocks (privacy)
- Advertising is old now "advisor-tising"
- Privacy emerges as regulatory issue
- Gatekeeping publishers left out of social stream



The Biggest Overall Change?

The Post-Scarcity
Economy* -Information is abundant.
But . . . attention isn't.

Leading to a few assertions . . .

Assertions



Hour glass and the cylinder

Information in the 20th Century

Information providers Thin pipes One way Information consumers ... **Hourglass**

Information in the 21st Century

Information providers

Fat pipes Two way

Information consumers

Cylinder (On side)

Assertions



End of mass markets

- What comes after publishing, broadcasting?
- Automated, customized, one-to-one
- Share payments for custom info, sponsorships
- From gatekeeper to infovalet

Assertions



Participation: End of advertising?

- Is marketing one-to-one advertising?
- Vendor-delivered direct: Publisher bylass?
- What is your attention worth? To whom?
- Upending marketing: Project VRM



So where do we go from here?

- The News Social Network
 - Trust
 - Identity

- Privacy
- Commerce

Trust



News as service -- not product

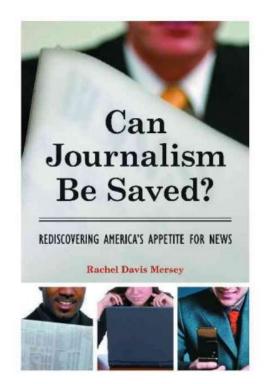
- Paper merely one delivery system
- Helping user discover, access info from anywhere
- Creating a conversation, community ... network
- Not just about the story; smaller, larger remix
- Convenient, simple access and value exchange

Trust



New journalism: Earn trust

- Same as always, new medium
- Focus on individual
- Understand their networks
- Earn their trust
- Then they will 'eat vegetables'



Rachel Davis Mersey

<u>Trust</u>



From gatekeeper to ... "infovalet"?

- Curator, advisor, agent, broker, concierge
- Help find, assemble "atomized" personalized info
- One ups traditional newspaper function
- Missing piece: A way to get paid

But . . . who are the identity infovalets now?



Infovalet example: Facebook

- "Facebook instant personalization"
- Delivers you 'persona' to partners
- You see ads related to your identity





You control what information is available to these partners by managing the information set in your privacy settings. Or you can turn off instant personalization altogether, at which time your information will no longer be instantly available to any partner sites. Find out more about instant personalization in the Help Center.

Facebook knows us



dventures, Branson smile all the time."

because you really want to. And do it with a smile all the time."

weren't such a litigious society," she says.

Facebook boosts Groups, unveils Deals

New feature lets users share experiences, save money when shopping

By Jon Swartz USA TODAY

SAN FRANCISCO — Facebook announced refinements to its social-networking site Tuesday.

The company upgraded its Facebook Groups feature and unveiled Facebook

Technology

Deals, which is designed to let the site's 500 million users easily share their shopping experiences with one another, and save money in the process. Users can buy the deal with a credit card, share it or like it.

Deals is making its debut in San Francisco, San Diego, Austin, Atlanta and Dallas. (After testing for an unspecified period, it will become available in other cities.)

In November, Facebook introduced a

service for check-in deals.

"This announcement is all about bringing people together," says Facebook's Emily White. "They can discover daily deals through the experiences of their friends."

The new service might pit Facebook against Groupon, LivingSocial and Yelp in a bid to tap into the multibillion-dollar market for daily deals online.

But Greg Sterling, senior analyst at Opus Research, sees Facebook Deals going head-to-head with Google's emerging Offers service.

"Facebook has a huge brand, so this gets its foot in the door with local merchants," Sterling said.

Despite its breakneck growth, Facebook remains on the prowl for ways to expand its revenuebeyond advertising.

Ads accounted for 93% of its revenue last year, or \$1.9 billion, according to market researcher eMarketer.

That's expected to dip to 90% in 2011.

Meanwhile, Facebook's update of

Groups adds its popular Photo albums and Questions features and greater administrative control to limit who joins groups.

In effect, prospective members require approval before they are added to a group.

The tweaks come just six months after Facebook introduced Groups, a popular feature that has led to the creation of about 50 million groups on the website, where individuals can gather with those of similar interests and chat.

Facebook has discovered through internal research that the most popular types of groups are for family, friends, academics, sports and other topics, such as religion, games and hobbies.

Facebook also unfurled a new social plug-in — the Send button — that lets users share content they discover on the Internet with specific friends via messages and groups, rather than on their Facebook wall.



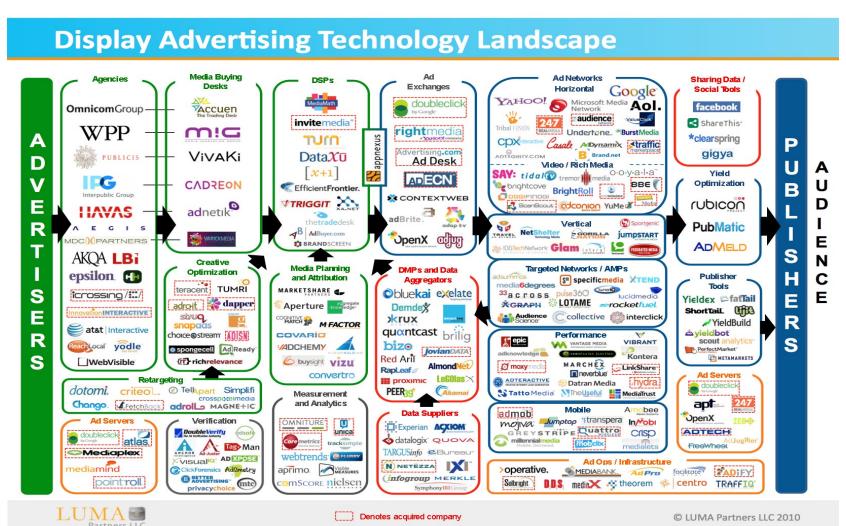
Infovalet example: Google+

- Circles helps you build community
- Google learns your cohorts, infers preferences
- You see ads related to your identity





Today's "identity" ecosystem

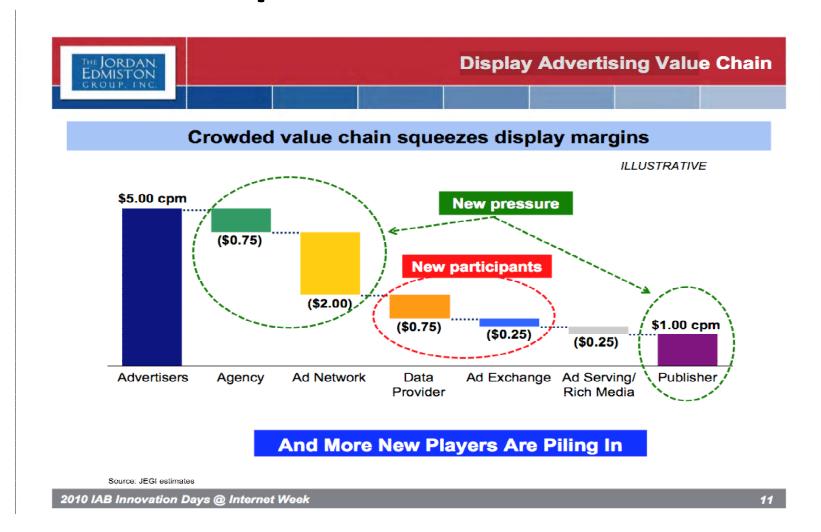


Source: http://www.slideshare.net/tkawaja/luma-display-ad-tech-landscape-2010-1231

Identity consequence

rji

The CPM squeeze



Source: http://www.slideshare.net/tkawaja/luma-display-ad-tech-landscape-2010-1231

Privacy

rji

Why it matters

- Merging data
- Health / financial
- No way to fix
- "Trading personas"
- No value to consumer
- Rockefeller -- DNT



Source: USA Today, Aug. 4, 2011 / Page C-1

Government solution? No...but...

Privacy

rji

What is "NSTIC"?



http://www.nist.gov/nstic/animation.html

COMMERCE CONNECTION



SOLUTION / working "hypothesis"

- Rules for 'infovalets'
- An information-industry collaborative
- Public purpose, private participation
- A point to consider whole system in motion
- Faciliate (not own) shared-user network layered upon the basic Internet

SHARED USER NETWORK



Desirable features?

- Beyond silos lots of choice
- Own, protect, share demographic, usage data
- Platform for customization, 'news social network'
- Update advertising role, effectiveness, payment
- Easy sharing, selling, purchasing atomized content
- One ID, one account, one bill

SHARED USER NETWORK



How might it work?

- Enables network access to existing customer "home bases"
- Mome base "presents" user to network authlogging service
- User access to network sites tracked
- Aggregated settlement of affinity payments
 - Charges for content (text, music, video)
 - Payments for ad views
 - Enables customization / personalization



SHARED USER NETWORK



Hard, but been there

- Google AdSense microaccounting
- Multiple ad networks
- Amazon Marketplace multiple vendors
- Visa/MC/ACH Thousands of banks
- Only difference: Across the web



Information Trust Association

http://www.infotrust.org

A public-benefit entity to lead creation of a free market for digital information. It builds on standards, ensures consumer choice and trust, and enables price and service competition. It is broadly, and openly, governed, with a global perspective. The operations it sanctions first benefit journalism, democracy and freedom, ahead of private interest.

http://newshare.com/ita/whitepaper.pdf



Potential ITA roles?

- Sustain journalism values, principles, purposes
- Establish voluntary privacy, trust, identity standards
- Research, test, commission key technologies
- Sanction protocols for sharing users/content
- Direct multi-site user authentication services
- Enabling consumer choice for commerce, privacy
 - * "One account, one bill, one ID, purchase anywhere"
 - * But no single owner of all users

SOLUTION



What are the results and benefits?

- Enables web-wide microaccounting / subscriptions
- Supports "atomized" content, wholesale/retail pricing
- Broadens "deep web" access; not on web today
- Protects privacy: Anonymous, yet identified users
- Enhanced-CPM, precisely-targeted marketing
- RESULT: Convenient, secure access to valued content



Revenue options

- Share revenues across network
 - Subscription channels, packages
 - Per click or "public radio" (Spot.us/Kachingle)
 - Affinity payments/rewards
 - Commissions and referral fees
- Multiple service/content providers
- Multiple user owners ("InfoValets?")



But still durable – ADVERTISING

- Rewards for activities, viewing ads, sponsor material
- Example: The Ford Explorer PDF download
- Ad network based on interest not just inference
- Higher CPMs for the news industry
- Consistent with FTC privacy guidelines



Who should act?

- An information-industry collaborative
- Publishers, telcoms, Silicon Valley
- Foundations, J-schools, philanthropists
 - See white paper, Page 41 for "aspirational" list
- Nine months to:
 - Establish governance
 - Codify business rules
 - Contract with network operators



Key challenge: Who owns/controls?

- Network creator must be benign
- Or major competitors won't participate, thus . . .
- Cede entrepreneurial opportunities to operating levels:
 - Content aggregation, packaging, presentation
 - Reward systems / advertising
 - User 'persona'/personalization service ("InfoValets")
 - Network authentication / logging
 - •Event aggregation ("microaccounting") / settlement

COMPARABLES



Create playing field, not plays (or prices)

- NYSE non-profit until 2008
- Cable Labs
- Underwriters' Laboratories / BlueTooth Association
- Internet Corp. for Assigned Names & Numbers
- Railroad gauge; power grid AC cycles/second
- National Automated Clearing House Assn.
- Associated Press / Some trade associations

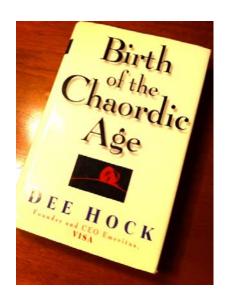
COMPARABLES

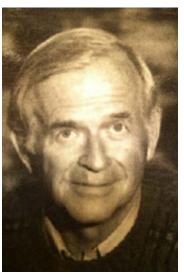


Create playing field, not plays (or prices)

• The story of Dee Hock, Bank of America and Visa

BOOK REVIEW: http://www.globalhome.com/news/chaordic/bookreview.html







Biggest challenge: Multiple, diverse constituencies

Link to Visa card history -- http://www.cryptosmith.com/archives/842

SPECIFICS



Proposed ITA structure

- Not-for-profit association, as open as possible
- Staggered board, 27 seats allocated by 7 types
 - * Founding members (foundations); publishing members
 - * Publishing members; technology members; public members
- Can own for-profit operating entities
- Or contract with existing services

Such as (not inclusive): Google, JO, Apple, Amazon, AP, Clickshare, News Licensing Group



Let's get out of the clouds

- Bob Kasabian ANDAC
- RJI Common User-Content Project

NewEngland COMMON

- New England newspapers / niche content
- CASR will survey
 - What users want
 - Do they understand?
 - How will editors respond?
 - What about the money?
 - Integration with marketing offers

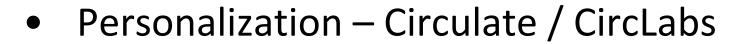
"WORD FROM SPONSOR"



Technology by Clickshare*

- •Founded, 1997 / service from 2001
- Authentication, registration
- Access, metering, subscriptions
- Database integration, payments
- Multiple NE clients
- Test "network transactions" (patent)
- Key: Multiple home bases; aggregation

^{*}Full disclosure: Densmore founder, a shareholder





About Read /	Articles ▼ My Content Preferences ▼	MISSOURIAN	Log Out
	Log In to Circulate		
	Email		
	Password		
	Log In		
	Forgot your password? Click here.		
	Not a Circulate user yet? Click here to create	an account.	





Personalization – Circulate / CircLabs



About

Read Articles 🔺

My Content Preferences 🔻

MISSOURIAN

Log Out

HOW TO GET STARTED

CURATED TOPICS:

Environment Arts & Culture Science & Tech Media & Journalism Politics

ABOUT US PRIVACY POLICY TERMS OF USE

Small-town residents saddened by prospect of post offices closing

The Columbia Missourian - Wed, 08/03/2011



It's not just a place to lick a stamp, one resident said. The small-town post office is a place where neighbors run into each other, gossip and gain a sense of community.





'MyLife, My Town' project documents teens in small towns

The Columbia Missourian - Wed, 08/03/2011







Personalization – Circulate / CircLabs



Former aide, now Mayor Emanuel, greets Obama

2011-08-03 23:19:19

CHICAGO (AP) — President Barack Obama was greeted in Chicago by a familiar face — his former chief of staff and current Chicago Mayor Rahm Emanuel.

Emanuel waited at the steps of Air Force One after it landed in Chicago on a sunny Wednesday evening. The mayor shook hands with some of his former White House colleagues as he waited for the president.

After Obama bounded down the stairs, he shook Emanuel's hand, then gave him a hug. They chatted as they walked across the tarmac to greet a crowd waiting nearby.

Emanuel left the White House last fall to run for mayor.



Advocates file 31 petitions for 2012 Mass. ballot

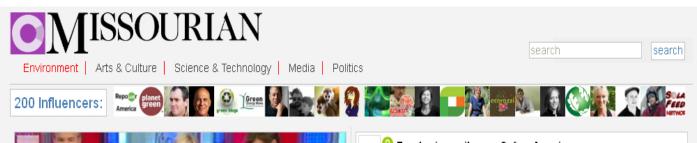
2011-08-03 23:23:23

BOSTON (AP) — With the next general election more than a year away, activists across Massachusetts are already pushing for ballot questions that would allow voters to weigh in on dozens of issues, including whether to eliminate a key provision of the state's 2006 landmark health care law.

A total of 31 initiative petitions were filed with the state Attorney General's Office Wednesday, the deadline for the proposals to be approved by the office. The petitions also include calls for changes to the ways teachers are considered for jobs and a repeal of part of a law aimed at preventing domestic violence.

Massachusetts Citizens for Life, an anti-abortion group, filed a petition that would end the individual mandate that requires virtually everyone in the state have health insurance or face tax penalties.

Social curation by Sociative





SpongeBob SquarePants Makes An Enemy

Fox News repeatedly criticized a SpongeBob SquarePants book and video about manmade global warming because "they did not tell kids that that is actually a disputed fact." In reality, it is not controversial among the ...

3 😢 Food price spikes — Oxfam America

In the last year, international food prices have reached record peaks. In many countries, high food prices have contributed to unrest, instability, violence and increasing inequality and poverty. While volatile food prices impact everyone, the impacts vary across the globe with the poorest and most vulnerable people often getting the shortest end of the stick.

To shed more light on the impacts of food price spikes, Oxfam has created an interactive map of Food Price Volatility Pressure Points. This map shows the impacts of price spikes in some of the countries where food prices have complicated the lives of poor people and offers a chance to take action on to help address price volatility.

The map shows are areas that are highly vulnerable ...



Study: Climate change imperils Himalayan glaciers - Green House ...

Study: Climate change imperils Himalayan glaciers - Green House - USATODAY.com



Timberland Keeps Stretching with Ambitious 2015 CSR Goals

Timberland unveiled new 2015 sustainability goals today that in some ways look a lot like the company's 2010 goals.



Ex-Soldiers Recruited by U.S. Utilities for Clean Energy Jobs

America's electric power industry is angling to get some of the 200,000 troops that return annually from active duty to take on the bevy of jobs ...







End of talk, now to listen

Tonight presentation will be at: http://www.newshare.com/branson.pdf

"Paper to Persona" is available from: http://www.rjionline.org/news/paper-persona Or http://www.papertopersona.org

Bill Densmore Densmorew@rjionline.org http://www.papertopersona.org

BRAIN STORMING



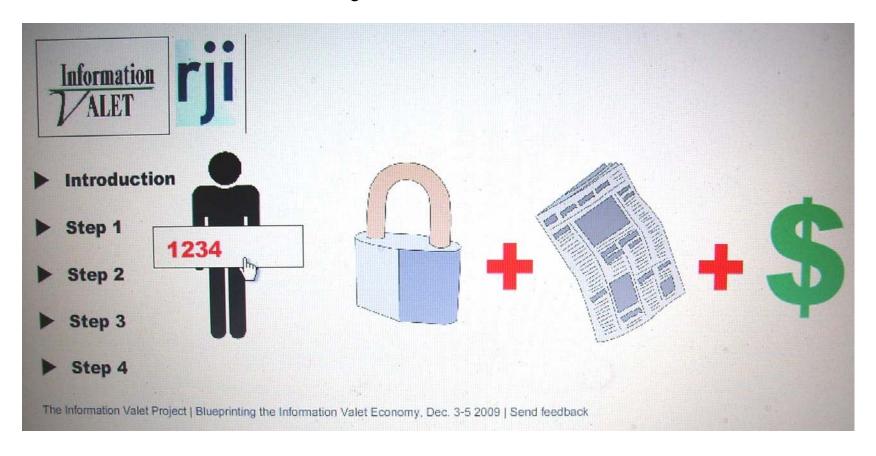
FIVE MINUTES

- What about this make sense?
- What will foster needed collaboration?
- Will papers experiment?
- Will they share users and content?
- What's the best next step?

THEN Q&A FOR 10 MINUTES



One way it could work



http://web.missouri.edu/~bowera/infovalet.html