

CONTENTS

Prologue	7
Chapter 1: Wikipedians at work	8
Chapter 2: Where it came from	19
Chapter 3: Why they hate it	50
Chapter 4: Why you use it	82
Chapter 5: Why we love it	114
Chapter 6: Chaos and beyond; or Why we love it version 2.5	148
Chapter 7: Why you don't trust Wikipedia	174
Chapter 8: Why you will trust Wikipedia	196
Author's note	226
Endnotes	228
Bibliography	241
Index of usernames	247
General index	250