

## FOCUS

## Crafting the News in a Digital Age

The digital age has created an entirely new medium for journalists. Just as they did during the earliest days of radio and television, journalists explore this new medium, learning how to find and present the facts in cyberspace.

by Brad Kalbfeld

A CENTURY and a half ago, covering international news was straightforward: wait for a ship to arrive from overseas, interview the passengers, then run as fast as possible back to the newsroom and try to beat the competition to print. Communications between countries involved physical presence. A reporter literally had to be there to hear the news and had to get back to the newsroom to file.

Journalism has changed dramatically since then, as technology, starting with the telegraph and telephone, has made it possible to find out about events without actually being there.

The Internet, of course, makes it possible to peek into many places without that physical presence, and while that is a boon to journalists and their audiences alike, it also carries certain risks.

The Internet connects

un计数 computers around the world, making it possible for an elementary school student in Akron, Ohio, to read files on a university's server in Berne, Switzerland, or a journalist in Tokyo to see the latest news release on a government file server in Washington.

This makes the Internet an unparalleled research and reporting tool. A reporter today can, with a few minutes of searching on the World Wide Web, find information that would have taken hours of expensive long-distance telephone calls just a decade ago.

In addition, the Web has made

it possible to interview someone without actually having a conversation. If a news source can't be reached by telephone, he or she can always be e-mailed.

Interviewing someone on

paper isn't new, of course. Mark Twain famously told The Associated Press by telegram in 1897 that "reports of my death are greatly exaggerated" but in today's world, the question and response can be exchanged in minutes, not the hours required for hand-delivery of a telegram, or the days it takes for an exchange to occur through the mails.

All this convenience has its drawbacks. How does a reporter know that the person receiving or answering the e-mail is the person they purport to be? There's no voice to recognise, no face to see, only an e-mail address, which the reporter may have obtained from a colleague, from a Web site, or from a news release.

The same problem arises

when a reporter or researcher goes to a Web site for the first time. All the person sees is what the people who created the site want to be seen. So, for example,

Despite its depth and exten-

a person sitting in their garage could create a site that purports to represent a giant corporation. Because the reporter sees nothing more than the site, after all, the whole idea of the Web is that they don't have to physically be there he or she has no way of knowing whether the corporation has one employee or a thousand.

In 1996, a site with the URL

[www.dole96.org](http://www.dole96.org) looked, at first

glance, like the official site of

Republican presidential nomi-

nee Bob Dole. A casual observer

would not have noticed that it

was, in fact, a parody site surely

not something the Dole cam-

paign would have chosen to put

on the Web itself. While no one

can be certain of the motives of

the author of that particular site,

the use of misinformation to

influence voters is nothing new

political history is full of exam-

ples of "dirty tricks" that rely on

hiding the identity of the author.

The Web raises the possibility of

anonymous troubleshooting to

new heights because it provides

so few obvious clues to the iden-

tity of a site's proprietor.

The Web might be used to

subvert the democratic process,

or to promote a freer society.

During the political upheaval

that eventually led to the down-

fall of Yugoslavia's President

Slobodan Milosevic, the inde-

pendent station B-92 took on a

new Internet identity, B-92, to

keep information flowing after

the government seized its radio

and television studios.

From political debated to the

investigation of airline crashes,

Internet hoaxes have made their

way into mainstream news

reports, potentially damaging

the reputation of the reporters

and certainly misleading the

public. During a 2000 election

debate in the state of New York,

the moderator asked candidates

Hillary Clinton and Rick Lazio

about their views of "bill 602P,"

which was described as a pro-

posal for the US Postal Service to

impose a five-cent tax on every e-

mail sent on the Internet. Both

Clinton and Lazio voiced strong

opposition to such a tax. But

there is no such bill. The televi-

sion station that sponsored the

debate says the question was

received via e-mail in response to

the debate even though the Postal

Service had sent out an advisory

in May 1999 saying that the bill

was fictional.

Despite its depth and exten-

sive use of text and still photo-

graphs, Web journalism is not

newspaper journalism. Even

though it uses audio and video,

and reports information in real

time, Web journalism isn't

broadcast journalism, either. It's

something in between.

On the Web, the consumer is

in control of how much depth he

or she sees on a story, and

whether the story is "experi-

enced" through audio or video,

"described" by a reporter's prose,

or both. It's like a newspaper on

steroids: Just as a reader can

decide which stories to read, in

what order, a Web viewer decides

which stories to read and which

links to click on. With so many

choices, each consumer exper-

iences each story in his or her

own way.

How will all of this choice

affect the news consumption

habits of the public? It's too early

for anything conclusive, but a

June 2000 study by the Pew

Research Centre asked Ameri-

cans who regularly get news

online what kinds of news they

seek when they log on. World

news ranked fifth on the list, at

45 per cent, behind weather,

science and health, technology,

and business news. Political

news ranked eighth, being

sought by 39 per cent of those

who regularly get news online.

(1) Web viewers are clearly taking

advantage of the ability to target

specific kinds of information.

The biggest, most visited

Internet sites have links to gen-

eral news coverage, giving con-

sumers the opportunity to navi-

gate through the top stories or

click down to specific topics.

There are, of course, editors for

these information pages, people

who make decisions about what

stories to display most promi-

nently (just like the lead in a

newspaper or on a newscast),

how much detail to put in, and

what multimedia elements to

link to each story. Most import-

ant, Web editors must bring to

their sites the same journalistic

standards of accuracy and

objectivity that they bring to

newspapers and broadcast

stations. In a sense, that makes

editing a Web site more difficult

than editing a newspaper or a

newscast, since the same high

standards must be applied to the

depth of a newspaper with the

speed of a television or radio

station.

With all of this work on the

part of journalists in-person

reporting; gathering video,

audio, and still photos; making

graphics; verifying facts; and

applying professional news

judgement and standards of

accuracy and objectivity news-

gathering companies are

making significant investments

in Web journalism. The technol-

ogy makes it work available to

everyone. But the same technol-

ogy also makes it possible for

unscrupulous Web sites and

other media outlets to misap-

propriate the results of a competi-

tor's original work. It is possible

for someone sitting in a garage

in an American suburb or a flat in

a European city to make a Web site

resembling a legitimate news site

by swiping stories from others.

This, of course, is illegal, and

harms the news gathering organiza-

tions that make the investment

to secure endorsement of at

least 20 members of Knesset

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