

INDEX

- 4chan, 152, 155
 8chan, 155
- advertising, 142, 164, 169, 194–195,
 199, 202, 204, 207, 211
- age, 121, 131, 139
Age of Surveillance Capitalism,
The, 204
- Allen, Nate, 91
 alt.feminism, 101
 alt.tasteless, 112
 America Online, 128, 181
 American Museum of Natural
 History, 37
 Ammari, Tawfiq, 151
 animal behavior, 137
 animation, 58
 anonymity, 5, 149–156, 158
 Anonymous, 155
 Antarctica, 134
 Apache web server, 32, 52–53, 56
 Apple computer, 169
 ARPANET, 194
 artificial intelligence, 90, 113, 132,
 200, 218, 224
 assessment signals, 137
 Association for Computing
 Machinery (ACM), 109, 200
 Automod, 113, 177
- backfire effect, 90
 Bandlow, Alisa, 149
 Bartle, Richard, 24
 Baum, Dan, 91
 Baym, Nancy, 12
 behavioral regularities, 26
 Benkler, Yochai, 4, 45–49, 54
 Berkeley Community Memory,
 195
 Berman, Joshua, 132
 Birch, Chad, 113
 Black Planet, 141
 Black Twitter, 140, 143
 Boaty McBoatface, 61
 bonding capital, 14, 30–31
 Borges, Jorge Luis, 68
Bowling Alone, 13
 boyd, danah, 226
 brand community, 8, 22, 127,
 216
 bridging capital, 14, 30–31
 brigading, 155
 Brock, André, 131, 140, 143
 Brodney, Edward, 83
 Bruckman, Robert, 75
 Bryant, Susan, 96
 Burgess, Tony, 91
 Burt, Ronald, 15
 business models, 90, 193, 225
 butchers, 95

INDEX

- Cambridge Analytica, 225
 Campbell's Soup site, 23, 28
 Cartoon Network, 125, 202
 categories, 9, 22, 29
 Chancellor, Stevie, 177
 Chandrasekharan, Eshwar, 175, 179
 Chapman, Frank M., 37
 chemtrails, 107–110, 197
 CHI conference, 200
 Chicago, University of, 176
 children online, 156, 198, 221
 Children's Online Privacy
 Protection Act (COPPA), 198
 Christmas Bird Count, 37
 citation loop, 84
 citizen science, 4, 36–43, 47
 citogenesis, 84
 Citron, Danielle, 164
 climate change, 64–65
 Coase, Ronald, 46
 Coastal Observation and
 Seabird Survey Team
 (COASST), 40
 cognitive apprenticeship, 95, 115
 cognitive science, 9
 Coleman, Gabriella, 111, 155
 collaboration, 4, 32–63, 123
 Collins, Allan, 95
 community, 3, 8–31, 214
 persistent and pervasive, 16–17,
 30
 community of practice, 5, 82, 94,
 115
 companycommand.com, 91
 competition, 208
 CompuServe, 129
 Computing, Society, and
 Professionalism class, 145, 164
 confirmation bias, 66
 conspiracy theories, 52, 107–110
 constructivism, 74
 context collapse, 153
 conventional signals, 137
 conversation, 20, 22
 Cooper, Seth, 41
 Cornell Lab of Ornithology, 40
 Corporation for Public
 Broadcasting, 220
 cost of caring, 17
 costs
 organizational, 46
 transactional, 46
 Cranshaw, Justin, 44
 crowd sourcing, 43
 Crowston, Kevin, 39
 cultural relativism, 175
 Cunningham, Ward, 34
 Curry, Shirley, 173, 183
 Curtis, Pavel, 154, 160
 customer service, 126, 195, 198, 200
 data mining, 195
 dating sites, 128, 138, 141
 dcog. *See* distributed cognition
 Deborah, 136
 deception, 138
 deep fakes, 187
 deep learning, 37, 113, 178
 Deja News, 101
 democracy, 153, 161, 187
 Design of Online Communities class,
 51, 101, 119, 140, 149, 173, 201

INDEX

- design, visual, 23
 Dibble, Julian, 160
 disinformation, 88, 163, 219, 223
 distributed cognition, 5, 97, 112, 116
 dog poop girl, 184
 Donath, Judith, 137, 153
 doxing, 17
 DuckDuckGo, 209
- eating disorders, 113
 ECHO, 127, 131
 echo chambers, 99–103, 108
 Electronic Frontier Foundation (EFF), 169
 Ellison, Nicole, 138
 email, 54, 127, 149, 207
 Embraceable Ewe, 131
 Encyclopedia Britannica, 34
 Encyclopedias, 34
 epistemology, 4, 70, 87
ESP Game, 42
 ethical debt, 224
 ethics, code of, 109, 227
 eudaimonia, 208, 213
 evidentialism, 70
 ex-believers, 108
 exit, 145, 188, 192, 223
Exit, Voice, and Loyalty, 188
 explainability, 179
- Facebook, 2, 16, 89, 108, 110, 113, 150, 170, 173, 186, 189–190, 206, 218, 224–225, 228
 Facebook groups, 3, 22, 48, 93, 98, 108, 143, 173, 224
 Facebook Oversight Board, 206
- Fallis, Don, 84, 86
 fan fiction, 28, 139
 Farmer, Randy, 199
 feminism, 100–101
 Fiesler, Casey, 28, 139, 171, 224
 Finding One's Own Space in Cyberspace, 175
 Firefox, 32, 52, 210
 First Amendment, 191
 flat earth, 197
 Fletcher, Harvey, 73
 Foldit, 41
 food allergies, 1, 49, 81, 214–215
 Forte, Andrea, 96
 free speech, xi, 6, 164, 167, 170, 175–176, 191–192, 208
 Friedman, Batya, 229
 front, 124, 129, 158
- Gab, 175, 205, 211
 Galaxy Zoo, 37
 gamification, 41
 Garfinkel, Simson, 145
 Garrett, Natalie, 224
 Garwood, Christine, 105
 Geiger, Stuart, 112
 gender, 20, 121, 128–135
 genres of community, 23
 Georgia Institute of Technology, 8, 107, 126, 202, 213
 Ghoshal, Sucheta, 228
 Gilbert, Eric, 175, 177
 Gillespie, Tarleton, 206
 GitHub, 54
 Glass, Bryce, 200
 Gleave, Eric, 26

INDEX

- Goffman, Erving, 5, 69,
118–125, 173
- Google, 128, 169, 204
- Google Groups, 101
- Gore, Al, 66
- Gowers, Timothy, 44
- GPT-3, 218
- Graham, Lindsey, 225
- Granovetter, Mark, 14, 29
- Great Good Place, The*, 18
- Great Sunflower Project, 39, 49
- Greco, John, 72
- Grover, Andrea, 39
- Guardian*, the, 88
- Halavais, Alexander, 84
- Hampton, Keith, 16
- Hancock, Jeffrey, 138
- harassment, 130, 148, 161, 163, 184,
188–189, 191–192, 223, 228
- Harvard University, 176
- Hatch, Orrin, 225
- hate speech, 6, 163, 166, 169, 174,
178, 191, 211, 223, 225
- Hecht, Brent, 51
- Hirschman, Albert, 188, 223
- Hoffman, Judy, 179
- Holton, Gerald, 74
- Horn, Stacy, 127, 131
- Hutchins, Edwin, 5, 97
- identity, 5, 121, 221
- impressions given, 122, 158
- impressions given off, 122, 158
- information literacy, 226
- innovation, 15, 57
- Instagram, 9, 131
- internal realism, 68–70, 86
- Internet Archive, 147
- intolerance, 17
- iVillage, 141
- Jhaver, Shagun, 177
- Joan, 129
- justification, 70, 86
- Kahle, Brewster, 147
- Kant, Immanuel, 204
- Katz, Charles, 168
- keratoconus, 99
- keyword blocking, 178
- kidswithfoodallergies.org, 1
- Kim, Amy Jo, 25, 28
- Kittut, Aniket, 44
- knowledge, 1, 4, 70, 86, 90, 92, 97,
205, 216–217, 229
- knowledge-building communities,
4
- knowledge-building discourse, 92,
114–115
- Korea, 140
- Lackaff, Derek, 84
- LambdaMOO, 136, 160
- Lampe, Cliff, 171
- Landrum, Asheley, 108
- Latour, Bruno, 74
- Lave, Jean, 5, 94
- laws, 5, 163
- leadership, 53–54, 57, 62
- legitimate peripheral participation,
94, 115

INDEX

- Lessig, Larry, 5, 163, 176, 195
 LiveJournal, 139, 149
 Logo, 136
 loyalty, 189
 LPP, 60, *See* legitimate peripheral participation
 lurking, 26, 93
 Luther, Kurt, 57

 machine learning, 37
 Macintosh Common Lisp (MCL), 48
 mailing lists, 93
 management science, 45
 markets, 5, 163, 195–198
 Massachusetts Institute of Technology (MIT), 48, 88, 146
 Massachusetts State House, 82
 Mastodon, 194, 211
 Matias, Nathan, 172
 Mattermost, 194, 211
 MediaMOO, 154
 Meetup, 106
 membership life cycle, 25, 30
 metadata, 89–90, 221
 metaphysics, 4, 69
 Microsoft Encarta, 34
 Middle Ages, The, 197
 Millikan, Robert, 73
 Mini Cooper site, 8, 11, 21, 23, 28, 216
 misinformation, 88–89, 100, 163, 189, 192, 205, 219, 223
 mistaken interactions, 121
 MIT Media Lab, 48, 137
 mixed-initiative approaches, 218

 mobility, 3, 16
 moderation, 97, 102, 176, 180, 195, 201, 212, 215, 224
 modularity, 45
 MOO, 154
 motivation, 40
 extrinsic, 41
 in citizen science, 40–45
 intrinsic, 41
 Mozilla, 210
 Mr. Bungle, 160
 MUDs, 24, 136, 160

 napalm girl, 206
 Native American reservation, 141
 Nazis, 166
 NCSA Mosaic, 32
 neoliberalism, 203, 208
 NestWatch, 40
 network properties, 26
 neutral ground, 19
 neutral point of view (NPOV).
 See Wikipedia Policy: neutral point of view (NPOV)
 Newgrounds, 58
 newspapers, 197
 Nkemelu, Daniel, 185
 Nonnecke, Blair, 26, 94
 non-profit, 110, 210, 217
 nudity, 178
 Nupedia, 34

 objectivism, 69
 Ocasio-Cortez, Alexandria, 177
 Oldenburg, Ray, 4, 18, 183

INDEX

- Omnibus Crime and Safe Streets
 Act of 1968, 168
- Omnipedia, 51
- open-source software, 48, 52–57, 210
- Oxford University, 37
- Parallax, 105
- Parler, 169, 175
- Patients Like Me, 99
- peer production, 4, 36, 41, 43–49,
 57, 99
- peer review, 47, 76–79, 93, 99, 104,
 113
- performances, 69, 118–119, 122–123
- Phillips, Whitney, 111, 182
- Pipeline software, 60
- plainness, 20
- player types, 24
- policy, 224
- Polymath Project, The, 43, 98
- positivism, 80
- post-truth, 65
- Pratchett, Terry, 114
- Preece, Jennifer, 26, 94
- privacy, 144–149, 209, 221
 consumer-protection approach,
 146
 free-market approach, 145
- privacy policies, 146
- ProtonMail, 207
- prototype theory, 9
- proximate location, 19
- pseudonymity, 5, 149–156, 158
- public spaces, 21
- Putnam, Hilary, 70
- Putnam, Robert, 12, 19
- QAnon, 197
- qualitative methods, 19, 26, 30
- quantitative methods, 19, 26, 30
- Quittner, Josh, 112
- r/askscience, 172
- r/fatpeoplehate, 174
- r/learnpython, 27
- r/NeutralPolitics, 102
- r/science, 172, 190
- r/sciences, 172, 190
- race, 121, 129, 131, 143–144
- Rape in Cyberspace, A, 160
- Raymond, Eric, 52–57
- real names, 128, 149–150, 158
- rec.pets.cats, 100, 112
- Reddit, 2, 9, 22, 27, 48, 93, 98, 100,
 102, 128, 143, 150, 167, 172, 175,
 190, 215, 224
 karma, 128, 196
- regulars, 20, 22, 25, 28, 173, 216
- Rekdal, Ole Bjorn, 78
- release cycle, 56
- reliablism, 70
- Renaissance, The, 197
- reputation, 157
- reputation systems, 199
- Resnick, Mitchel, 32
- Rheingold, Howard, 11
- Ribes, David, 112
- Rich Kids, 196
- ride-sharing, 88
- Rigg, Diana, 218
- RIP trolling, 112
- Roberts, John, 80
- Roberts, Sarah T., 182

INDEX

- role, 120, 125
 Ronson, Jon, 185
 Rookie Magazine, 142
 Rosch, Eleanor, 3, 9
 Rosenzweig, Roy, 85
 Rotman, Dana, 40
 Rowbotham, Samuel, 105
- Saltzer, Jerry, 146
 Sandvig, Christian, 141
 Sanger, Larry, 34
 Schawinski, Kevin, 37
 self, the, 120, 135, 158, 173
 self-harm, 113
 self-optimizing, 84
 self-presentation, 2, 127–128, 154, 158
 self-selection, 30, 47, 53, 55, 60, 62,
 81, 99, 132, 143
 setting, 124
 shaming, public, 17, 184
 shareholder value, 109
 Shetland cottage, 122
 shiruken (screen name), 150
 signifier and signified, 149
 single-gender space, 132
 sirt6, 190
 Skokie, IL, 166
Skyrim, 173
 Slack, 207, 211, 215
 smoking, 163, 195
 Snapchat, 131, 154
 Snapshot Serengeti, 39
 soc.feminism, 101
 social capital, 13, 16, 29, 31
 social construction of knowledge,
 4, 93, 103
 social cues, 23, 123, 173
 social norms, 5, 27–29, 72, 119, 163,
 171–173, 176
 social roles, 5, 24–27, 30, 119, 124
 sociology, 4, 9, 13, 19, 31
 sociology of knowledge, 66, 87
 socio-technical systems, 97, 116, 162
 Something Awful Forums, 196
 SourceForge, 54
 spiral of silence, 18, 30
 StackOverflow, 27
 Star Trek, 214
 Stephenson, Neal, 197
 Stewart, Emily, 225
 strong ties, 14, 31
 subjectivism, 69
- tabloids, 198
 tailors, 95, 115
 Tao, Terence, 44
 Tate Museum, 38
 teenagers, 140, 142, 147, 153–154
 terms of service, 171
 testimony, 72
 Third Age, 141
 third places, 4, 18–24, 30–31, 132,
 183, 214, 216
 throwaway account, 151
 Toma, Catalina, 138
 transparency, 170, 178
 trolls, 110–114, 116, 200, 219, 221–222
 Trump, Donald, 219
 truth, 4, 67, 75, 86, 103, 139, 187, 208,
 217
 Tufekci, Zeynep, 203
 Turing Game, The, 132

INDEX

- Turing, Alan, 132
 Turkle, Sherry, 135
 Twitter, 88–89, 98, 113, 140, 143, 156,
 167, 189–190, 211, 225
- US Army, 91
 US Supreme Court, 80, 166
 USENET, 100, 112
 usernames, 125–128, 149
- values, 3, 6, 28, 90, 99, 111, 118, 142,
 176, 190, 192–193, 205, 210–212,
 215, 229
 value-sensitive design, 229
 Van Gelder, Lindsay, 129
 vandalism, 35, 112, 116
 Viegas, Fernanda, 35
 virtue epistemology, 71
 virtue ethics, 213
 vision, computer, 178
 Voat, 175
 voice, 145, 188, 192, 223, 230
 volunteers, 4, 13, 33, 36, 39, 47–48,
 52–53, 55, 57, 61–62, 81, 113–114,
 161, 180, 200–201, 215
- Von Ahn, Luis, 42
- Waldron, Christopher, 202
 Wales, Jimmy, 34
 weak ties, 14, 31
 Weatherly, Vanessa Rood, 8
 wedding, 118
 Weimann, Noah, 1
 WELL, The, 11, 127
 Wellman, Barry, 17
 Wenger, Etienne, 5, 94
- Whispers, 196
 Whyte, William, 21
 wiki, 34
 Wikipedia, 4, 32–34, 47, 52, 64,
 79–90, 96, 99, 103, 112, 114–115,
 166, 186, 197, 217
 Dutch, 52
 German, 52
 Hebrew, 52
 Hindi, 51
 Spanish, 51
 Turkish, 51
 Wikipedia policy
 biographies of living persons
 (BLP), 50
 neutral point of view (NPOV),
 50, 85
 WikiProjects, 50, 115
 Woolgar, Stephen, 74
 working consensus, 124
World Book Encyclopedia, The, 33, 227
- Xerox PARC, 154, 160
 Xiao, Sijia, 107
- Yahoo Answers, 199, 220
 York, Jillian C., 169
 YouTube, 32–33, 104, 108–110, 173,
 183, 203, 205, 208
- zetetic astronomy, 105
 Zooniverse, 37–39, 43, 98
 Zuboff, Shoshana, 204
 Zucker, Bernard, 166
 Zucker, Cynthia, 33
 Zuckerberg, Mark, 225