Nowadays, the organization of work and leisure time, the way we communicate and explore the world, are no longer subject to space and time constraints. The Internet has been essential in the emergence of new forms of organizing human activities. This dissertation examines the phenomenon of citizen science, a participative form of organizing and conducting scientific research that involves citizens in the collection and processing of data through the Internet. However, involving citizens, who are not necessarily experts and whose knowledge is diverse and unknown beforehand, raises concerns about the quality of citizen science outcomes. Since high-quality information is essential for scientific research, the question is how is the need for quality addressed in the organization of citizen science projects? This question is answered through a multiple-case study that follows and compares five citizen science projects in the field of the humanities. The research findings suggest that to ensure the quality of information resulting from citizen science, project leaders invest time and effort in managing knowledge work performed by citizens and supporting their learning process, even if this means using technology in unintended ways.