

Proceedings of



WikiSym '10: the 6<sup>th</sup> International Symposium on  
Wikis and Open Collaboration

Gdańsk, Poland  
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# Foreword

Welcome to WikiSym 2010, the 6th International Symposium on Wikis and Open Collaboration!

WikiSym 2010 is located in the picturesque city of Gdańsk, Poland at the Dom Muzyka, a historic music academy. The event includes 3 days of cutting-edge research and practice on topics related to open collaboration. This proceedings of WikiSym 2010 are aimed to act as a permanent record of the conference activities. This year for the first time, WikiSym is co-located with Wikimania 2010, the international community conference of the Wikimedia Foundation projects, which is taking place right after WikiSym

The general program of WikiSym 2010 builds on the success of previous years, formally embracing different aspects of open collaboration research and practice. To support this, for the first time the program is divided into 3 complementary tracks, each focusing on a specific area of interest in this field. The *Wiki Track* includes contributions specifically dealing with research, deployment, use and management of wiki platforms and the communities around them. The *Industry Track* draws together practitioners, entrepreneurs and industry managers and employees to better understand open collaboration ecosystems in corporate environments. Finally, the *Open Collaboration Track* comprises all other aspects related to open cooperative initiatives and projects. Related to this, you will find a growing number of contributions dealing with non-technical perspectives of open collaboration, such as debates on educational resources and socio-political aspects. You will also find the traditional technical papers, plus tutorials, workshops, panels and demos. The success of the new broadened scope of WikiSym reflects the very high interest in wikis and open collaboration existing today.

Cliff Lampe from Michigan State University will be opening the symposium with a talk on "The Machine in the Ghost: a Socio-Technical Systems Approach to User-Generated Content Research". Likewise, Andrew Lih will be giving the closing keynote session on "What Hath Wikipedia Wrought". These represent only two of the talks and sessions that attendees will find at WikiSym 2010. Forty-one research papers were submitted this year to the academic program, and sixteen were accepted, for an acceptance rate of 39%. All papers were revised by at least three reviewers, though some of them had up to five different reviewers. Authors from accepted papers come from 18 different countries, showing the broad international impact of the conference.

As usual, WikiSym will continue to offer a lively experience through the means of the Open Space track, where attendees can hold discussions on topics of interest. Online updates and a record of this track and related discussions can be found on the WikiSym 2010 event wiki:

<http://www.wikisym.org/ws2010>

After the extension of WikiSym's scope last year to specifically include "open collaboration", we have witnessed a very positive welcome of this significant step by our audience. Approximately half of the total session time of WikiSym 2010 will be devoted to topics classified under the broad umbrella of open collaboration, as you can see in the table of contents. From this great experience the WikiSym 2010 symposium committee, as well as the overall WikiSym steering committee, have set the baseline to promote and encourage this wider focus in following years.

WikiSym would not be possible without the support of a great many people. We wish to thank our Symposium and Program committees, the program reviewers, and the WikiSym steering committee for all their hard work in putting together this conference. Special thanks also go to the Wikimedia Foundation and the Wikimania planning team, as well as ACM SIGWEB and The John Ernest Foundation. Thank you to everyone for making WikiSym 2010 possible!

Phoebe Ayers  
General Chair  
University of California, Davis

Felipe Ortega  
Program Chair  
Libresoft, University Rey Juan Carlos

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# WikiSym 2010 Invited Talks

Opening Keynote, Wednesday July 7, 2010

## **The Machine in the Ghost: a Socio-technical Systems Approach to User-Generated Content Research**

Cliff Lampe, Michigan State University, USA

**Abstract:** Both practice and research in user-generated content has entered a period of rapid growth. Fields like Computer Science, Information Science, Communication, Sociology, Psychology and Business have all been addressing the big questions of this type of distributed collaboration, often working in their disciplines unaware of the work done in others. The social scientists tend to look at participation in these sites from the perspective of traditional social theories, and underplay the importance of technical features by dismissing it as “technological determinism”. Engineers and computer scientists tend to build new systems and explain current ones without the benefits of theories that create a persistent epistemology across studies or systems. I’ll argue for a new approach to understanding these systems, combining the strengths of social and technical approaches to create a new epistemology of socio-technical systems.

**Speaker bio:** Cliff Lampe is an Assistant Professor in the Department of Telecommunication, Information Studies and Media at Michigan State University. He received his PhD in 2006 from the University of Michigan's School of Information. Cliff's research involves the intersection of social and technical systems. This has included studies of moderation and new user socialization in Slashdot, user lifecycles in Everything2.com, and the role of motivation in increasing user participation in other sites. Additionally, he has studied how Facebook can increase the generation of social capital in college aged populations, and the role of social network sites in organizational contexts. Cliff's work has been funded by the National Science Foundation, USDA, Great Lakes Protection Fund, Bill and Melinda Gates Foundation, State of Michigan and Kellogg Foundation. He is the recipient of the 2010 MSU Teacher-Scholar Award.

Closing Keynote, Friday July 9, 2010

## What Hath Wikipedia Wrought

Andrew Lih, University of Southern California, USA

**Abstract:** Following on his book "The Wikipedia Revolution: How a bunch of nobodies created the world's greatest encyclopedia," Andrew Lih describes how Wikipedia's success in creating peer-produced knowledge has influenced the news industry and models of contemporary journalism. With today's networked news audience involved with distributed data gathering, records processing, and field reporting via mobile devices, Lih provides a model for understanding the new collaborative ecosystem that has developed around information creation and curation. Wikipedia has inspired many other projects from geographical mapping (Openstreetmaps) to fictional narratives (Lostpedia), while some of its most valuable community practices go relatively unnoticed. Its editing community, steeped in a culture of enforcing accurate citations and reliable sources, provides a model for real-time fact checking of news stories, a task too often neglected by mainstream media outlets. We examine how a Wikifactcheck project might further this idea. Finally, we take an honest look at the challenges for Wikipedia's future. Recent statistics show declining participation in editing and slower article production across the major Wikipedia language editions. With so little experience in studying socio-technical systems in creating persistent content, what major questions should researchers be asking? What are the "grand challenges" facing the project and possible scenarios for the future?

**Speaker bio:** Andrew Lih is a new media researcher, consultant and technology author. He is an associate professor of journalism and director of new media at the University of Southern California Annenberg School of Communication and Journalism. He is also the author of *The Wikipedia Revolution*, a book that examines the early history of Wikipedia's development. Lih is a long-time Wikipedia participant and commentator, and was one of the first academics to incorporate Wikipedia editing into the classroom. From 1995 to 2000, Lih created the new media program at the Columbia University's Graduate School of Journalism where he served as adjunct professor and director of technology for their Center for New Media. Lih has written about internet development in China, new media and journalism, and collaborative technologies for publications including *The New York Times*, *The Wall Street Journal*, and CNN International.