Building epistemic resilience: Reactions to fact-checking with Wikipedia in Canberra classrooms

Mathieu O'Neil, News and Media Research Centre

AOEP-ASCILITE, 13 June 2023







The University of Canberra acknowledges the Ngunnawal people, traditional custodians of the lands where Bruce Campus is situated. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of Canberra and the region. We also acknowledge all other First Nations Peoples on whose lands we gather.

. . . .

MEDIA LITERACY

- 'What lifestyles, values and points of view are represented in, or omitted from this message?'
- e.g. how media represents the world

MEDIA LITERACY

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- e.g. how media represents the world

INFORMATION LITERACY

- 'Is this statement true or false?'
- e.g. correctness of information items

Herbert Simon (1971): wealth of information creates poverty of attention

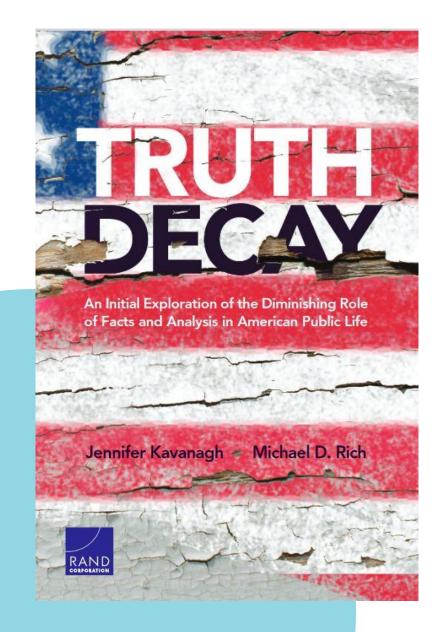
We live in an "attention economy"

- How do we deal with 'epistemic pollution'?
- How do we verify?
- How do we trust?



Left, <u>video</u> attributed to Greenpeace that was shared by a Secondary Infektion asset,^[16] originally posted on YouTube by a single-use burner account. Right, letter attributed to the CPJ, embedded in a number of Secondary Infektion <u>stories</u>,^[17] Both Greenpeace and the CPJ confirmed to Graphika that these were forgeries.

Then 1 of



'Truth decay' a.k.a. post-truth, information disorder, crisis of information

- increasing disagreement about facts and analytical interpretations of facts and data;
- 2. a blurring of the line between opinion and fact
- 3. an increase in the relative volume, and resulting influence, of opinion and personal experience over fact
- 4. declining trust in formerly respected sources of factual information

THE CRISIS OF TRUST IS LOCAL

The Australian Election Study (1987-2022) found that

- 30% of respondents believe that 'People in government can be trusted'
- 70% believe 'People in government look after themselves'

Similarly...

- 54% believed the government is run for a 'Few big interests'
- Only 12% believe it is for 'All the people'

(Cameron & McAllister 2022)

THE CRISIS OF TRUST IS GLOBAL

Trust in news has been steadily declining, as documented by the annual *Reuters Digital News Report* (Newman et al. 2022).

When asked whether they agreed with the statement:

'I think you can trust most of the news most of the time' positive responses were:

- 48% of respondents in Brazil (62% in 2015)
- 44% of respondents in Japan (46% in 2015)
- 41% of respondents in Australia (43% in 2016)
- 29% in France (38% in 2015)
- 26% in the USA (32% in 2015) [lowest figure]

In Australia some educators use **C.R.A.A.P.**

- **C**urrent?
- **R**elevant?
- Authoritative?
- Accurate?
- **P**urpose?

In Australia some educators use **C.R.A.A.P.**

- **C**urrent?
- **R**elevant?
- **A**uthoritative?
- Accurate?
- **P**urpose?

1. 'Checklist' approach -> cognitive overload

- 2. Visual and design cues are ineffective
- 3. This approach wastes time

WHEN INFORMATION IS OVER-ABUNDANT...

People should avoid wasting their attention...

SO FACT-CHECKING needs to be **FAST** WHEN INFORMATION IS OVER-ABUNDANT...

People should avoid wasting their attention...

SO FACT-CHECKING needs to be **FAST** WHEN TRUST IN INSTITUTIONS IS COMPROMISED...

People need a reason to trust information...

SO FACT-CHECKING needs to be **INCLUSIVE**

TECH · TECHNOLOGY

The attention economy has never been more cutthroat—Forget critical thinking, it's time good at 'critical ignoring'

BY RALPH HERTWIG, ANASTASIA KOZYREVA, SAM WINEBURG, STEPHAN LEWANDOWSKY AND THE CONVERSATION February 22, 2023 at 7:42 AM GMT+11



Abstract

Low-quality and misleading information online can hijack people's attention, often by evoking curiosity, outrage, or anger. Resisting certain types of information and actors online requires people to adopt new mental habits that help them avoid being tempted by attention-grabbing and potentially harmful content. We argue that digital information literacy must include the

Critical Ignoring

1-self-nudging

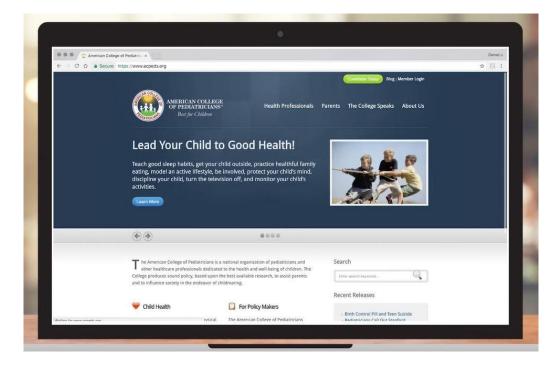
2-lateral reading

3-don't feed trolls [OK ... ?]



Online Verification Skills – Video 1: Introductory Video https://www.youtube.com/watch?v=yBU2sDIUbp8&t=1s

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× A	B Secure https://www.aap.org/en-us/Pages/Default.aspx			* 8 I
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		Vaccinated	NRP	
		Read	Journals & Publications	
			Life Support Programs	
	Health & Safety Tips	2018 National Conference	Member Directory (login required.)	
	Children & Media Tips to help families manage	Join us in Orlando, FL. November 2-6	Health Initiatives	
	the digital landscape.	experience National Conference & Exhibition	AAP Voices Blog	
	Read	View		



FAST FACT-CHECKING:

LATERAL READING

"Think like a fact-checker"

Students need to be taught to:

- Not read 'vertically'
- Look away from dubious content
- Open another tab on their browser
- Search for the claim or term

Is the source reliable? Is the claim correct?

Great! Keep reading.

If it isn't – MOVE ON!

Critical Ignoring in the Digital World

Types of Information	Distracting and Low-Quality Information	False and Misleading Information	Trolls and Malicious Actors
Targeted Outcomes	Better Self-Control, Reduced Screen Time, Improved Well-Being	Improved Judgments of Information's Credibility	Minimization of Online Harm and Negative Experiences
	Self-Nudging	Lateral Reading	Do-Not-Feed-the- Trolls Heuristic
Behavioral and Cognitive Strategies for Critical Ignoring	 Remove Distracting and Hard-to-Resist Stimuli From the Proximate Environment Set Time Limits Do Not Use Distractions as Internal Rewards 	 Leave the Source and Verify Who Is Behind It Using a Web Search Check the Claims Against Other Sources Understand Your Search Results: Click Restraint 	 Do Not Engage With Trolls and Malicious Actors Do Not Reward Their Behavior With Your Attention Block Them and Report Them to the Platform



ehavioural Public

Article contents

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bstract

Self-nudging and the citizen choice architect

Published online by Cambridge University Press: 26 March 2020

Article	Metrics
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Abstract

This article argues that nudges can often be turned into self-nudges: empowering interventions that enable people to design and structure their own decision environments – that is, to act as citizen choice architects. Self-nudging applies insights from behavioral science in a way that is practicable and cost-effective, but that sidesteps concerns about

selfnudging Nudges are non-regulatory and non-monetary interventions that steer individuals' behaviours toward their ultimate goals (e.g., being healthier, wealthier and happier) without eliminating any options or significantly changing the economic incentives

Show author details ~

 Self-nudges require awareness of a link between one's behaviour and the architecture of the environment, as well as knowledge of a procedural competence that can help to break (or modify) that link

Fast! OK...

Check where?

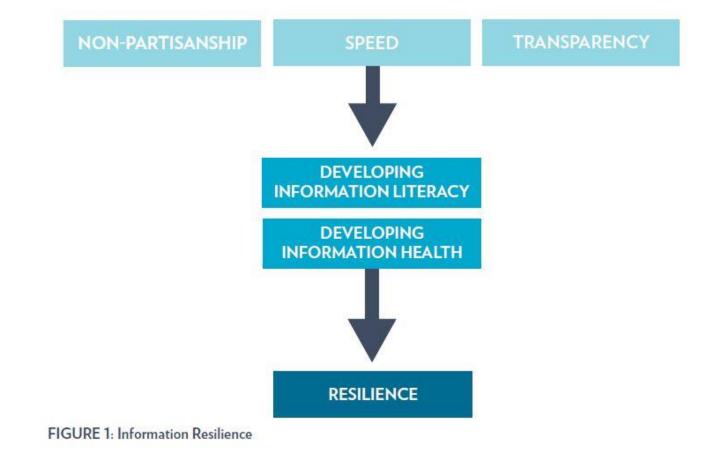
NEWS & MEDIA RESEARCH CENTRE



BUILDING RESILIENCE WITH INFORMATION LITERACY AND INFORMATION HEALTH

News and Media Research Centre Submission to Australian Senate Select Committee on Foreign Interference through Social Media

17 February 2023



Available for download from the Committee website [Submission 21]: https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Foreig n_Interference_Social_Media/ForeignInterference47/Submissions

WHY DOES TRANSPARENCY MATTER?

Trust in democratic institutions is in decline... How to counter distrust + conspiracy theory?

Members of Demos (UK think tank):

'Conspiracy theories are a reaction to the lack of transparency and openness in many of our institutions. The more open our institutions, the less likely we are to believe we are living in a conspiring world'

(Bartlett & Miller 2010)

Transparency is central to re-establishing trust in news media. The former Director of the BBC's Global News Division, Richard Sambrook, argues that transparency has overcome objectivity as the means to deliver trust in the 'new media age': 'News today still has to be accurate and fair, but it is as important for the readers, listeners and viewers to see how the news is produced, where the information comes from, and how it

works' (cited in Bunz, 2009).

Other contemporary instances of the benefits of transparency

- **Open Source Software** basis for digital infrastructure of the global economy *e.g. Linux, GitHub*
- Open Source Intelligence (OSINT) uses freely available data to verify claims about strategic and political issues *e.g. Bellingcat*
- Open Data said to augment government's transparency + reap commercial benefits + increase participatory governance
- Wikipedia every modification is archived, knowledge creation is auditable

A CHANGE IN THE NATURE OF EPISTEMIC AUTHORITY

- From trust inhering in guarantees offered by *authors* (Diderot)...
- To *institutions or brands* (Britannica)...
- To probabilities created by transparent, auditable processes (Wikipedia)

A CHANGE IN THE NATURE OF EPISTEMIC AUTHORITY

• To probabilities created by transparent, auditable processes (Wikipedia)

Comparative studies show that medical information on Wikipedia is as accurate as medical sources



ORTHOPAEDIC SURGERY

Content analysis of consumer information about knee arthroscopy in Australia

Rachelle Buchbinder 🔀, Allison Bourne

First published: 30 January 2018 | https://doi.org/10.1111/ans.14412 | Citations: 6 R. Buchbinder MBBS (Hons), PhD; A. Bourne BSc (Hons), PhD.

Comparative Study > Ann Pharmacother. 2008 Dec;42(12):1814-21. doi: 10.1345/aph.1L474. Epub 2008 Nov 18.

Scope, completeness, and accuracy of drug information in Wikipedia

Kevin A Clauson¹, Hyla H Polen, Maged N Kamel Boulos, Joan H Dzenowagis

Affiliations + expand PMID: 19017825 DOI: 10.1345/aph.1L474

PLOS ONE

G OPEN ACCESS 😰 PEER-REVIEWED

Accuracy and Completeness of Drug Information in Wikipedia: A Comparison with Standard Textbooks of Pharmacology

Jona Kräenbring 🔯, Tika Monzon Penza 🔯, Joanna Gutmann, Susanne Muehlich, Oliver Zolk, Leszek Wojnowski, Renke Maas, Stefan Engelhardt, Antonio Sarikas 🖬

Published: September 24, 2014 • https://doi.org/10.1371/journal.pone.0106930

> J Oncol Pract. 2011 Sep;7(5):319-23. doi: 10.1200/JOP.2010.000209. Epub 2011 Aug 4.

Patient-oriented cancer information on the internet: a comparison of wikipedia and a professionally maintained database

Malolan S Rajagopalan ¹, Vineet K Khanna, Yaacov Leiter, Meghan Stott, Timothy N Showalter, Adam P Dicker, Yaacov R Lawrence

WIKIPEDIA HAS STRICT EDITORIAL POLICIES

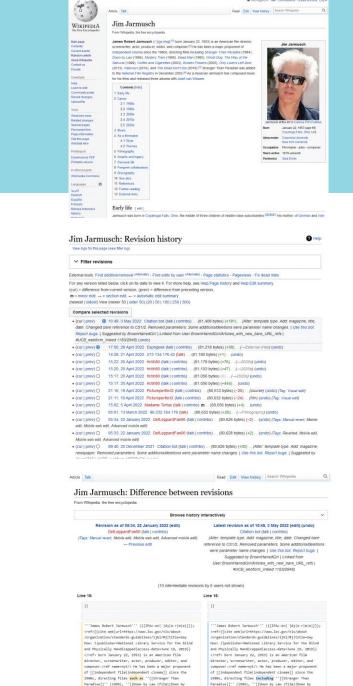
- **Neutrality** (WP:NPOV)
- **Reliability** (WP:RS)
- **Notability** (WP:NOR)

Crowdsourcing: Thousands of volunteers, administrators and bots ensure that these policies are adhered to.

For popular pages Wikipedia might be the most reliable information source ever created.

If a page hasn't had many editors it might be less reliable... It's easy to see if there are danger signs: No references? Warning banner?

Always possible to check the article's 'History' and 'Talk' pages.



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tes]]'' (2003), ''[[Broken Flower

''[[Only Lovers Left Alive]]'' (2013), ''[[Paterso

OUTSTANDING ISSUES

Some problems persist in complete transparency on Wikipedia

- 1. organised manipulation of content
- 2. systemic imbalances, such as those relating to gender

1-organised manipulation of content ON WIKIPEDIA

- Manipulation for ideological faction: 'project capture' of Croatian WP
- Manipulation for firms: PR

1-organised manipulation of content ON WIKIPEDIA

Manipulation for state



Casting doubt on objectivity

Altering language to minimise objectivity of pro-Western accounts and maximise objectivity of pro-Kremlin accounts.

Previous

1

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Historical narratives

Introducing topics which sway historical background toward pro-Russia narratives.

Previous

Revised

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https://www.isdglobal.org/wp-content/uploads/2022/10/Information-Warfare-and-Wikipedia.pdf

2-systemic imbalances ON WIKIPEDIA: PROPORTIONS

Number of biographies of women in Wiki-EN

Humaniki statistical tool maps the 'gender gap' in Wikimedia projects:

- 19.28% on Jun. 13, 2022
- (19.44% on Feb. 1, 2023)
- Of 1,894,095 (1,924,864) biographies
- Only 365,133 (374,321) are about women

See https://humaniki.wmcloud.org/

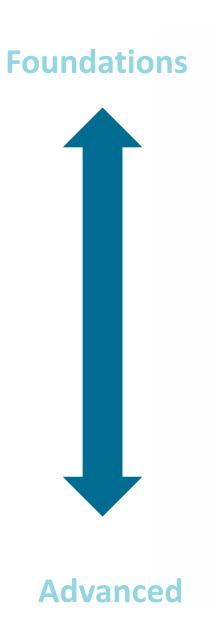
Wiki Education project, financed by the Wikimedia Foundation, seeks to correct this imbalance by encouraging the creation of content about women. See <u>https://wikiedu.org/</u>

2-systemic imbalances ON WIKIPEDIA: FOCUS

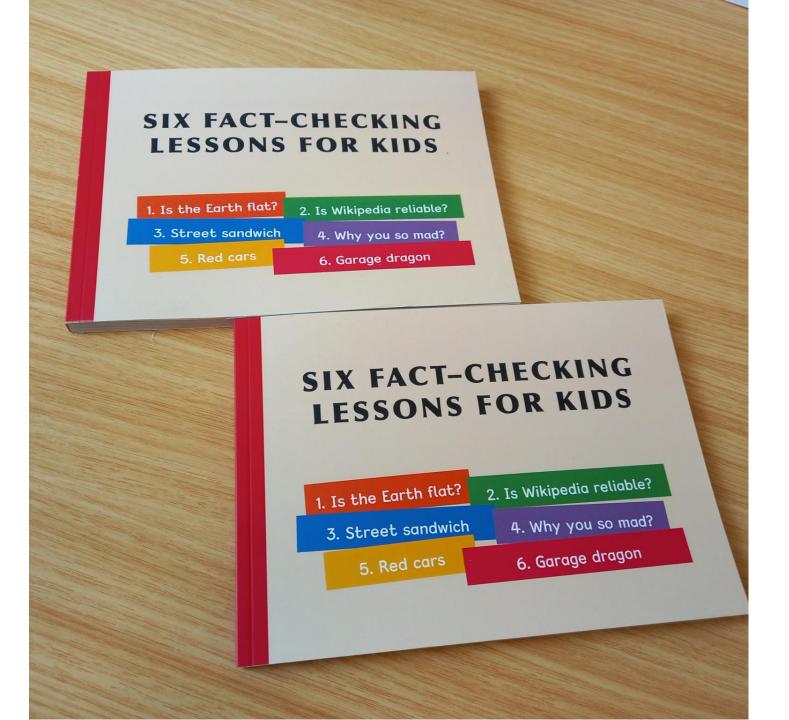
- When women are featured, they are represented differently, and more negatively, than men
- According to a 2015 study, the word 'divorced' appears four times as often in women's biographies on English Wikipedia than it does in comparable men's biographies
- Statistically specious, but emphasises prevailing societal focus on women's private lives / existence in relation to men

Wagner, C., Garcia, D., Jadidi, M., & Strohmaier, M. (2015). It's a man's Wikipedia? Assessing gender inequality in an online encyclopedia. In Proceedings of the 9th International AAAI Conference on Weblogs and Social Media (pp. 454-463). Palo Alto, CA: Association for the Advancement of Artificial Intelligence (AAAI).

SIX LESSONS CO-DEVELOPED WITH ACT AFFILIATED SCHOOLS



1	Is the Earth flat?	How do we know what we know? What is a reliable source?	I know what a reliable source of authority is.
2	Is Wikipedia Reliable?	Understanding Wikipedia [Article page, Talk page, History, Policies]	I know when Wikipedia articles are reliable.
3	Street Sandwich	Lateral reading	I know when I should check if a claim or person is reliable.
4	Why You So Mad?	Learning to investigate ideas rather than attacking a person. Thinking before sharing ideas online.	I can identify an ad hominem argument.
5	Red Cars	The difference between something being ubiquitous and something being true (cognitive bias).	I understand that seeing something everywhere (ubiquity) doesn't mean that it is true.
6	Garage Dragon	Testing hypotheses; the possibility of falsification.	I understand the importance of testing hypotheses, and the difference between belief and evidence.



Version 1.0 tested in 2022 in Ainslie, Harrison, Kaleen, and Mt Stromlo primary and secondary Schools [Ys 4,5,6]

Part of the ACT Education Directorate – University of Canberra Affiliated Schools Research Program. Also funding from DVCRE industry seed funding and a US Embassy in Canberra public affairs grant.

- Rachel Cunneen, Faculty of Education
- Mathieu O'Neil, Faculty of Arts and Design

Lessons available for download from the APO website https://apo.org.au/node/319173

Summing up: Good traits for exercising **critical literacy** are often ill suited for sound **digital information literacy**

Being 'critically literate'

- Needs time and contemplation
- Needs ability to think 'intertextually'
- Reading should be considered from a number of different perspectives and approaches
- 'A curious and skeptical mindset'
- Texts are never neutral; there is always bias BUT
- Traditional forms of authority are still often important

Summing up: Good traits for exercising **critical literacy** are often ill suited for sound **digital information literacy**

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- Texts are never neutral; there is always bias BUT
- Traditional forms of authority are still often important

Being 'digitally literate'

- Needs quick, confident decision making
- Limited, finite attention is preferable
- Linear (lateral) reading
- Facts must be as objective and incontestable as possible
- Trusting sources is about processes, not institutions

REACTION 1 NOV 2021 ARTICLE THE CONVERSATION COMMENTERS

- *Conversation* article shared 7,000 times on social media and republished in more than 20 outlets
- 72 hour period: 159 comments made by 52 commenters
- Commenter A made by far the greatest number of comments (N:23) 'There is nothing wrong with Wikipedia as long as students don't think that it is anything more than entertainment'; 'Instead of a self-conscious individual caring for the work, the unconscious function of the mob comes into play'; 'One thing is for sure, Wiki is not suitable as an educational resource of any kind except as an example of how pernicious the Internet really is'; etc
- Vehement objections of Commenter A and a few others were minority (N:10)
- Majority of commenters were supportive (N:31)
- Others were neutral, or made comments that were unrelated to our argument (N:11)

NEGATIVE OPINIONS OF WIKIPEDIA...

These perceptions are outdated!

'Over time Wikipedia's quality has improved substantially, and yet it is still perceived in a static and dated way, as from the time of its inception.' (Jemielniak 2019)

Commenter C response to Commenter A?

'I suspect your hostility to Wikipedia and this article is caused by a sort of knowledge-elitism and fear, primarily the fear that once the riff-raff have access to information that is not controlled by knowledge gatekeepers, those gatekeepers will no longer be able to delude themselves that they are superior to the riff-raff beyond the walls of the ivory tower, and therefore simply must control how knowledge is produced, protected, and consumed.'

REACTION 2 APRIL 2022 WORKSHOP ACT TEACHERS & TEACHER-LIBRARIANS

- Teachers in ACT Independent Schools as well as the ACT Directorate
- Representatives from independent education sector unanimously enthusiastic about fact-checking resources and strategies that were presented

Teacher-librarian 1 [private school]

opinion changed: 'Yes. Far more relevant + a great opening to research for many primary students. My role will be to educate staff.'

Teacher-librarian 2 [private school]

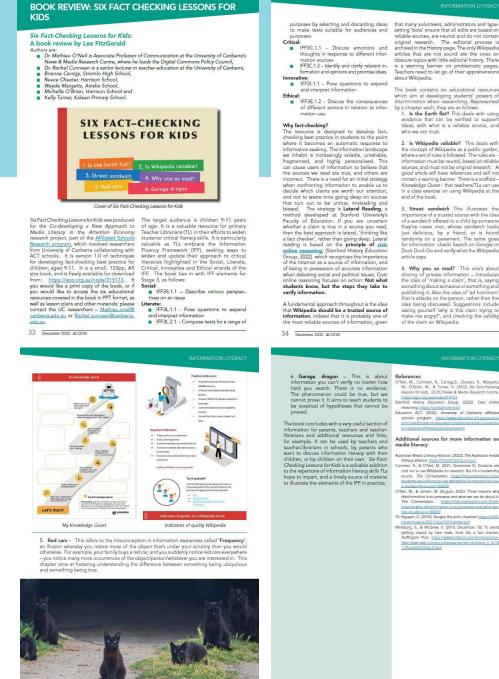
opinion changed: 'Yes. I would now recommend it [WP] as a source of information. I would now encourage staff to take a fresh look at it [WP] and reconsider their opinion.'

POSITIVE REACTIONS FROM TEACHER-LIBRARIANS

- Wikimedia #1lib1ref workshop for librarians in Ο May 2022
- Keynote address at the School Library Ο Association of NSW's Professional Learning Summit in September 2022

Teacher-librarian publications offered opportunity to showcase this research:

- *Connections* reprised and expanded first Conversation article
- Access provided lengthy and positive review of 2. Six Fact-checking Lessons for Kids
- Synergy: forthcoming on information resilience 3. vs information fluency



arch But the a

REACTION 3 2021-2022 DEBRIEF SESSIONS ACT TEACHER CO-RESEARCHERS

CR01: 'I flat out said to my kids, we don't use it.' [WP]

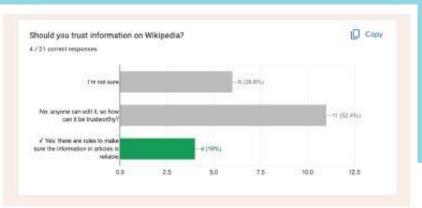
After first drafts of the resources disseminated: 'When I was reading through all the articles about fact-checking, I was like, "holy cow!"... it was really quite mind-blowing actually.'

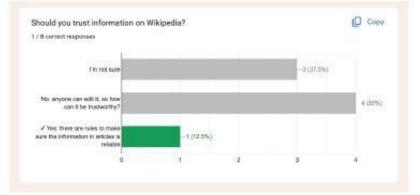
Later asserted that they would 'definitely' use Wiki Kids with Year Six: 'We do so much already liaising with the high schools, talking to them about what they want from the Year Sevens literacy-wise.'

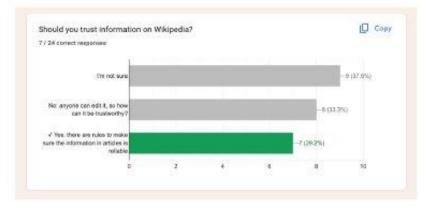
CR02: 'I guess I've now realised the importance of it... I think we have to almost move away from content a little bit and look at skills and that if we're really serious about 21st century education, it's about skills and being able to [make decisions about education]'

REACTION 4 SURVEYS / QUIZ ACT SCHOOL CHILDREN

- Cognitive shifts expressed by teachers and teacher co-researchers not necessarily reflected in the data collected from students (via Google surveys) before and after they participated in trial presentations of the fact-checking resources
- Survey data demonstrated that although factchecking awareness generally increased after the trial program, the understanding of Wikipedia quality control did not change







Next steps 2023: report, new funding applications

Symposium on 16 September 2022 on 'Wikipedia and Education in the Time of the "Crisis of Information" at The University of Canberra. Participants included UC, USYD, RMIT and Swinburne researchers in Education, Health, Science and Humanities as well as representatives of Wikimedia Australia. Final Panel participants => public report, Strategies for the Recognition and Use of Wikipedia in Australian Educational Settings, to be released later in 2023.

1. Recognition of contributions to Wikipedia via micro-credentials; 2. Teacher outreach strategies; 3. Institutional issues around open and closed systems; and 4. Summary of uses of Wikipedia in classrooms.

- Application for funding 1 (under review, US Embassy in Canberra): teacher-librarians in public/private schools in ACT, NSW and VIC
- Application for funding 2 (to be submottUS Embassy in Jakarta): expand to Indonesia
- Application for funding 3 (ACT Ed Directorate Affiliated Schools): Link primary High Schools [include other literacies]

THE COPRO-DUCTION OF OPEN SOURCE SOFTWARE BY VOLUNTEERS AND BIG TECH FIRMS.

2016 DEBIAN PROJECT SURVEY: WORK AND VOLUNTEERS.

OPEN SOURCE IS EVERYWHERE, FACES AN EXISTENTIAL THREAT | THE 'OPEN SOURCE COMMUNITY' MYTH | FUTURES OF VOLUNTEER LABOUR | INVITED COMMENTS: PERSPECTIVES FROM FRANCE

O'NEIL CAI MUSELLI PAILLER ZACCHIROLI

DCPC21 NEWS AND MEDIA RESEARCH CENTRE EMPLOYMENT AND STUDY | BEING PAID TO WORK ON DEBIAN FIRM IMPACTS ON DEBIAN, DEBIAN IMPACTS ON FIRMS O'NEIL ZACCHIROLI DE BLANC

DEBIAN DEMOGRAPHICS | CONTRIBUTIONS TO FOSS PROJECTS

DCPC21 NEWS AND MEDIA RESEARCH CENTRE DCPC

RFP2024

RESOURCES

INFO

WELCOME TO THE DIGITAL COMMONS POLICY COUNCIL

Welcome to the Digital Commons Policy Council website. The DCPC is an international think tank established in 2021. It aims to increase the recognition of the benefits of digital commons such as free and open source software and Wikipedia, and of the volunteer labour which produces these common goods. It does so by producing evidence-based public reports and other resources.



REPORT ON THE PRODUCTION OF DIGITAL COMMONS AND ON THE CON-DITIONS OF THE ORGANISATION AND ACTION OF THE DIGITAL COMMONS POLICY COUNCIL.

DCPC22

NEWS AND MEDIA RESEARCH CENTRE

CONTACT US

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O'NEIL ZACCHIROLI DE BLANC NEWS AND MEDIA DCPC21 **RESEARCH CENTRE**

DEBIAN DEMOGRAPHICS | CONTRIBUTIONS TO FOSS PROJECTS

EMPLOYMENT AND STUDY | BEING PAID TO WORK ON DEBIAN FIRM IMPACTS ON DEBIAN, DEBIAN IMPACTS ON FIRMS



RFP2024

volunteer labour which produces these common goods. It does so by producing

RESOURCES

INFO



REPORT ON THE PRODUCTION OF DIGITAL COMMONS AND ON THE CON-**DITIONS OF THE** ORGANISATION AND ACTION OF THE DIGITAL COMMONS POLICY COUNCIL

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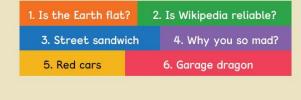
THE CONVERSATION

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NEWS AND MEDIA DCPC22 **RESEARCH CENTRE**

SIX FACT-CHECKING **LESSONS FOR KIDS**





evidence-based public reports and other resources.

For years, radio host Alex Jones denounced the parents of children slaughtered in the Sandy Hook school shooting in Newton, Connecticut as "crisis actors". On August 5, 2022 he was ordered by a jury to pay more than US\$49 million in damages to two families for defamation



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1. Sustainability of Digital Infrastructure

2. Digital Commons and Environmental Sustainability

Thank you for listening!