



Paper to Persona to Payment:

Could a public-benefit collaboration sustain journalism – and privacy – in a new market for digital information?

Vermont Journalism Trust
Burlington, Vt., Nov. 14, 2014
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Reynolds Journalism Institute




Ideas. Experiments. Research. Solutions.


  Missouri School of Journalism



What we'll cover


- *RJI role to date*
- *Situation analysis for news industry*
- *Problems to be solved*
- *Insights from 85+ interviews since June*
- *Opportunity: 'persona' / Block: 'platform'*
- *IDEA: Information Trust Exchange idea*
- *Your different / complementary ideas*






RJI efforts


- InfoValet Project – 2008 → ongoing
- Problems observed at 2007 MIT meeting
- Series of RJI-sponsored meetings since 2008
- TEXT/VIDEO:
<http://www.ivpblueprint.org>
- 'PaperToPersona.org' white paper Aug. 2011





Key insights from research to date

- Info scarcity now info overload
- 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 manage it and profit
- What's that relationship look like?



Situation today

CONSUMER

- *Information abundant, attention not*
- *Need for curation, convenience, trust*
- *Worries about privacy / identity (Pew study)**

PUBLISHER

- *Pay: Ads no longer mass; not sufficient*
- *Tech "platforms" innovate, dominate*
- *'Persona' becomes shareable, portable*

* -- <http://www.pewinternet.org/2014/11/12/public-privacy-perceptions/>

MEDIA REACTION TO \$\$\$ PROBLEM

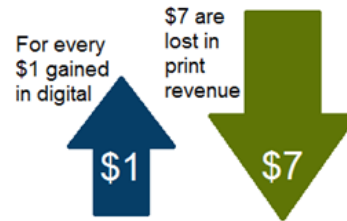
- Culture impedes collaboration (Winter, others)
- First reaction: Cut, cut, cut
- Protect print content; harvest value
- Pursue mass-market digital advertising
- Embed brand/content with social networks
- All designed to try to drive “eyeballs”

BUT AMID IN A SEA OF INFO, A PROBLEM!

Digital ad revenue elsewhere

relatively few pageviews . . . and

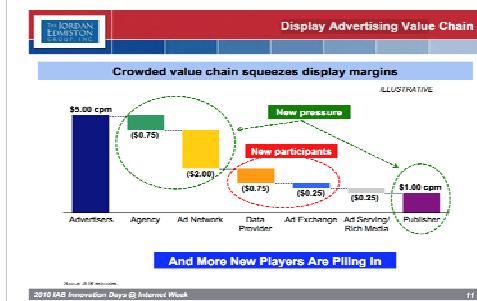
Digital Gains Don't Make Up for Print Losses



PEW RESEARCH CENTER'S PROJECT FOR EXCELLENCE IN JOURNALISM

Identity consequence

The CPM squeeze



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

Identity

Today's “identity” ecosystem



Assertions

Result: End of advertising?

- Brands not happy / vs. action advertising
- Marketing increasingly one-to-one, permissioned
- Social recommendations paramount
- Vendor-delivered direct: Publisher bylass?
- What is your attention worth? To whom?
- Privacy big issue (as noted) ; challenge for ads

Democracy implications



- Mass market reach fading
- Increasing polarization (bubble)
- Join affinities “on the fly”
- Instant feedback / Census vs. sample
- RESULT: Faster, less filter
- Need new gatekeepers; “infovalets”?

Assertions



What business is at stake?

- Annual household media spend: \$1,292
- (Not even including ad revenues)
- Includes newspapers, periodicals, books, cable, pay-per-view, Internet access, film and music (source: U.S. Statistical Abstract)
- TOTAL: \$147.3 billion in 2009
- How much of that to sustain journalism?



So who's problems needs solving?

USER PROBLEMS – Primary -- Info overload

- Attention deficit, bundling, trust, privacy (persona control)
- Confusion: Gravitate to “walled gardens”
- More informed (quantity) but less informed (quality)?

PUBLISHER PROBLEMS -- Secondary

- Regain role as trusted curator / guide / advisor
- Reach for new revenue by helping with ‘persona’
- What sustains journalism in this environment?



RJI RESPONSE:

Assess APPETITE for
COLLECTIVE ACTION by news industry
or RELATED FIELDS
To help PUBLIC, DEMOCRACY

July-Sept interviews



Decided to conduct interviews – 85+

- Could non-profit collaboration to share tech, users, content help with info sales?
- Could it provide public with more trustworthy info choices, and better privacy control
- Is organizing such an effort feasible now?
 - What did we learn?

FINDINGS



#1 - Interview highlights / findings

- Significant offers to help; unsure of depth
- At least 25 opt in to steering committee
- Hunger for (yet doubt about) leadership
- Ad-tech way ahead of content-tech; possible opportunity
- Universities, ‘platforms’ ahead of news on single-signon, identity management

FINDINGS



#2 - Interview highlights / findings

- Reinvent bundling in ‘atomized’ world
- Challenge is culture not technology
- Past failures involved equity conflict
- Optimism about academic leadership: if it can move fast enough
- Concern re antitrust muted; solvable

FINDINGS



Specific initiatives cited to watch

- SECURITY/ID – SAML/Shibolet / 100 universities
- CONTENT – Public Media Platform / WashPost
- COMMERCE – DigiTrust / track w/out cookies
- IDENTITY – Knight-Mozilla / NYT-WashPost
- PAYMENT – MediaID, Blendle, ApplePay, TinyPass, Piano Media/Press+, (Clickshare)

FINDINGS



Six key challenges

- A culture of independence, not collaboration
- Focus on manufacturing, product, airtime
- Advertising competition, confusion and fraud
- Audience migration to multiple platforms, niches
- Relatively little traffic to home pages
- Lack of shared identity system; Facebook Connect

FINDINGS



Six key opportunities -- Engagement

- Create topical communities, esp. for millennials
- Establish privacy/trusted-info standards for users
- Use ad-exchange tech to price/sell content
- Exploit the promise of personalization
- Share users and revenue
- Create an alternative to Facebook Connect
- Secondary issue – how to get paid

PUBLISHER CHALLENGE



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
- The news social network . . . TRUST

Trust



From gatekeeper to ... "infovalet"?

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

But . . . Shoot! Roadblock!

Who are the identity infovalets now?

THE PLATFORMS

NEW AGENDA



WHO ARE THE PLATFORMS?

- Google ID / signon
- Facebook ID / Connect
- Yahoo, Amazon, AOL
- Tech innovation overruns content cos.



Identity

Facebook knows us / Atlas



Facebook boosts Groups, unveils Deals

New feature lets users share experiences, save money when shopping

By Jon Swartz
USA TODAY

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

The company upgraded its Facebook Groups feature and unveiled Facebook Deals, which is designed to let the site's 500 million users daily 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, in testing, is debuting 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 Meyer. "They can discover daily deals through the experiences of their friends."

The new service might pit Facebook against Groupon, LivingSocial and TripIt, 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 liveaboard growth, Facebook remains on the ground for ways to expand its revenues beyond advertising.

Ads accounted for 63% of its revenue last year, or \$1.9 billion, according to market researcher eMarketer.

That's expected to dip to 50% 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 reveals 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 regions, games and hobbies.

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



Platforms matter to publishers

- Losing touch with users
- User data needed for personalized ads
- Wall Street premium values users
- Without 'personas' can't be 'valet'

Privacy

Why it matters to consumer



- Merging data / Nielsen / TP networks
- Health / financial -- no privacy rules
- Few rules about fixing errors
- "Trading personas" big business in ad world
- No explicit value exchange with consumer
- Congress – DNT DOA?

Government solution? No . . . but . . .

Privacy

What is "NSTIC"?



Some participants:

- Google
- Microsoft
- Verizon
- Equifax
- Not Facebook
- Not publishers

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

THE IDEA . . .



RJI sees its role as CATALYST to propose IDEAS(S) that facilitate CONSENSUS solution(s) and to LEAD where helpful

A discussion idea:

**INFORMATION TRUST EXCHANGE:
Making the market for digital information**

HYPOTHETICAL SOLUTION



Information Trust Exchange

<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, in addition to private economic interest.

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

HYPOTHETICAL SOLUTION



SOLUTION / working “hypothesis”

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

HYPOTHETICAL SOLUTION



How might it work?

- ☞ You chose a “home base” for single signon
- ☞ Home base “presents” user to network authentication 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



HYPOTHETICAL SOLUTION



Desirable features?

- One ID, one account, one bill
- 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

HYPOTHETICAL SOLUTION



Revenue options

- Share revenues across network
 - Shared “advertising” revenues
 - Subscription – channels, packages
 - Per click – or “public radio”
 - Affinity payments/rewards
 - Commissions and referral fees
- Multiple service/content providers
- Multiple user owners (“InfoValets?”)

HYPOTHETICAL SOLUTION



And still durable – ADVERTISING

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

HYPOTHETICAL SOLUTION



Benefits for users from ITE networks

- PERSONALIZED information stream; convenient, secure access to valued content
- ADVERTISING made more useful through interest-based customization
- PRIVACY management for consumers; getting value for your ‘persona’
- COMMERCE for content – enabling subscription **networks** and vicarious (per-click) sale to the right person at the right time. One account, one ID

HYPOTHETICAL SOLUTION



Benefits for publishers from ITE networks

- Platform for managing user relationships at scale not silo
- Effective competition with tech platforms
- Platform management is co-operative not competitive
- Supports “atomized” content, wholesale/retail pricing
- Enables web-wide microaccounting / subscriptions
- Supports emerging public concern about privacy
- Anonymous, yet identified users; Big Brother is blind
- Enhanced-CPM, precisely-targeted marketing

HYPOTHETICAL SOLUTION



Potential ITE 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

HYPOTHETICAL SOLUTION



Creates playing field, not plays (or prices)

- NYSE – non-profit until 2008
- Cable Labs
- Underwriters’ Laboratories / Bluetooth SIG
- Internet Corp. for Assigned Names & Numbers
- Railroad gauge; power grid AC cycles/second
- National Automated Clearing House Assn.
- Associated Press / Some trade groups, many co-ops

HYPOTHETICAL SOLUTION



Creates 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>

HYPOTHETICAL SOLUTION



Possible starting points underway

- Public Media Platform (NPR / PBS affiliate content)
- Investigative News Network (100+ digital only)
- Local Media Consortium (print/broadcast groups)
- DigiTrust (advertising networks)
- The Bluetooth Special Interest Group
- Work on structure and governance

HYPOTHETICAL SOLUTION



Hard, but been there

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

HYPOTHETICAL SOLUTION



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

PROPOSED SOLUTION



Next step

- Steering committee / work groups
- Phase 2 funding
- An information-industry collaborative . . .
- Publishers, telcoms, Silicon Valley
- Foundations, J-schools, philanthropists
- Estimate nine months to:
 - Establish governance
 - Codify business rules
 - Contract with network operators

Journalism: Always about trust



- Same as always, new medium
- Focus on individuals and their communities
- Understand their networks / needs
- Earn their trust
- Then they will 'eat vegetables' (civic journalism)



Rachel Davis Mersey

Recapping



- Where did this start? InfoValet
- Scanning landscape – Attention Age
- Paper to persona to payment
- Hypothesis about a solution – the ITE
- NOW DISCUSSION!
 - Assess validity / feasibility
 - Alternate solutions; Steps to action



Data will help us remember, but will it let us forget? It will help politicians get elected, but will it help them lead? It will help companies make products addictive, but will it help us get free once we're hooked? It will help advertisers see people as statistics, but will it help us remember those statistics are people? It will help banks prevent credit card fraud, but will it help us stay out of debt? It will help credit card companies predict the impending collapse of a marriage, but will it keep our marriages from falling apart? It will help parents make kids genetically perfect, but will it help us love them regardless? It will help high-frequency traders sell stocks in nanoseconds, but will it help protect markets from feedback loops in their programs? It will help meteorologists predict storms and tornadoes, but will it help us rebuild the homes of survivors? It will help biologists map the migration of fish, but will it keep us from overfishing the oceans? It will help physicists find the "God particle" in a supercollider, but will it help us agree about God? It will help astronomers search for signs of alien life, but will it help us know if aliens are friendly or mean? It will help cardiologists monitor pacemakers with WiFi connections, but will it keep us from getting sick of major diseases? It will help us find our enemies.

TRUST: Taking responsibility for how data is used

It will help urbanists develop "smart cities," but what will become of our towns? It will help governments map the consumption patterns of cities, but will it help us depend less on consuming? It will help hackers leak evidence of government surveillance, but will we treat those hackers as heroes or thieves? It will help police triangulate the location of gunshots, but will it help us address the underlying causes of violence? It will help educators make excellent standardized tests, but will it help us embrace different standards of excellence? It will help farmers engineer crops to produce bigger yields, but will it keep corporations from patenting our food? It will help search engines know how often people search for "love," but will it help people find it? It will help singles plan a hundred first dates, but will it help them know when they've found the right person? It will help pet owners clone their dogs and their cats, but will it help us love the clones as much as the clones? It will help neurologists implant chips in our brains, but will it help us turn off the chatter? It will help geneticists sequence our genome, but will it help us understand who we are? It will help us feel connected, but will it help us feel loved? It will help us uncover the facts, but will it help us be wise? It will help us live forever, but will it help us see that life's meaning stems from the fact that it ends? It will help us keep count of everything in our lives, but will it help us understand that not everything that counts in our lives can be counted? It will help us see the world as it is, but will it help us see the world as it could be?



Consider who really owns the "presses" now



PLATFORM CAUTION:
The freedom of the press belongs to those who control the press.

What if there are only three big presses?

- Verizon
- AT&T
- Comcast/TW

The freedom of the press belongs to those who control the press.

Thank you!



Version of today's presentation is at:
<http://newshare.com/ite/vermont.pdf>

White paper from 2011 is at:
<http://www.papertopersona.org>

New report will be available soon at:
<http://newshare.com/ite/report.pdf>

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