

Cheers and jeers for the end of Crain's comments section

On Nov. 20, we announced the following on our website: The editors of *Crain's Chicago Business* are pulling the plug on our website's comments section.

We do not have the personnel to manage reader commentary, to keep it civil and fair before it devolves into name-calling and, in too many cases, outright hate speech. The often anonymous commenters drive out more civil readers and potential commenters. They sully our content, our brand and our sponsors.



So, we're draining the swamp.

That said, we're delighted to hear from readers via other means — namely, social media and email. We hope you'll find them a useful alternative for airing views. You also will be speaking to the world at large, rather than inside the echo chamber that our comments section generally has become.

Here's what some readers had to say about our decision.

- 1 I am a former journalist myself. I see the troll comments in many threads. I have come to respect them. Intelligent readers offer perspectives and even contradictory information. We should use the comments to learn and to hone our own opinions.
Scott S.
- 2 If you allow anonymous comments, the blame falls to you for not enforcing standards at the front door. Hate speech and invective are part of public discourse... Sending people to social media is just kicking the trash into someone else's backyard.
Brian White
- 3 Good move on your part. I wish all papers would get rid of comments. Long ago I used to be able to follow interesting exchanges in various comment sections and learn things. Today, when I occasionally dip into a comment it turns my stomach. I'd rather be an ostrich than read all that garbage.
Mary Brigid O'Toole

chicagobusiness.com, 2017