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Sommario/riassunto	Critics, Ratings, and Society is the first comprehensive study of the review as social institution. Its theories and data encompass reviews of all types of products-including the arts (e.g. theater, books, and music) and consumer products (e.g. cars, software, and appliances). According to Blank, the core problem of reviews is credibility. Concerns about credibility organize the formulation of reviews and audiences. The connoisseurial-procedural distinction describes the production of credibility and its assessment under different types of rating systems.