

Google Meets eBay: Reactions to Google Answers

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One interesting aspect of reviewing Google Answers is the perceptions of the service from various perspectives. This document provides an overview of the reactions to Google Answers that appeared following the launch of the service last April. For the purposes of the *Google Meets eBay* study conducted by CUL, the research team identified four categories to group the sources of reactions to the service. The categories reflect the main characteristics of the sources, but the lines between categories are not firm. The sample sources are fairly comprehensive, but not exhaustive.

The categories are:

Internet Community

Internet News

Internet Press

Library and Information Professionals

Internet Community

The Internet community is loosely defined as informal communication about Google Answers found on Weblog pages, personal sites, etc. Tended to be the earliest reactions.

Google Answers didn't do an official launch of Google Answers in April, but the service was available. The earliest reference we found was on the Google Weblog dated April 15.

This category has an interesting role to play in information sharing and in influencing early adopter behavior regarding internet services and technology uptake.

Sample sources:

benny.chandra.com posting, "Google Answers," [personal Web site], April 26, 2002.

<http://www.bennychandra.com/>

Blended Perspectives posting: "Google Answers," June 12, 2002.

http://eliot.landrum.cx/archives/2002/06/12/google_answers.php

Defective Yeti posting: "Google Answers," May 10, 2002.

<http://www.defectiveyeti.com/archives/000130.html>

FCD \ The Weblog, "Google Answers," April 19, 2002.

<http://fultonchaindesign.com/mt/archive/000098.html>

Google Weblog postings by Aaron Schwartz:

"April 15, 2002: Google Answers?" <http://google.blogspot.com/archives/000219.html>

"April 18, 2002: Google Answers Goes Live," <http://google.blogspot.com/archives/000222.html>

Groovymother, "Google Answers," April 18, 2002.
<http://www.wired.com/news/print/0,1294,54963,00.html>

Hicks, Anthony J. "Google Answers," [personal Web site], June 13, 2002.
<http://anthonyjhicks.com/ajh/weblog.nsf/1/9D5967E81EEC97CBCA256BD700224BC9>

Loftesness postings: "Libraries and Google Answers," [personal Web site of Scott Loftesness], July 21, 2002. <http://www.loftesness.com/radio/2002/07/21.html>

Meryl's Notes posting:
"Google Answers Irony," May 16, 2002. http://www.meryl.net/blog/archives/2002_05.html
"Move Over Google Answers," [meryl.net], September 3, 2002.
http://www.meryl.net/blog/archives/2002_09.html

Quotidian posting: "No One Will Get Rich as a Google Answers Researcher," July 3, 2002.
<http://paulbeard.no-ip.org/movabletype/archives/000187.html>

[tw] postings: "Google Answers...Everything," [tw] TruerWords [personal site], April 19, 2002.
<http://www.truerwords.net/2003>

WebWord postings: "Google Answers," April 20-[21], 2002.
<http://webword.com/weblog/000036.html>

Internet News

The Internet news category is loosely defined as news and information provided through regular or ad hoc updates or newsletters often to a specialized community, as a free service, and generally with no explicit author.

This category tends to be more timely than the regular press, but not as quick as the internet community. It serves an important role in spreading information about services and developments.

The *Ferguson Report* is an example of a specialized community, in this case pertaining to health care.

Sample sources:

Alphaque posting: "Google Answers Everything," *Alphaque*, April 27, 2002.
<http://www.alphaque.com/article.php?sid=210>

dooyoo postings: "Site with real promise for askers and answerers," May 29, 2002.
http://www.dooyoo.co.uk/internet/internet_sites/google_answers/_review/375156/

Fergusonreport.com, "Beyond Search Engines: Google Answers Does Health & Medicine," The Ferguson Report, Number 9, September 2002.
<http://www.fergusonreport.com/articles/fr00906.htm>

Free Pint postings: “Google Answers,” May 3 – June 19, 2002.

http://www.freepint.com/bar/read.php?i=17504&FreePint_Session=a9e1a06916ba8d748ea1afa35d0af8fd

Geek.com posting: “Questions about Google Answers,” July 17, 2002.

<http://www.geek.com/features/silicon/071702.htm>

InfoAnarchy posting: “Google Answers,” April 22, 2002.

<http://www.infoanarchy.org/story/2002/4/22/203026/157>

Kuro5hin postings: “Google Answers,” April 25-26, 2002.

<http://www.kuro5hin.org/story/2002/4/25/71355/8352>

MetaFilter postings: “Ask Google?” August 22, 2001[sic].

<http://www.metafilter.com/comments.mefi/9576>

Research News: TVC Alert, “A Fee-Based Google,” *The Virtual Chase: Legal Research on the Internet*, Ballard, Spahr, Andrews & Ingersoll, April 19, 2002.

<http://www.virtualchase.com/tvcalert/apr02/19apr02.html>

SearchEngine Showdown News posting: “Google Answers Searchable,” May 31, 2002.

<http://www.searchengineshowdown.com/newsarchive/000034.html>

Suite 101 postings: “Google Answers,” *Librarians and Information Science*, May 28, 2002.

<http://www.suite101.com/article.cfm/9460/92207>

Techdirt postings: “Google Answers,” April 21, 2002.

http://www.techdirt.com/articles/20020421/123253_F.shtml

Internet Press

The Internet press is loosely defined as articles with identified authors from online versions of mainstream press, or established Internet sources for news articles.

There are some early articles, but the content includes more background information and analysis, and often focus on a particular aspect, or on implications.

Sample sources:

Arnoldy, Ben, “Paying for answers online,” *The Christian Science Monitor*, July 22, 2002.

<http://www.csmonitor.com/2002/0722/p14s01-wmcn.html>

Breummer, Paul, “Do YOU Need Google Answers,” May 15, 2002.

<http://www.ecommercebase.com/article/757>

Bruemmer, Paul, “Google Gives You Answers,” *Search Engine Guide*, May 16, 2002.

http://www.searchengineguide.com/wi/2002/0516_wi1.html

Calishain, Tara, "New Google Answers Service Raise a Few Questions of Its Own," *NewsBreaks & Conference Reports*, April 22, 2002.

<http://www.infoday.com/newsbreaks/nb020422-3.htm>

Calishain, Tara, "Yahoo! Service Offers More Advice Than Expertise," *NewsBreaks & Conference Reports*, May 6, 2002. <http://www.infoday.com/newsbreaks/nb020506-1.htm>

Ford, Paul, "August 2009: How Google beat Amazon and Ebay to the Semantic Web," *Ftrain.com*, July 26, 2002. http://ftrain.com/google_takes_all.html

Goodman, Andrew, "If Precedent Is Any Guide, Google Answers Will Fizzle," *Traffick*, April 25, 2002. <http://www.traffick.com/article.asp?aID=69>

Goot, Dustin, "Thin Line Splits Cheating, Smarts," *Wired News*, September 10, 2002. <http://www.wired.com/news/school/0,1383,54963,00.html>

Graham, Jefferson, "Thrill of hunt lures Google competitors," *USA Today*, May 12, 2002. <http://www.usatoday.com/life/cyber/2002/05/13/search.htm>

Millard, Elizabeth, "The Wonderful Wizards of Google," *NewsFactor Network*, July 22, 2002. <http://www.newsfactor.com/perl/printer/18681/>

Moody, Glyn, "Google Answers the Future," *SearchUtilities*, June 27, 2002. <http://www.searchutilities.com/news/archive/64/1671.html>

Olsen, Stefanie, "Google gives some advice...for a price," *News.com*, April 19, 2002. <http://news.com.com/2100-1023-887360.html>

Sherman, Chris, "Google's Newest Technology: People Answering Your Questions," *SearchDay*, Number 251, April 22, 2002. <http://searchenginewatch.com/searchday/02/sd0422-google-ans.html>

Singer, Michael, "Google Selling Answers," *InternetNews*, April 19, 2002. http://www.internetnews.com/ent-news/article.php/7_1013021
<http://siliconvalley.internet.com/news/print.php/1013021>

Sullivan, Danny, "Google Launches Answers Service, API Program," *search engine watch*, May 6, 2002. <http://searchenginewatch.com/sereport/02/05-google.html>

Library and Information Professionals

This category covers sites hosted by individual librarians or representing groups with a library or information focus.

There is an increasing online presence of technology aware and savvy librarians and other information professionals. The One Umbrella Group site has an interesting tag phrase: "Library locums, Qualified Records People, Knowledge People" that reflects this trend.

Jessamyn West may represent a new and evolving form of librarianship.

Sample sources:

Law-Lib postings: "Google Answers," June 13, 2002.
<http://lawlibrary.ucdavis.edu/LAWLIB/June02/0216.html>

Librarian.net postings: "Google Answers," April 26-29, 2002.
<http://www.librarian.net/apr02.shtml>

Libronaut postings: "Malice and Discontent," July 21, 2002.
<http://www.libronaut.com/library/archives/000078.html>

The One Umbrella Group, "Google Answers With Real People," ["Library locums, Qualified Records People, Knowledge People"], accessed October 6, 2002.
http://www.libjobs.com.au/industry/google_answers.html

ResourceShelf, "Something New From Google, Questions Answered For A Fee: Google Answers," aka *The Virtual Acquisition Shelf and News Desk*, April 18, 2002.
http://resourceshelf.blogspot.com/2002_04_01_resourceshelf_archive.html

West, Jessamyn, "How I tried to Resign from Google Answers but Found I was Already Fired," Librarian.net, [date]. <http://www.librarian.net/surreal.shtml>

West, Jessamyn, "Information for Sale: My Experience with Google Answers," *Searcher* Vol. 10, No. 9, October 2002. <http://www.infoday.com/searcher/oct02/west.htm>