

Speaker 1: Before we start is there anything that you'd like to ask me?

Speaker 2: I'm sorry. I couldn't hear you.

Speaker 1: No, it's okay. Do you have any questions for me before we begin?

Speaker 2: No, I don't.

Speaker 1: Okay, so first I just want to get to know you a little better. Do you want me to wait for the ambulance?

Speaker 2: Yeah, sorry. One second.

Speaker 1: No, it's totally okay.

Speaker 2: Okay, go ahead.

Speaker 1: Okay. I just want to get to know you a little better first, so could you tell me where you're from and what do you do?

Speaker 2: Sure. I'm from Washington DC. I am a lawyer and I work with copyright and licensing.

Speaker 1: Okay. How long have you been doing that?

Speaker 2: For about two years now.

Speaker 1: Okay. What interests you into becoming a lawyer?

Speaker 2: Oh gosh. Yeah, I guess I was really interested in intellectual property. I spent some time at WIPO, the world intellectual property organization in undergrad, and I just thought it was cool, and I'm interested in how we share data and share information online. Yeah, I guess that's part of it.

Speaker 1: Awesome. Okay. So in the survey that you took a couple of days ago you had mentioned that the last time you had used Wikipedia on your phone was to look up Wol Soyka bio?

Speaker 2: Yeah.

Speaker 1: Did I pronounce that name right? I'm sure I didn't.

Speaker 2: Wolesa Yanka, yes, that's correct.

Speaker 1: So can I ask you to recall that experience and just tell me what was your motivation to do that?

Speaker 2: Sure. So I work with a lot of authors, and I don't know a lot about them often times, so I'll look up the more famous ones on Wikipedia and kind of get a brief idea of their

background and I use the section where you have their bibliography up. Yeah, I use that as well quite frequently.

Speaker 1: Was there anything in particular, just out of curiosity? When you looked up Wol it was just because you work with authors? It wasn't something hadn't happened like you were talking to an author, you were just curious because in general that's just who you work with?

Speaker 2: No, I was looking him up specifically because we were requesting a word from him, and I was going to talk to him, but I wanted to get an idea of what he had written and what he had published and where the work that we wanted to request [inaudible 00:02:42] phone conversation. I wanted to see how that fit into the rest of his career.

Speaker 1: Okay. That's great. How often would you say that you look up people that way for your work?

Speaker 2: Probably daily. It's almost daily.

Speaker 1: Okay. How often would you say of those daily searches you're using Wikipedia? Is it just any search or Wikipedia specifically?

Speaker 2: So I'll do a google search, and usually Wikipedia is ... Again, if they're a more famous author then Wikipedia will be one of the first things on the google search that pops up. If it's available then I'll select the Wikipedia option first.

Speaker 1: Okay, that's great. Can I ask what is your general perception of Wikipedia?

Speaker 2: A trusted resource for me.

Speaker 1: Okay. Why do you trust it as a resource?

Speaker 2: I haven't had any bad experiences with it. I've been using it for a long time, and I haven't come across anything where I know the information is false, so I trust it. It's usually detailed enough for me. I just have the feeling about it that the people who write the pieces on there are generally knowledgeable about what they're writing about. That might not actually be the case, but I guess my impression of it is if somebody's familiar with Wolesa Yanka then they'll go in and write an article or a piece about Wolesa Yanka. Yeah.

Speaker 1: So can I ask what is your general understanding of these editors and contributors?

Speaker 2: I know there are groups of people who work together to do this. I know it's voluntary. I feel like I read somewhere that there's some sort of systematic way that it's organized, but by and large I think it's just individuals kind of working on their own working on things that they're either especially knowledgeable about or interested in. I guess I don't really know a whole lot about it.

Speaker 1: Okay, so it seems like, and correct me if I'm wrong, your understanding is that it's a lot of individuals, and it's almost a free for all. That's not a bad thing, but is there anything that would influence your trust of Wikipedia content because you know of the different types of editors?

Speaker 2: That's a good question. I guess I would be curious. I might look this up on my own, what your editorial policies are, or what Wikipedia's editorial policies are. Are there specific things that get edited out, like [inaudible 00:05:58] language or is there other times when something is edited because it's political bias? I'd be curious to learn more about that.

Speaker 1: Okay. That's great. Have you ever contributed or edited on Wikipedia?

Speaker 2: No, I haven't.

Speaker 1: Would you ever be interested in doing something like that?

Speaker 2: Yeah, I might be I think.

Speaker 1: What would be kind of your entry way to editing or contributing on Wikipedia? What would really entice you to do it?

Speaker 2: If there were a simple document that explained, "Hey, this is what we need. This is what we're looking for, these are what the guidelines are, the steps are." I probably wouldn't have a whole lot of time to invest in it, but I guess things that I'm really interested in I might be interested in contributing to an article about that.

Speaker 1: Do you think that if you were to be an editor is there a preferred platform in which you would want to edit?

Speaker 2: A preferred platform. I'm not sure what you mean by that.

Speaker 1: So like a mobile phone, a tablet, a laptop.

Speaker 2: I'd probably do that on my laptop.

Speaker 1: Okay, do you see any advantages to editing on a phone?

Speaker 2: Editing on a phone? I guess you could do it sort of any time and anywhere. I don't like writing on my phone a lot just because the keyboard is so tiny and it's just awkward. I personally wouldn't do it, but I see why a lot of people might.

Speaker 1: Got it. Okay, that's great. So just on average how much time would you say you spend on your mobile phone in a week for internet?

Speaker 2: A week? Oh man. For internet I'd say probably about three to four hours a day, so multiply that by seven.

Speaker 1: So about 28 hours a week you think, give or take?

Speaker 2: Mm-hmm (affirmative). Yeah. Oh God, this sounds awful, doesn't it?

Speaker 1: It's actually not the highest I've heard, so no no.

Speaker 2: Oh man.

Speaker 1: In the amount of time that you've spent how concerned are you with your data usage?

Speaker 2: I'm not.

Speaker 1: How come?

Speaker 2: I have unlimited data, and I usually don't hit the limit where it starts slowing down or whatever that does.

Speaker 1: Okay, totally fair. In your survey you also mentioned that you primarily will access Wikipedia on the mobile browser. Why is this your preferred method of access?

Speaker 2: I'll usually do this type of research that I told you about, like looking up authors and their specific work, on the way to and from work. I'm usually sitting on the bus or in my throw and my phone's kind of a convenient way of doing it.

Speaker 1: Okay. Are there any other ways that you wish you could access Wikipedia on your mobile phone?

Speaker 2: I know you guys have an app, right? But I have never tried it out. I don't know if there are any advantages to using the app versus just using Wikipedia in the browser.

Speaker 1: Okay.

Speaker 2: If that were faster or if there were ways of saving articles and doing other cool stuff on there then I might do that.

Speaker 1: Okay. What do you expect you would find if you downloaded the Wikipedia apps? You know it exists, but what do you think is there?

Speaker 2: I imagine it would be sort of similar to what the website looks like. Maybe it has a different way of setting the preferred language. Maybe it has more robust searching capabilities. Like if there were a way to do bullion searching I might be interested in that.

Speaker 1: What is that?

Speaker 2: Instead of just doing kind of like the way you search in google, typing in a random phrase or word or sentence, if there were a way to narrow down the results better.

Speaker 1: Okay. When you look for something, so when you were looking up Wol, how do you want the results to be narrowed?

Speaker 2: Well, I like when there's that disambiguation, so if there's several authors by the same name or several topics that are related and you know, on that page you can kind of divide out I want this article, not the other one. I can't really think of how else you could do that that might be more convenient [inaudible 00:11:06].

Speaker 1: Okay, totally fair. So thinking about-

Speaker 2: Sorry I was just thinking-

Speaker 1: No, go ahead.

Speaker 2: -if there were a way to narrow it down so that if I say Wolesa Yanka and I can either drop down or from a, I don't know, in a different field enter that I want the person not the concept, or not a thing or a place. That would be helpful I think.

Speaker 1: Okay, that's great. So thinking back ... You use Wikipedia on your phone on a mobile browser, so I'm imagining it's either Safari or Chrome. If you could modify anything about the current mobile platform, so when you get to that mobile page of Wikipedia you could modify anything what would it be?

Speaker 2: Actually, let me open it up right now so I can look at it.

Speaker 1: Okay.

Speaker 2: One second.

Speaker 1: Yeah.

Speaker 2: The first page that pops up for me is the one where you select your languages, and it's telling you about all the different branches of Wikipedia. I guess the commons and wiki wedge and all that. I feel like the first thing that I would want is to go straight into my preferred language, english, and like I said, maybe just the search or the search and select articles that are recommended for me based on my previous browsing history. Then, yeah, it would be stuff that I would flip into. Right now none of these is really relevant to me except for the mobile search box up at the top.

Speaker 1: Okay. Just kind of going off of what you just said, so you're okay, how comfortable are you with data that Wikipedia would collect? You said if it could give you recommendations based on things you had past searched. How much or how little information are you comfortable with Wikipedia collecting like that to provide customer results like that?

Speaker 2: Oh. I guess that's hard to say in the [inaudible 00:13:42]. I would not have a problem with them keeping my search history. I wouldn't want them tracking where I go before

or after accessing Wikipedia, but what I do just while I'm on Wikipedia I don't really have a problem with them tracking that and remembering that if it helps, a friend of experience overall after time.

Speaker 1: Okay. Totally fair. If you could add a thing to the current mobile platform to improve your experience what would it be?

Speaker 2: I guess I might be curious, like, when certain entries were last updated or when they were created. Again, this might already be available and I'm just not aware of it, or if there were a way of seeing what ... like he's the [inaudible 00:14:55], seeing what changes had been made recently are laugh. I think that's something I would probably take care of and take a look at.

Speaker 1: Okay, so would you say you'd like to see more. When the recent changes were made, when the updates were made would you trust the article more if there was more updates or less updates?

Speaker 2: I would trust the article less if there were more and more frequent updates probably.

Speaker 1: Why is that?

Speaker 2: Unless it was something that was relevant, and if somebody had died in the past week and they hadn't been updated within the last week that's fine. If an article gets creeps from changing then it would make me feel like either somebody is trying to change it so that it reflects better or more poorly on that person. I don't know. It's more than just the gut feeling I guess.

Speaker 1: Okay, so it's pretty dependent on what it is, which is so [inaudible 00:16:10].

Speaker 2: Yeah, I think so.

Speaker 1: Okay. How do you generally decide whether or not to download any app?

Speaker 2: Depends on what perks there are to have on the app versus this, you know, using it on my mobile browser.

Speaker 1: Okay. What would encourage you to download the Wikipedia app? What would make you want to download the Wikipedia app?

Speaker 2: Like I said if there was a way of bookmarking articles and bookmarking frequent searches or saving stuff.

Speaker 1: Okay.

Speaker 2: Or if they were just more user friendly somehow.

Speaker 1: Okay. In your opinion what is a user friendly app?

Speaker 2: Intuitive, something I don't have to spend a lot of time trying to figure out.

Speaker 1: Okay. So you'd said earlier that you spent about 28 hours of your time on your mobile phone. In the survey you mentioned that you read Wikipedia daily, and you'd also mentioned that it's usually when you're commuting to and from work, so did you do that today? I imagine that's at the end of your workday tomorrow.

Speaker 2: Yeah. I did not do it today.

Speaker 1: Can you recall the last time you used it? Was it for work?

Speaker 2: No, it was awesome trying to remember ... I think it was Julia Alvarez. I looked up the day before yesterday.

Speaker 1: What was your primary motivation for that?

Speaker 2: Again, we're licensing content from her. I wanted to know more about her.

Speaker 1: Okay. So were you satisfied with the information that you found?

Speaker 2: I would. Yeah.

Speaker 1: Why were you satisfied with it?

Speaker 2: [inaudible 00:18:13], you know, her basic life story. It had her biblio. Yeah, it gave me a good review of the information that you was looking for."

Speaker 1: Okay, just in general, so when you're looking at things like that how much content do you generally sift through before you're either just satisfied and like, "Oh, I have enough," or I'm curious I'm going to keep going. How often do you do stuff like that?

Speaker 2: You mean like on the internet at large or on Wikipedia specifically?

Speaker 1: When you're specifically using Wikipedia.

Speaker 2: Oh. I'll usually look at the primary articles. Then, if there are links to either literacy movements or if there's a link to one of their major words, help with hundreds, so I guess during this section I'll click on maybe three or four articles.

Speaker 1: Okay. Awesome. Can you ever recall a time when you were reading or using Wikipedia content and just really dissatisfied with what you were looking at.

Speaker 2: Yes some of the more contemporary or lesser known.

Speaker 1: Okay. Can you recall what specifically that time was for that contemporary article just to clarify for what that is?

Speaker 2: Oh, I'm sorry. I mean like more contemporary or younger or lesser known people.

Speaker 1: I see. Okay.

Speaker 2: I don't have a specific example of mine.

Speaker 1: Okay, that's totally fair. Just in general what do you believe are advantages or disadvantages of reading Wikipedia content on your mobile device?

Speaker 2: Advantage is that it's right in my hands. It's convenient. You know, during a time that I wouldn't be doing anything else, so I feel like I'm kind of being productive. Disadvantages, sometimes if the article is really long it'll take me forever to scroll through it. That's pretty much all I can think of.

Speaker 1: Okay. Is there anything that you would not want to change about reading on your phone, Wikipedia content in particular?

Speaker 2: I like how simple the website is. I like that it's just a white background and black [inaudible 00:20:45] on and occasional pick twos. I would not want the format being changed significantly.

Speaker 1: Okay. Perfect, so I have one quick question, sorry, thinking back to when you download an app. You said you would download the Wikipedia app if it had functions like bookmarking and things like that, but in general what makes you look at an app, you're about to download it, you're thinking about downloading it, and then you're like, "I'm just not ggt to download. I've changed my mind. Is there anything behind that that I see as a comment pattern for you that you would [inaudible 00:21:22]?"

Speaker 2: Yeah, I usually look at the reviews, and if they're either very few reviews or reviews are low-

Speaker 1: Okay.

Speaker 2: -I won't download it.

Speaker 1: Okay, that's totally air. I only just have a few questions left, so in your opinion what is Wikipedia's most critical features? The church function one. So you'd spoken earlier about search and wanting to filter and now we're really good at results. Is there any examples you can give me of a perfect search or a great search functionality? It doesn't have to be Wikipedia, just anything in general.

Speaker 2: For content or-

Speaker 1: Yeah, for content.

Speaker 2: I'm trying to think of a good example. I don't know. I don't really have one that comes to mind.



Speaker 1: Okay, totally fair. Is there anything that Wikipedia could do to serve you better on the mobile device?

Speaker 2: I think if there were, like, just a log in option so I could create an account for myself and sort of customize it to what I do most frequently. I think I would be interested in that.

Speaker 1: Got it. Just to clarify you had said earlier the customizations that you would want would be like the language was one thing. Was there anything else that you would want?

Speaker 2: Yeah, language, if I could set the home page to have, you know, either just a search bar or I don't know, like if there was more customization that I could do on whatever my landing page is, an [inaudible 00:23:32] way that I could save content or bookmark content and then I could easily access that. I think those would kind of be the big things I would be interested in.

Speaker 1: Great. Awesome. All right, so my final question is is there anything else that you would like to share with me about your experience with Wikipedia positive or negative?

Speaker 2: Although I really like Wikipedia, so I only really have positive associations with it, so part of the reason I wanted to do the survey.

Speaker 1: Great. Perfect, so that's all I have. Before we wrap up are there any questions that you might have for me about anything we talked about?

Speaker 2: No, not right now.

Speaker 1: All right. Great. Well thank you so much for taking the time for this interview. I know that you have a really busy schedule, so your feedback in comments are really helpful. This is going to be the research and analysis as we move forward with this project. Before we wrap up I do want to double check that it's still okay that I recorded this session, that you still feel that that happened.

Speaker 2: Yes, that's fine.

Speaker 1: Great, and following this I'll send over an email with the form for you to fill out to pick your incentive. Again, that should take about five to seven business days once you fill out the form.

Speaker 2: Great, thank you.

Speaker 1: Yeah, so thank you again. Feel free. You'll have my email. Ask me any questions or concerns should they come up, and thank you again for taking the time.

Speaker 2: Will do. Bye.

Speaker 1: Bye.

