Literature Review Matrix
INFO 200.002, Dr. Stephens
Corrina Oates
8 November 2020

Define the Information Community and explain the significance of studying the information behaviors of this group (e.g. why is this research important).

Websleuths are an information community that mainly harness the power of the internet to satisfy their information needs. Largely, websleuths' information need is the piece of information that will help make sense of a case or help identify an unidentified body (UIB). However, there is no assurance that this information exists. This means that their information searching and seeking is multi-faceted and sometimes open-ended: they peruse news archives; county records; digital mapping sites; and government- or organization-run sites for missing and unidentified persons. In some cases, websleuths talk person-to-person with primary and secondary victims of crimes and law enforcement. Many websleuths also develop methods for storing and organizing retrieved data.

Like many information communities, websleuths afford themselves of the advances in social networking media. Perhaps most notably are sites like Websleuths.com and the many sub-Reddits dedicated to websleuthing activities. These sub-Reddits are perhaps most well-known for their role in falsely identifying and doxing the individuals thought to be responsible for the Boston Marathon bombing in 2013 (Myles et al., 2020). Activities such as these highlight an important aspect of websleuthing: crowdsolving. Crowdsolving is "utilizing the eyes, ears, and expertise of individuals, both locally and across the globe via social media, to aid in the solving of crimes" (Jensen, 2020, para. 2).

When looking at websleuths in terms of Christen and Levinson's (2003) four key angles of community, they fit primarily into the affinity and instrumental angles: they are interested in true crime beyond just consuming it as entertainment (affinity), and they want to help solve criminal cases or identify the unidentified (instrumental). They also meet the proximate angle in that occasionally websleuths have a proximal or relational connection to a case. Additionally, they demonstrate the characteristics of an effective information community: they emphasize collaboration among diverse information sources; they are able to form around their members' needs to access and use information; they harness the information-sharing capabilities of emerging technologies; they are able to exceed limitations on information sharing; and they foster social connections (Fisher & Bishop, 2015).

Websleuths are a little studied community in information science. Yet, due the passion and intensity many websleuths exhibit in their information behavior, they squarely fit into the serious leisure perspective, which has shown to be a particularly fruitful area of study for library and information scientists. Not only will studying websleuths' information behavior be beneficial to advancing the serious leisure perspective in LIS, it will highlight an interesting intersection of infotainment, emerging technologies, and information science.

Statement of Research: The paper based on these articles will demonstrate how websleuths fit into the serious leisure perspective of LIS, specifically in terms of their information behaviors, needs, and activities. Additionally, this paper will show how libraries and information centers have a unique opportunity to serve the needs of websleuths, and, by extension, law enforcement.

THEY SAY*						I SAY*		
Author/ Date	Main Idea(s)	Theoretical/ Conceptual Framework	Methods	Results & Analysis	Conclusions	Comments (Your Analysis)	Future Research Implications	Information Professional Practices Implications
Cheong & Gong, 2010	The communicative behaviors of cyber vigilantes, known as Human Flesh Search (HFS) in China, have been aided by emerging media, particularly blogs, forums, and social networking sites. Specific to this phenomenon in China, these platforms have been used to share social wrong-doers' personal information, which was found through online searches, as a means to restore public morality.	Cyber vigilantism, or HFS, in China.	The authors performed case studies on two well-published anticorruption instances to accurately characterize the dynamics of a cyber manhunt. Information from multiple mediums were reviewed, including newspapers, magazines, TV footage, radio, websites, public forums, and social media sites from within China and abroad.	Emerging technologies provide the interactive and instructive spaces for participants to criticize, debate, and express differing opinions from government-controlled narratives. Likewise, emerging media technologies (i.e. video-sharing and social networking sites), aided the creation and sharing of informational content.	Through this analysis, instances of online civic participation and cyber vigilantism outside of China can be better understood. Moreover, while emerging technologies have undoubtedly proven beneficial to this phenomenon, human collaboration and a sense of community is still integral to such collaborative actions. Especially in countries where information flow is heavily controlled by the	HFS participants are essentially websleuths, although, as a group, HFS participants are more morally and politically motivated (although that is an aspect of some websleuths' motivations). Specifically, as is evident in the articles examined herein, websleuths and HFS are connected by cyber vigilantism, or digilantism (Yardley et al., 2018).	The obvious connections between HFS and websleuthing provide the groundwork to further grow the current (limited) body of literature on websleuths. While the U.S. and other western countries do not face the same governmental restrictions on information that currently exist in China, the assertions set forth about privacy in current HFS literature are important to consider in regard to websleuthing	Since HFS necessarily happens online, and the information sought is typically biographical in nature, librarians and information professionals could assist by maintaining online reference materials. Now, this information is usually available online, but can be hard to tease out. However, the assistance of a good virtual reference librarian that is also local and/or a community member, could

					government, civic involvement aided by the internet, enriches and deepens the body of information surrounding certain events.		and other virtual communities that share information--particularly about other people.	help hone searches. Moreover, they could provide necessary guidance around certain privacy concerns if applicable.
Dowaithe & Sprinks, 2019	The amateur-professional relationship in communities has been strengthened by the advances in technology, particularly social media technologies. This is an important relationship to foster in communities as it allows for unique collaborative experiences, increased access to and sharing of information, and the breakdown of traditional, institutionalized barriers.	The authors analyze the amateur-professional relationship in two communities: webcomics and citizen scientists.	The authors first performed semi-structured interviews with a group of eleven webcomics, six professional and five amateurs. They used an open-ended approach to allow for idea and hypothesis development. They then analyzed the recordings and transcripts of the interviews to identify themes in the amateur-professional relationship: mutual	Webcomics: professionals and amateurs are equals and they both share work, advice, and support; both professionals and amateurs benefit from the Internet's infrastructural support, i.e. equal access to publishing, distribution, and promotion; webcomics interact via social media, webpages dedicated to their work, and other general online spaces.	While the authors found that the amateur-professional relationship in both communities were seen as largely positive, each group could learn something from the other.	While the sample size for this study is fairly small, this is a great starting point to understanding the amateur-professional relationship in information communities. Of particular interest in this study is the examination of the information sharing modes between amateurs and professionals. These modes are similar to how websleuths share information amongst themselves (blogs,	The amateur-professional relationship can be somewhat fraught between websleuths and law enforcement (Yardley et al, 2018 and Myles et al., 2020), so this study can provide an in-road to developing a more fruitful collaboration between the two groups. By using this study's questionnaire, or something similar, researchers could distill the areas of contention between the two	This investigation of the amateur-professional relationship in information communities highlights a unique opportunity for library and information professionals. LIS professionals have the specific knowledge to develop unimpeachable information sharing, searching, and seeking practices; by working with both groups, LIS professionals could develop

			acknowledgement, infrastructural support, and platform specialization. Using these results, the authors developed a questionnaire that they then sent to participants in six different projects on The Zooniverse citizen science platform.	Citizen scientists: professionals are starting to formally acknowledge and recognize the work and contributions of amateurs; the full scientific process (i.e. lab research, publishing, presenting at conferences) still requires professional qualifications, but amateurs are being incorporated in this process; interaction is primarily relegated to specialized platforms in order to control the scientific process.		social networking, activity-specific platforms), but also how law enforcement seek information from websleuths. The relationship between websleuths and law enforcement is not as formal as the examples provided, but this provides a potential framework for developing a more formal relationship.	groups. This could then help develop more formalized modes of information sharing between websleuths and law enforcement, specifically methods that would not jeopardize the outcome of cases and maintain judicial/civic integrity.	methods that would satisfy the needs of law enforcement and websleuths. Moreover, a library could also serve as a neutral meeting ground for the two to come together and form a mutually beneficial bond.
Frampton & Fox, 2021	There is a need to clarify and synthesize the myriad of terms used to describe online social information seeking behaviors	Online social information seeking behavior concepts in the existing literature (the most recent articles reviewed	The authors analyzed 186 articles that were deemed relevant through their review of the larger body of literature.	Of these 73 concepts, the authors were able to synthesize four main distinctions that can be used to clarify them:	The authors provide some guidance for future research (know the literature, determine your study's main	This article is decidedly focused on the discipline of communications, but it is nevertheless applicable to LIS studies. Of	This literature analysis sets out to provide clarity and consistency in term usage in regard to various online social information	The larger premise of this article--that research is facilitated by clarifying and clearly conceptualizing terms--naturally

	in the current body of literature. This will help researchers in this area moving forward by providing clear and consistent conceptualizations.	were published in 2019).	Relevant articles conceptually defined an online information seeking term. In these articles, the authors identified 73 online information seeking concepts.	• Scope of included behaviors: online versus offline, including platform-specific terms (i.e. Facebook stalking); behavior that that focuses solely on information seeking or behavior that goes beyond just information seeking. • Seekers or targets of information seeking: romantic partners; friends or peers; parents and children; employees and employers; healthcare providers and	purpose, employ conceptual clarity and consistency) and a decision tree that researchers can use to help select the appropriate term for the type of online social information seeking behavior they are researching.	particular import, the authors situate websleuths, HFS, and other related terms in the context of online social information seeking: • Websleuths retrieve information online about a specific person or case; they either do this collaboratively or alone. • Websleuths share information about cases, suspects, and other pertinent details with each other online. • Websleuths are motivated in their information searching in part by	seeking concepts. This has obvious implications for future research by its very goal, but it also highlights a particular issue in researching websleuths and websleuthing: there are many names and terms for this group and its activity. It would be beneficial to clarify the concept and use a consistent term in order to move forward in researching this group. By utilizing this article's method.	falls within the purview of library and information professionals. LIS professionals who specialize in controlled vocabularies would be a great source to utilize in categorizing these terms for future researchers.

				patients; politicians and citizens; or online detectives and criminals/norm violators/deceased persons. • Motivations for information seeking: uncertainty reduction; distrust or suspicion; relationship maintenance; reconnection; care or concern; threat or control; identification of infractions; or exacting punishment. • Intensity of information seeking: the depth one goes to uncover information or repeated and frequent		curiosity, but mostly to resolve injustices or to exact punishment. • Depending on their motivation, websleuths may seek information in a sustained manner, or they may only seek information fleetingly.		

				searches for information about a specific target.				
Hartel et al., 2016	Hektor's information behavior model combined with Stebbins' serious leisure perspective is a fruitful means by which to examine information behavior in serious leisure.	The authors largely call on Hektor's model of information behavior and Stebbins' serious leisure perspective.	Three methods are employed: (1) a literature review of research surrounding information behavior in serious leisure; (2) an analysis of Hektor's model as it pertains to key features of the serious leisure perspective; and (3) a "deductive audit" (p. 1) of the liberal arts hobby, amateur musicianship, and the hobby of running, utilizing Hektor's eight information activities.	Hektor's model is easily applied to the three serious leisure activities audited, showing that serious leisure activities are information-rich and a meaningful area of study for information behavior. Hektor's model, though, could be expanded to take into account today's abundance of information and information sources.	The authors assert that while these two concepts dovetail nicely to provide an accessible model for researchers to use to define information behavior in serious leisure, further refinement of the model is needed.	This article provides the framework for mapping websleuths' information activities and behavior to Hektor's model of human information behavior.	Adding to the body of literature around serious leisure in LIS, Hartel et al. add the lesser known model of human information behavior as put forth by Hektor. What is especially useful about Hektor's human information behavior model is that it provides eight information activities: search and retrieve; browse; monitor; unfold; exchange; dress; instruct; and publish. These are all extremely fruitful areas to examine in relation to websleuths as it highlights the	Given that websleuths' information behavior is varied and can range from cursory information searches, to instructing other websleuths on information searches and sources, to publishing books/creating podcasts, there are far reaching implications for LIS professionals, and libraries in particular. Libraries could create instructional spaces for websleuths and other serious leisure communities to

								(sometimes) long information development cycle employed by some websleuths.	utilize. A particularly exciting idea would be to create media centers specifically for recording podcasts or other audio/visual materials. Or, with the increased inclusion of Makerspaces in libraries, they could provide inexpensive printing and bind resources; better yet, they could host workshops on digital book publishing and develop platforms for sharing such works. Libraries could, in a sense, be a one-stop shop for such communities: community members can do their research, come together to

								collaborate and instruct, and publish/produce their work.
Mansourian, 2020	Serious Leisure (SL) is a meaningful area of study in Human Information Behavior (HIB) because SL encompasses a wide and varied range of information-related activities. Moreover, SL participants are knowledgeable and highly engaged with information.	Primarily SL as it pertains to HIB and LIS, but also some social and psychological aspects of SL.	Analytical literature review of LIS literature on HIB and SL.	Through the analysis of the reviewed literature, the author develops three main groups/categories of SL participants: (1) appreciators; (2) producers/collectors; and (3) performers. The author then outlines the information sources and behaviors of each group and provides examples of SL activities related to each group. This is all conveyed through, what the author calls, a "tentative model of predominant information	The author concludes that the three groups of participants he categorizes show that SL participants have specific, yet varied, information sources and behaviors. SL participants are searching for meaning and are passionate participants, which positively effects their engagement with information.	This literature review adds to the growing body of literature surrounding serious leisure in information studies. Of the three main categories of serious leisure put forth by the author, websleuths fall in the category of appreciators. Appreciators: • Prefer physical (text/image) resources and ones with explicit knowledge • Develop storage and retrieval techniques • Utilize people-to-people	It would be beneficial for the further research of websleuths' information behavior to map it to the author's provided information behaviors of appreciators in serious leisure--i.e. review their typical information resources, what kind of databases they develop and maintain, and how they feel when they find important/relevant information.	By knowing websleuths' preferred information sources and their data storage and retrieval methods, LIS professionals can direct them to sources of potentially relevant information in their preferred format.

				sources in SL."		sources • Take pleasure in looking and finding meaningful information • Devote time to information searching and retrieval • Create, organize, and disseminate data/information • Sometimes participate in events/seminars to gather and share information		
Myles et al., 2020	Websleuths on the Reddit Bureau of Investigation (RBI), a sub-Reddit, call upon depictions of policing, including "retributive vigilantism", in their investigative activities (p. 319).	The authors employ organizational discourse theory to analyze websleuths' discursive practices on RBI. To understand the RBI's community of websleuths, the	The authors conducted weekly observations of the RBI sub-Reddit from 2013 to 2018. Over 2014 to 2015, the authors collected posts from a span of three months to use in a more in-	Using this method, the authors identified formal and informal rules, super-contributors, and trends and controversies. They also found that while some posters criticize	The RBI websleuths establish and enforce participatory guidelines by invoking contemporary policing entities through their online discursive	Although specific to the RBI sub-Reddit and not explicitly about the group's information behavior, this article nevertheless lends insight into websleuths'	This method would be useful to apply to other interactive platforms employed by websleuths, particularly Websleuths.com. They too have explicit and	Playing off a popular Reddit trend, LIS professionals could host an AMA (Ask Me Anything) specifically for the RBI subreddit as a way to connect with this community. They

		authors draw on the actor-network theory. In regard to the organizational power of symbolic entities on the RBI, the ventriloquist approach to communication and affordance theory are utilized.	depth discourse analysis. Of these, the authors focused on the 66 crime-related posts to further determine the group's discursive practices and the figures they invoke.	the efficacy of police in regard to their particular case, the majority of contributors defer to law enforcement's authority in criminal matters. As stated, "the subreddit's legitimacy appears to be carefully negotiated by its members who publicly recognize police authority yet invoke the institution's (real or perceived) limitations to justify undertaking their investigative activities" (p. 333).	practices.	information behavior: by establishing and communication ground rules, the RBI creates a framework for how and what information is shared on this platform. Importantly, websleuths' attitude towards law enforcement is examined and pairs nicely with the attitude put forth by Yardley et al. (2018) to examine the amateur-professional relationship.	implicit rules, outline their relationship with law enforcement, and expectations around how the community treats each other and victims.	could connect websleuths with valuable and pertinent library services and sources, particularly those that can be accessed virtually.
Stebbins, 2009	Serious leisure as a theory can expand concepts of information behavior and activity in LIS. Moreover, by studying serious leisure in the	Serious leisure and its relationship to LIS.	The author provides a theoretical overview and analysis of the serious leisure perspective by exploring the types of serious leisure,	N/A	Serious leisure is the most fruitful form of leisure to study for LIS professionals. The theoretical gap between LIS and leisure studies is bridged by	Websleuths fit firmly into the amateur aspect of serious leisure as detailed by Stebbins. He asserts that their information activities are	This is a foundational article for serious leisure studies in information science. In regard to websleuths and other serious leisure information	Given that there are many information communities that fall under serious leisure, librarians could develop a series of workshops to

	context of LIS, a new approach to the discipline's research and practice can be developed.		its distinctive qualities, and the role of information in serious leisure.		providing a conceptual framework for serious leisure and the retrieval and dissemination of information in such activities.	motivated by six factors, three of which produce the most fertile grounds for studying the information behaviors of serious leisure information communities: ideas, things, and fauna (p. 625-627). Websleuths essentially investigate all three of these, if you consider humans fauna (I assert that the argument can be made, especially taking into account UIBs, but it would entail a larger discussion). Therefore, websleuths provide fertile ground for LIS researchers investigating information	communities, this article lends clarity to what constitutes a hobbyist and an amateur, and what is considered casual/project-based leisure and serious leisure. Using this distinction, websleuths' information behavior can start to coalesce.	address the information needs of amateurs and hobbyists in a variety of disciplines. It may be of particular interest for hobbyists/amateurs to learn from professionals in their field of interest, so a guest speaker series centered on information seeking/searching/sources could be a feature of these workshops. This could strengthen the amateur-professional relationships in a number of communities, particularly websleuths.

						behavior in serious leisure information communities. Moreover, amateurs have a professional equivalent, and this ties in well to further define the amateur-professional relationship between websleuths and law enforcement.		
Yardley et al., 2018	Websleuthing encompasses a wide range of motives, manifestations, activities, networked spaces, and types of cases (p. 81). Websleuthing has far reaching impacts on victims, friends and families of victims, suspects, criminal justice organizations, and websleuths	Cultural criminology, infotainment, and wound culture.	An Ethnographic Content Analysis of 97 news media articles about websleuths and websleuthing.	The authors' analysis led to key insights on websleuths in regard to their portrayal in the media; the online spaces they utilize; their activities; their identities, motivations, and experiences; and how they are perceived by criminal justice organizations. The authors also identified three	While the biographical identities of websleuths may remain relatively mysterious, the authors find that their motivations and activities are more varied than previously thought. In addition to victimization and the prevention of the victimization of others, websleuths'	While this article is not specifically about websleuths' information behavior, the criminological approach does highlight important information about their information activities and behavior. Of particular note is how these information activities align with those outlined by	This framework is particularly useful in developing a broader understanding of websleuths' motives, information behaviors, and information spaces. Moreover, it can help in developing a broader understanding of law enforcement's opinion of websleuths'	Again, this provides a unique opportunity for LIS professionals to assist the needs of both websleuths and law enforcement professionals. By understanding the information behaviors of websleuths, LIS professionals can help identify the more mundane and time-consuming tasks

	themselves.			key themes around websleuthing: (1) the multidirectional flow of information between websleuths and mainstream media; (2) the change in the level of participation with cases afforded by network technologies; and (3) the new participatory nature of true crime infotainment (pp. 102-103).	motives are centered around infotainment witnessing and wound culture: "fascination; immersion; feelings of proximity; the desire to participate in achieving the type of ending more commonly seen in fictionalized representations of crime; the prospect of discovering a new lead; the naming and shaming of a suspect; and justice or 'closure'" (p. 104). While some websleuths are motivated by vigilantism, as a group, their activities are much more varied and removed from vigilantism: they create and	Hartel et al. in regard to Hektor's human information behavior model. However, since this article evaluates news stories about websleuths and the act of websleuthing, I worry that these activities are not fully representative. Since these are news stories, they are reporting the most newsworthy of cases--they probably do not highlight the websleuth who spent seven fruitless years trying to identify a UIB to no avail. Does that websleuth have the same information	activities and involvement. The findings of this analysis could be used as a guideline for conducting interviews with websleuths and law enforcement professionals themselves.	that could benefit from the expertise and dedication of websleuths that typically plague law enforcement.

| | | | | | maintain online spaces as a gathering space; participate in discussions; conduct research; build and maintain case databases; and host content (p. 104).

While websleuths investigate a wide variety of cases, based on the authors' sample of news articles, the majority of cases investigated seem to be homicides. The authors assert this is hard to determine if it is because these cases are more newsworthy, therefore they would a larger portion of news stories, or if its due to the fact that websleuths do, indeed, favor | behavior as those reported in the news? Or what about the person who spends months data mining? Are they represented? | | |
|---|---|---|---|---|---|---|---|

					investigating homicides. Finally, the relationship between websleuths and law enforcement can be tenuous. Law enforcement agencies report positively on websleuths investigating property and non-violent crimes; law enforcement agencies tend to report negatively on websleuths investigating violent crimes, particularly homicides.			

List of Resources included in the Literature Review Matrix in APA Format:

*Cheong, P. H., & Gong, J. (2010). Cyber vigilantism, transmedia collective intelligence, and civic participation. *Chinese Journal of Communication, 3*(4), 471-487.

https://doi.org/10.1080/17544750.2010.516580

Christensen, K., & Levinson, D. Introduction & reader's guide. In K. Christensen & D. Levinson (Eds.), *Encyclopedia of Community: From the Village to the Virtual World* (pp. xxxi-xxiiii). Sage

Reference. https://link-gale-com.libaccess.sjlibrary.org/apps/pub/5CEZ/GRNR?u=csusj&sid=GRNR

*Dowaithe, L., & Sprinks, J. (2019). Citizen science and the professional-amateur divide: Lessons from differing online practices. *JCOM, 18*(1). https://doi.org/10.22323/2.18010206

Fisher, K. E., & Bishop, A. P. (2015). Information communities: Defining the focus of information service. In S. Hirsh (Ed.), *Information Services Today: An Introduction* (pp. 20-26). Rowman &

Littlefield Publishers. http://ebookcentral.proquest.com/lib/sjsu/detail.action?docID=2032756

*Frampton, J. R., & Fox, J. (2021). Monitoring, creeping, or surveillance? A synthesis of online social information seeking concepts. *Review of Communication Research, 9*. Advance online

publication. https://doi.org/10.12840/ISSN.2255-4165.025

*Hartel, J., Cox, A. M., & Griffin, B. L. (2016). Information activity in serious leisure. *Information Research, 21*(4), 1-16.

Jensen, B. (2020). *Citizen detectives and crowdsolving*. The Numerous Solutions of Billy Jensen. Retrieved September 8, 2020, from http://billyjensen.com/citizen-detectives-crowdsolving/

*Mansourian, Y. (2020). How passionate people seek and share various forms of information in their serious leisure. *Journal of Australian Library and Information Association, 69*(1), 17-30.

https://doi.org/10.1080/24750158.2019.1686569

*Myles, D., Benoit-Barné, C., & Millerand, F. (2020). 'Not your personal army!' Investigating the organizing property of retributive vigilantism in a Reddit collective of websleuths. *Information,

Communication & Society, 23*(3), 317-336. https://doi.org/10.1080/1369118X.2018.1502336

*Stebbins, R. A. (2009). Leisure and its relationship to library and information science: Bridging the gap. *Library Trends, 57*(4), 618-631. https://doi.org/10.1353/lib.0.0064

*Yardley, E., Lynes, A. G. T, Wilson, D., & Kelly, E. (2018). What's the deal with 'websleuthing'? News media representations of amateur detectives in networked spaces. *Crime Media Culture,

14*(1), 81-109. https://doi.org/10.1177/1741659016674045

*Birkenstein, C., & Graff, G. (2018). *"They say / I say": The moves that matter in academic writing*. Vancouver, B.C.: Langara College.

This matrix inspired by the Literature Review Matrix as shown by Walden University (https://academicguides.waldenu.edu/writingcenter/assignments/literaturereview/matrix) and Re-envisioning the Annotated Bibliography Assignment by Marilyn Sharif at George Mason University (https://drive.google.com/drive/u/0/recent)