An Open Letter from Mark Zuckerberg:

by Mark Zuckerberg on Friday, September 8, 2006 at 3:48am

We really messed this one up. When we launched News Feed and Mini-Feed we were trying to provide you with a stream of information about your social world. Instead, we did a bad job of explaining what the new features were and an even worse job of giving you control of them. I'd like to try to correct those errors now.

When I made Facebook two years ago my goal was to help people understand what was going on in their world a little better. I wanted to create an environment where people could share whatever information they wanted, but also have control over whom they shared that information with. I think a lot of the success we've seen is because of these basic principles.

We made the site so that all of our members are a part of smaller networks like schools, companies or regions, so you can only see the profiles of people who are in your networks and your friends. We did this to make sure you could share information with the people you care about. This is the same reason we have built extensive privacy settings — to give you even more control over who you share your information with.

Somehow we missed this point with News Feed and Mini-Feed and we didn't build in the proper privacy controls right away. This was a big mistake on our part, and I'm sorry for it. But apologizing isn't enough. I wanted to make sure we did something about it, and quickly. So we have been coding nonstop for two days to get you better privacy controls. This new privacy page will allow you to choose which types of stories go into your Mini-Feed and your friends' News Feeds, and it also lists the type of actions Facebook will never let any other person know about. If you have more comments, please send them over.

This may sound silly, but I want to thank all of you who have written in and created groups and protested. Even though I wish I hadn't made so many of you angry, I am glad we got to hear you. And I am also glad that News Feed highlighted all these groups so people could find them and share their opinions with each other as well.

About a week ago I created a group called Free Flow of Information on the Internet, because that's what I believe in – helping people share information with the people they want to share it with. I'd encourage you to check it out to learn more about what guides those of us who make Facebook. Today (Friday 9/8) at 4pm edt, I will be in that group with a bunch of people from Facebook, and we would love to discuss all of this with you. It would be great to see you there.

Thanks for taking the time to read this,

Mark
Example 2: Blogger, Axel S., posts an open letter to New York Times CEO, Janet Robinson. What is his purpose and what are some wider audiences he might reach with his letter?

Dear Janet Robinson, New York Times CEO,

Today I was pointed to one of your articles on NYT and wanted to comment. But that was not possible, readers apparently can't comment. I liked what I read and so I wanted to at least tweet about it. I learned that I have to be registered to be 'allowed' to tweet the content. As you can imagine, I was quite surprised. There are businesses to pay people to tweet about them and here is a company struggling for growth and making it so hard to interact with. I wanted to connect with you to share my thoughts but couldn't find you anywhere in the social web.

Please understand – this is not a rant about New York Times, or you, or the print media industry. This is about helping your industry to not only survive but grow. I trust your 2011 Annual Report could read quite differently (see below).

Why helping the news industry is important?

The news industry brought two major advantages to our society:

1) Well researched news on time.
2) Independent information.

The Internet would have been a blessing to the news and media industry, as it provided a way to distribute news even faster and reduced cost of production and distribution by an order of magnitude. The big problem however was that the news industry decided to build their business on advertising and no longer on news. The shift in business model killed many and crumbled the rest.

However we – the society – still need well researched and professionally written news – actually we are more information hungry than ever before.

Advertising dependency is killing the media industry in many ways.

5 Years of continuously declining revenues (Source: NYT 2010 Annual Report)

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenues</th>
<th>Operating costs</th>
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</thead>
<tbody>
<tr>
<td>2010</td>
<td>$2,393,463</td>
<td>2,136,927</td>
</tr>
<tr>
<td>2009</td>
<td>$2,440,439</td>
<td>2,307,800</td>
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<tr>
<td>2008</td>
<td>$2,939,764</td>
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<td>2007</td>
<td>$3,184,757</td>
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</tr>
<tr>
<td>2006</td>
<td>$3,274,387</td>
<td>2,986,853</td>
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The decline in revenue will most likely rather accelerate that stagnate

Of course you compensate the decrease in revenue with ongoing cost cutting measures, so you stay profitable, but for how long can you do that? More importantly: do you see any chance to turn the ship around?

Advertising Dependency

2010 revenue of $2.4 Billion continues to be dominated by advertising revenue. In other words NYT is largely an advertising distribution company, providing advertising throughout its media platforms, in print and electronically. News and other content is now a byproduct to the advertising business.

Circulation Revenue
With 41% of the revenue coming from circulation, there is a light at the end of the tunnel. That revenue seems to be directly related to people interested in your content rather than people advertising on your real estate. However that revenue also comes with the highest cost: Print – and as we all know it is important to make the advertiser happy.

**NYT Strategy**

As a strategist I’m a bit puzzled with the variety of "strategies". I see the various strategies in part even being counter productive to your efforts of staying a top news provider.

* Expanding your reach is a rather dangerous undertaking as it would get you only deeper into the problem rather getting out of it.
* Strengthening your digital presence is certainly a very strategic goal – but increasing the dependency from advertising rather counter productive
* Diversifying revenue streams may be a great idea in general but all you are doing is diversifying the ad revenue stream that makes you further depending on the "drug" that you should get away from.

**Dysfunctional Business Model**

To sum it up: the advertising business model makes the news industry dysfunctional. More so it dilutes one of the two core principles: Independence.

**Is There A Solution?**

Obviously not a easy one – but I guess there are three key factors that will ensure a successful solution creation process

**The Market Needs**

1) Professional news compilation in the overwhelming avalanche of user generated content is a rapidly growing need
2) Independent information research is expensive but equally needed in an information dependent society
3) Fast and reliable news distribution remains to be a top need and interest in our world

All together there are distinct values that an information society is willing to pay for. And getting independent and advertising free information would even increase that value significantly.

**On the other side of the equation is cost**

Journalists are expensive, travel and other news aggregation expenditures are growing, and online news distribution technology cost continues to grow as well – even so it is nothing compared to print media.

**Thinking out of the box**

Today, everything that could help the media industry, is seen as competition. Internet is competition, free information is competition, user generated content is competition. As long as the media industry is not leaving their ancient business model, that industry will further decline and make way to new models of news management. So why not saving what's left and radically transforming the business before it is completely lost?

1) Make Internet / online to the no.1 advantage for rapid – non stop news aggregation and distribution (Yes aggregation too).

2) Make user generated content a valuable and strategic content contribution mechanism which is even free

3) Focus on non stop content management curating, reviewing, adjusting content from all kinds of sources, developing a ranking and rating mechanism that not only is influenced by the publisher but also by the public.
Monetization & Profitability

Monetize the business by charging a monthly fee for independent, on-time and high quality content. I'd love to become (again) a reader of such a publication. Remove all advertising, advertising dependency, cost of advertising sales, and any other advertising related cost and dependencies. With a highly engaged estimated online readership of 20 Million paying, let's say $60/year your circulation revenue would be $1.2 Billion. The raw material; cost is zero, depreciation from printing equipment would be zero, cost of sales which is currently an estimated 3/4 of a Billion in your organization would collapse to a fraction of that.

Growth and Expansion

With the new model you are not only finally independent of advertising but your management resources can focus on growth, reader engagement, contributor engagement, news quality improvement, expanding geographic reach as well as content diversification, and many other aspects of what now is again your very core business: News aggregation and distribution. And you will be exclusively measured by the quality of your own service.

Your 2011 Annual Report

Maybe in 2011 you have only one strategy: Make New York Times being acknowledged as the fastest high quality news provider in the world with the highest level of profitability by the end of 2014.

I’d love to see your 2012 outlook read more like:

New York Times is reinventing the news industry and with it our own business model. For the first time in six years we are expecting growth in readership, market acceptance and profitability. Our new business model is entirely focused on being the world leading independent news publisher with rapid declining dependency on advertising. With an estimated 500,000 independent news contributor and the new "non stop news" service we are considered the fastest news provider in the world. Readership is expected to grow by an estimated 7 % in the coming year, witch provides an estimated growth of 5% in revenue and 7% in profitability. Depreciation is cut from $120 Million to $20 Million. The sale of the printing division brought an non core business related revenue of $250 Million.

Ready To Tack?

Business transformation is like tacking on a large sailing vessel in rough weather. All hands on deck, knowing it will shake everything on and below deck but also a necessity to get to the desired destination. As my favorite saying goes: You cannot direct the wind – but you can adjust your sail. Ready to tack?

Axel

http://xeesm.com/AxelS
Dear President Philip,

Probably the last thing you need at this moment is someone else from outside your university complaining about your decision. If you want to argue that I can't really understand all aspects of the situation, never having been associated with SUNY Albany, I wouldn't disagree. But I cannot let something like this go by without weighing in. I hope, when I'm through, you will at least understand why.

On October 1st, you announced that the departments of French, Italian, Classics, Russian and Theater Arts were being eliminated. You gave several reasons for your decision, including that there are comparatively fewer students enrolled in these degree programs. Of course, your decision was also, perhaps chiefly, a cost-cutting measure -- in fact, you stated that this decision might not have been necessary had the state legislature passed a bill that would have allowed your university to set its own tuition rates. Finally, you asserted that the humanities were a drain on the institution financially, as opposed to the sciences, which bring in money in the form of grants and contracts.

Let's examine these and your other reasons in detail, because I think if one does, it becomes clear that the facts on which they are based have some important aspects that are not covered in your statement. First, the matter of enrollment. I'm sure that relatively few students take classes in these subjects nowadays, just as you say. There wouldn't have been many in my day, either, if universities hadn't required students to take a distribution of courses in many different parts of the academy -- humanities, social sciences, the fine arts, the physical and natural sciences -- and to attain minimal proficiency in at least one foreign language. You see, the reason that humanities classes have low enrollment is not because students these days are clamoring for more relevant courses; it's because administrators like you, and spineless faculty, have stopped setting distribution requirements and started allowing students to choose their own academic programs -- something I feel is a complete abrogation of the duty of university faculty as teachers and mentors. You could fix the enrollment problem tomorrow by instituting a mandatory core curriculum that included a wide range of courses. Young people haven't, for the most part, yet attained the wisdom to have that kind of freedom without making poor decisions. In fact, without wisdom, it's hard for most people. That idea is thrashed out better than anywhere else, I think, in Dostoyevsky's parable of the Grand Inquisitor, which is told in Chapter Five of his great novel, The Brothers Karamazov. In the parable, Christ comes back to earth in Seville at the time of the Spanish Inquisition. He performs several miracles but is arrested by Inquisition leaders and sentenced to be burned at the stake. The Grand Inquisitor visits Him in his cell to tell Him that the Church no longer needs Him. The main portion of the text is the Inquisitor explaining why. The Inquisitor says that Jesus rejected the three temptations of Satan in the desert in favor of freedom, but he believes that Jesus has misjudged human nature. The Inquisitor says that the vast majority of humanity cannot handle freedom. In giving humans the freedom to choose, Christ has doomed humanity to a life of suffering.

That single chapter in a much longer book is one of the great works of modern literature. You would find a lot in it to think about. I'm sure your Russian faculty would love to talk with you about it -- if only you had a Russian department, which now, of course, you don't.
Then there's the question of whether the state legislature's inaction gave you no other choice. I'm sure the budgetary problems you have to deal with are serious. They certainly are at Brandeis University, where I work. And we, too, faced critical strategic decisions because our income was no longer enough to meet our expenses. But we eschewed your draconian -- and authoritarian -- solution, and a team of faculty, with input from all parts of the university, came up with a plan to do more with fewer resources. I'm not saying that all the specifics of our solution would fit your institution, but the process sure would have. You did call a town meeting, but it was to discuss your plan, not to let the university craft its own. And you called that meeting for Friday afternoon on October 1st, when few of your students or faculty would be around to attend. In your defense, you called the timing "unfortunate," but pleaded that there was a "limited availability of appropriate large venue options." I find that rather surprising. If the president of Brandeis needed a lecture hall on short notice, he would get one. I guess you don't have much clout at your university.

It seems to me that the way you went about it couldn't have been more likely to alienate just about everybody on campus. In your position, I would have done everything possible to avoid that. I wouldn't want to end up in the 9th Bolgia (ditch of stone) of the 8th Circle of the Inferno, where the great 14th century Italian poet Dante Alighieri put the sowers of discord. There, as they struggle in that pit for all eternity, a demon continually hacks their limbs apart, just as in life they divided others.

The Inferno is the first book of Dante's Divine Comedy, one of the great works of the human imagination. There's so much to learn from it about human weakness and folly. The faculty in your Italian department would be delighted to introduce you to its many wonders -- if only you had an Italian department, which now, of course, you don't.

And do you really think even those faculty and administrators who may applaud your tough-minded stance (partly, I'm sure, in relief that they didn't get the axe themselves) are still going to be on your side in the future? I'm reminded of the fable by Aesop of the Travelers and the Bear: two men were walking together through the woods, when a bear rushed out at them. One of the travelers happened to be in front, and he grabbed the branch of a tree, climbed up, and hid himself in the leaves. The other, being too far behind, threw himself flat down on the ground, with his face in the dust. The bear came up to him, put his muzzle close to the man's ear, and sniffed and sniffed. But at last with a growl the bear slouched off, for bears will not touch dead meat. Then the fellow in the tree came down to his companion, and, laughing, said "What was it that the bear whispered to you?" "He told me," said the other man, "never to trust a friend who deserts you in a pinch."

I first learned that fable, and its valuable lesson for life, in a freshman classics course. Aesop is credited with literally hundreds of fables, most of which are equally enjoyable -- and enlightening. Your classics faculty would gladly tell you about them, if only you had a classics department, which now, of course, you don't.

As for the argument that the humanities don't pay their own way, well, I guess that's true, but it seems to me that there's a fallacy in assuming that a university should be run like a business. I'm not saying it shouldn't be managed prudently, but the notion that every part of it needs to be self-supporting is simply at variance with what a university is all about. You seem to value entrepreneurial programs and practical subjects that might generate intellectual property more than you do "old-fashioned" courses of study. But universities aren't just about discovering and capitalizing on new knowledge; they are also about preserving knowledge from being lost over time, and that requires a financial investment.

There is good reason for it: what seems to be archaic today can become vital in the future. I'll give you two examples of that. The first is the science of virology, which in the 1970s was dying out because people felt that infectious diseases were no longer a serious health problem in the developed world, and other subjects, such as molecular biology, were much sexier. Then, in the early 1990s, a little problem called AIDS became the world's No. 1 health concern. The virus that causes AIDS was first isolated and characterized at the National Institutes of Health in the United States and the Institute Pasteur in France, because these were among the few institutions that still had thriving virology programs.
My second example you will probably be more familiar with. Middle Eastern studies, including the study of
foreign languages such as Arabic and Persian, was hardly a hot subject on most campuses in the 1990s. Then
came September 11, 2001. Suddenly we realized that we needed a lot more people who understood something
about that part of the world, especially its Muslim culture. Those universities that had preserved their Middle
Eastern studies departments, even in the face of declining enrollment, suddenly became very important places.
Those that hadn't -- well, I'm sure you get the picture.

I know one of your arguments is that not every place should try to do everything. Let other institutions have
great programs in classics or theater arts, you say; we will focus on preparing students for jobs in the real world.
Well, I hope I've just shown you that the real world is pretty fickle about what it wants. The best way for people
to be prepared for the inevitable shock of change is to be as broadly educated as possible, because today's
backwater is often tomorrow's hot field. And interdisciplinary research, which is all the rage these days, is only
possible if people aren't too narrowly trained. If none of that convinces you, then I'm willing to let you turn your
institution into a place that focuses on the practical, but only if you stop calling it a university and yourself the
president of one. You see, the word "university" derives from the Latin universitas, meaning "the whole." You
can't be a university without having a thriving humanities program. You will need to call SUNY Albany a trade
school, or perhaps a vocational college, but not a university. Not anymore.

I utterly refuse to believe that you had no alternative. It's your job as president to find ways of solving problems
that do not require the amputation of healthy limbs. Voltaire said that no problem can withstand the assault of
sustained thinking. Voltaire, whose real name was François-Marie Arouet, had a lot of pithy, witty and brilliant
things to say (my favorite is "God is a comedian playing to an audience that is afraid to laugh"). Much of what
he wrote would be very useful to you. I'm sure the faculty in your French department would be happy to
introduce you to his writings, if only you had a French department, which now, of course, you don't.

I guess I shouldn't be surprised that you have trouble understanding the importance of maintaining programs in
unglamorous or even seemingly "dead" subjects. From your biography, you don't actually have a Ph.D. or other
high degree, and have never really taught or done research at a university. Perhaps my own background will
interest you. I started out as a classics major. I'm now professor of biochemistry and chemistry. Of all the
courses I took in college and graduate school, the ones that have benefited me the most in my career as a
scientist are the courses in classics, art history, sociology, and English literature. These courses didn't just give
me a much better appreciation for my own culture; they taught me how to think, to analyze, and to write clearly.
None of my science courses did any of that.

One of the things I do now is write a monthly column on science and society. I've done it for over 10 years, and
I'm pleased to say some people seem to like it. If I've been fortunate enough to come up with a few insightful
observations, I can assure you they are entirely due to my background in the humanities and my love of the arts.

One of the things I've written about is the way genomics is changing the world we live in. Our ability to
manipulate the human genome is going to pose some very difficult questions for humanity in the next few
decades, including the question of just what it means to be human. That isn't a question for science alone; it's a
question that must be answered with input from every sphere of human thought, including -- especially
including -- the humanities and arts. Science unleavened by the human heart and the human spirit is sterile,
cold, and self-absorbed. It's also unimaginative: some of my best ideas as a scientist have come from thinking
and reading about things that have, superficially, nothing to do with science. If I'm right that what it means to be
human is going to be one of the central issues of our time, then universities that are best equipped to deal with
it, in all its many facets, will be the most important institutions of higher learning in the future. You've just
ensured that yours won't be one of them.

Some of your defenders have asserted that this is all a brilliant ploy on your part -- a master political move
designed to shock the legislature and force them to give SUNY Albany enough resources to keep these
departments open. That would be Machiavellian (another notable Italian writer, but then, you don't have any
Italian faculty to tell you about him), certainly, but I doubt that you're that clever. If you were, you would have held that town meeting when the whole university could have been present, at a place where the press would be all over it. That's how you force the hand of a bunch of politicians. You proclaim your action on the steps of the state capitol. You don't try to sneak it through in the dead of night, when your institution has its back turned.

No, I think you were simply trying to balance your budget at the expense of what you believe to be weak, outdated and powerless departments. I think you will find, in time, that you made a Faustian bargain. Faust is the title character in a play by Johann Wolfgang von Goethe. It was written around 1800 but still attracts the largest audiences of any play in Germany whenever it's performed. Faust is the story of a scholar who makes a deal with the devil. The devil promises him anything he wants as long as he lives. In return, the devil will get -- well, I'm sure you can guess how these sorts of deals usually go. If only you had a theater department, which now, of course, you don't, you could ask them to perform the play so you could see what happens. It's awfully relevant to your situation. You see, Goethe believed that it profits a man nothing to give up his soul for the whole world. That's the whole world, President Philip, not just a balanced budget. Although, I guess, to be fair, you haven't given up your soul. Just the soul of your institution.

Disrespectfully yours,

Gregory A Petsko

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