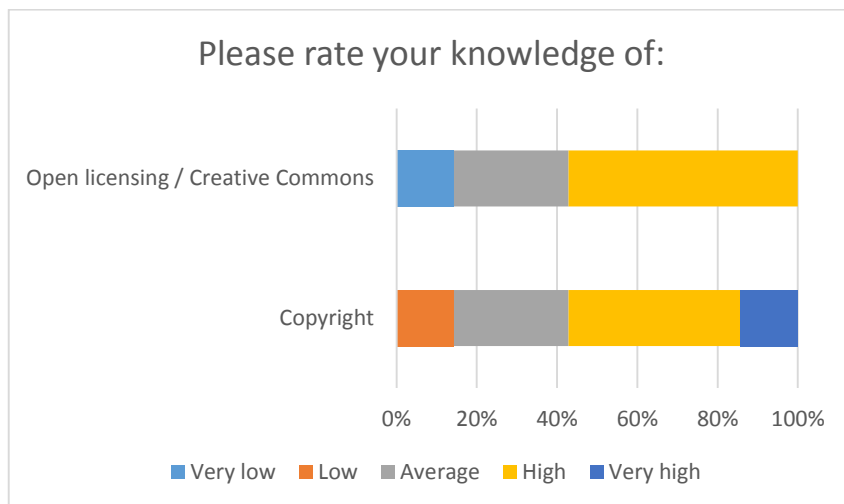


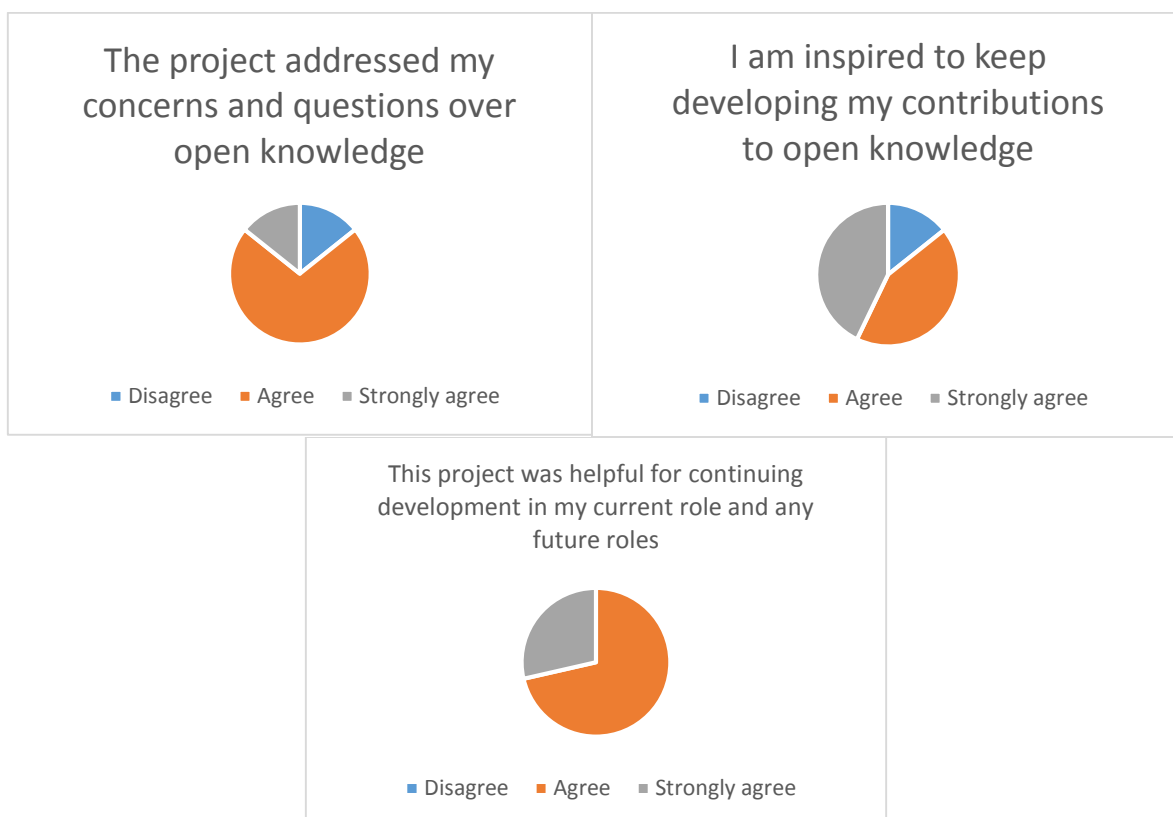
**Museums Galleries Scotland  
Wikimedian in Residence project participant survey  
Jan 2015 – Jan 2016**

With the assistance of the in-house MGS statistician, a questionnaire was designed to assess the impact of contact with the resident. This was sent to 26 individuals, representing 14 organisations with whom the resident had had significant contact. 7 responses were received, including 3 Recognised Collections and 1 University. Findings are reported below, some answers have been edited to preserve the anonymity of the organisations involved. Questions 1 & 2 concerned location and job title and have not been reproduced here.

**Q3**



**Q4: Please rate your levels of agreement or disagreement with the following statements:**



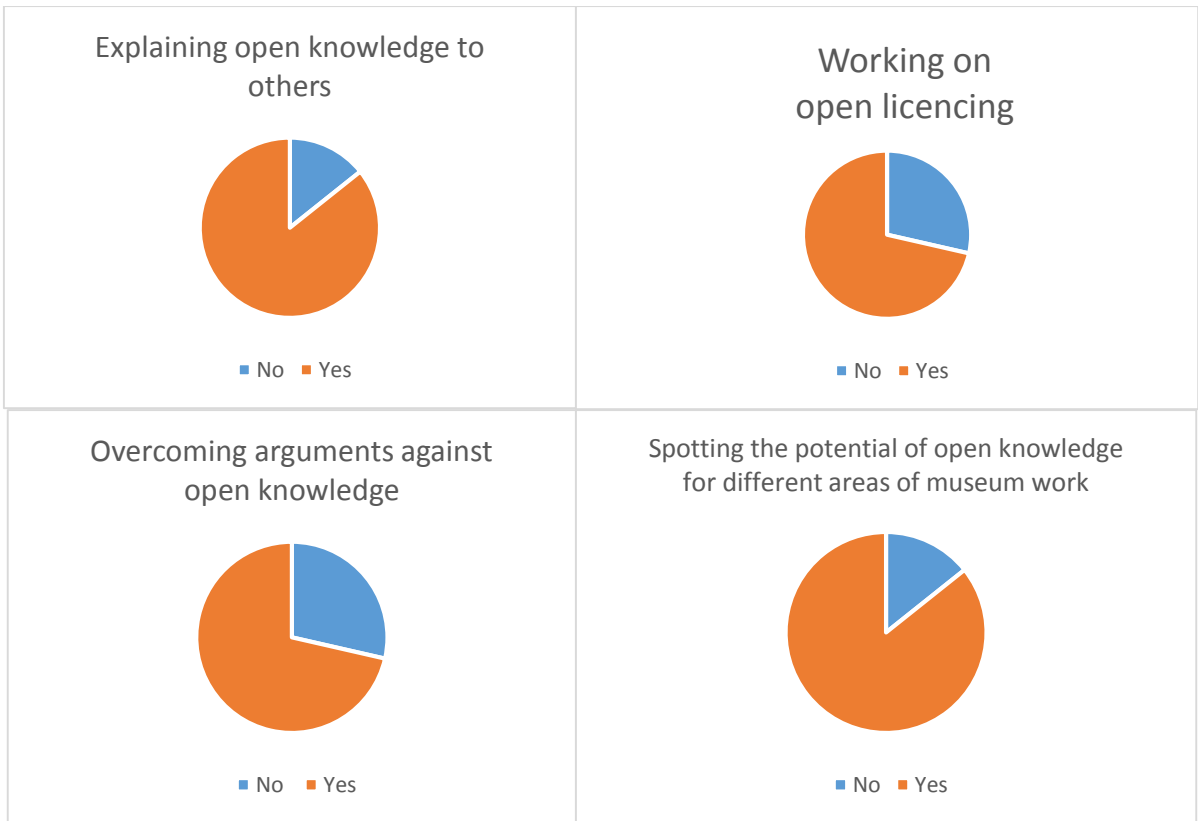
**Please give us any examples of why you agree or disagree with these statements**

*Seeing what Wikipedia can do and the breadth of articles that could be created would lead to increased awareness of our collections and the information contained within. This would hopefully translate in to more visits to the museum.*

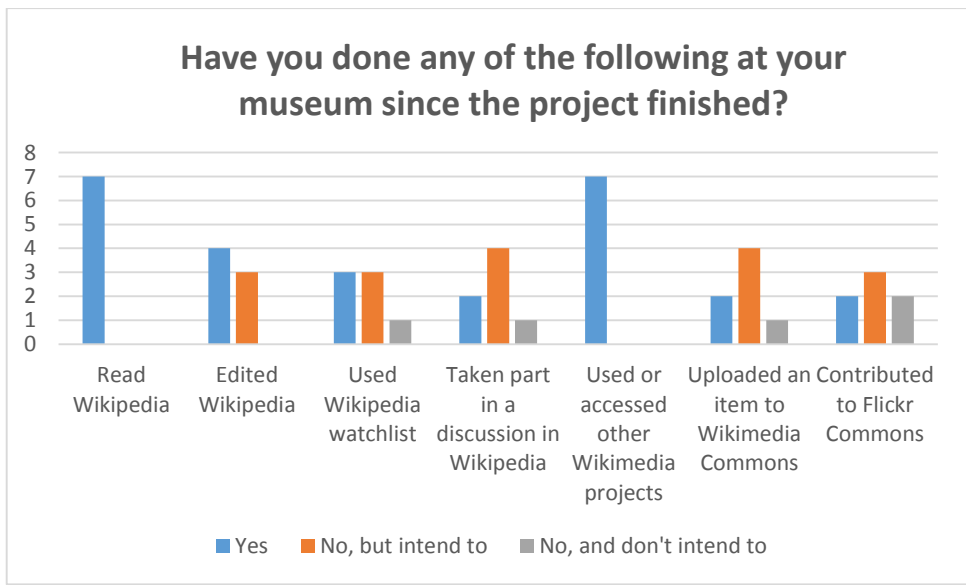
Working with the Wikimedian in Residence expanded my understanding of open knowledge and its use. I feel inspired to work in developing my contributions, however my time in work is limited to expand on this. It is on my mind but struggling to find ways to implement what I learnt! As Learning Officer sharing information and helping to develop others' knowledge (and my own!) is very important so the project was relevant to what I do on a daily basis.

Sara has been a great help in promoting open knowledge in our organisation by generously giving her time to events ... So much in fact that we have created a Wikimedian in Residence post of our own.

**Q5: Do you feel more confident...?**



**Q6: Have you done any of the following at your museum since the project finished?**



**Please add an example of one of these actions being useful to your work:**

*I have taken part in and hosted editathon events. The group of colleagues involved is growing and the interest is infectious. Colleagues who attend these events develop new skills, not just in subject knowledge and wiki editing but more general digital skills, media literacy, social networking, deep learning and 'cultural capital' - accessing the expertise and professional support of colleagues 'in the know'*

*When needing to know more about a subject or object Wikipedia and Wiki Commons provided that information.*

*Encouraged me to research particular areas of [our organisation's] history - which I plan on uploading! I have also looked into possibility of having a Wikimedian in Residence, waiting to see developments.*

*Creating a Wiki article on a local scientist for whom we have some artefacts in our collection, thus helping raise awareness of his contribution to the world of astronomy to a wider audience.*

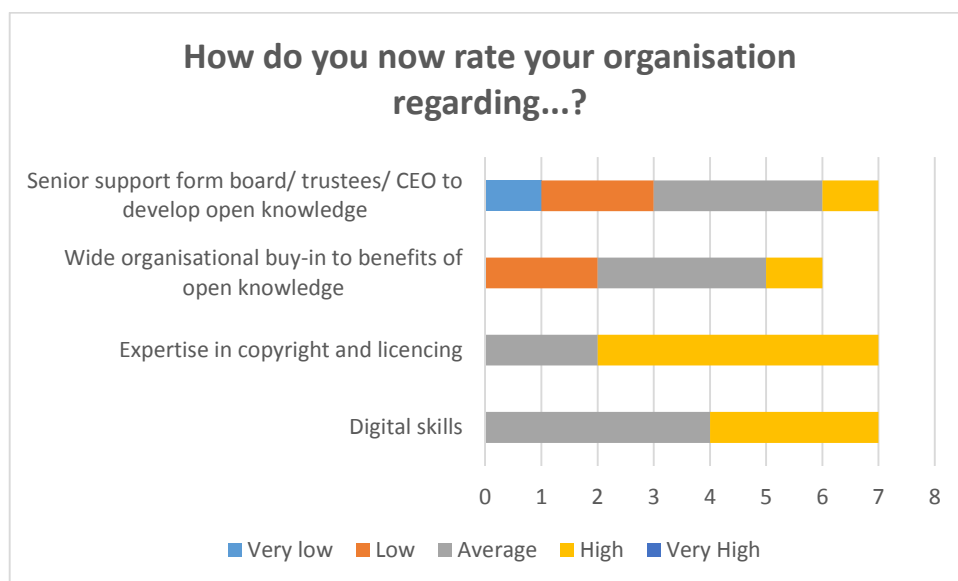
**Q7: Do you have any recent examples of how the public are benefitting from open knowledge steps your organisation has taken?**

*We had a great response and feedback to the Backstage event that was run as part of the residency. The event highlighted the need to do more events like this, which offer something different to usual tours.*

*[The Scottish Wikimedians] both helped us to develop the public facing information... This information was then used ... to engage with the public, Scottish Government and the media.*

*The statistics for the number of people that access our freely-available digitised [archive] are very large and growing.*

**Q8: How do you now rate your organisation regarding...?**



**Please give us any comments on barriers to open knowledge being overcome or sustained**

*[Our organisation is part of an umbrella organisation] which has very strict terms and conditions on usage of digital assets. The PSI directive will hopefully help with this in the longer term, but it inhibited us during the time of the residency due to changes etc having to go through our legal teams which is a long process.*

*There is an institutional commitment to open knowledge, and published policies on open educational resources, open access publishing and open by default for image collections. [We are also hosting an] international conference at which a number of wikimedians will present. [\*\*\*This organisation had had contact with other Wikimedians, & already had an interest in open knowledge.]*

*Not understanding the benefits of open knowledge*

*There is still a perceived tension between open knowledge and income generation.*

*Funding and time are both barriers. I have many projects on-going and it's difficult to manage a Wikipedia/Open Knowledge project in addition to these, which are higher priority for the moment.*

*Some staff resistance but hopefully this will be overcome when they can see the advantages of ease of collection knowledge dissemination.*

**Q9: Do you have any plans for further steps to encourage a culture of open knowledge in your museum?**

*Continuing ... discussions around how we can work with the constraints that we currently have - this may be on an individual staff level rather than organisational, however still will mean that ...[we]... are actively engaged in helping to push forward ideas and keep the conversations going.*

*Yes, and we have a Wikimedian in Residence to help us.*

*Yes - but unable to put anything into plan at the moment due to current work constraints*

*Ongoing development of our digital repository*

*Not at present, but am constantly working on my colleagues to get them to see the benefits*

**Q10: What would you say are the benefits of open knowledge for your museum?**

*Increasing collections knowledge. Maintaining an outward looking view.*

*Public engagement, research dissemination, self-knowledge (celebration [of] our own history and archives) and digital skills.*

*Increased access to our research and encouraging visitors and users into the museum to use the resources.*

*Greater knowledge in the wider community about our collections; greater resource sharing, i.e. efficiencies*

*Increased visitor knowledge, expansion of information available on hidden histories.*

*Wider awareness of our collections and the knowledge associated with them.*

**Q11: What would you say are the benefits of open knowledge for the wider museum sector?**

*The opportunity to link collections and stories nationwide, giving greater understanding to objects and museum collections in general.*

*Public engagement, research dissemination, self-knowledge (celebration [of] our own history and archives) and digital skills.*

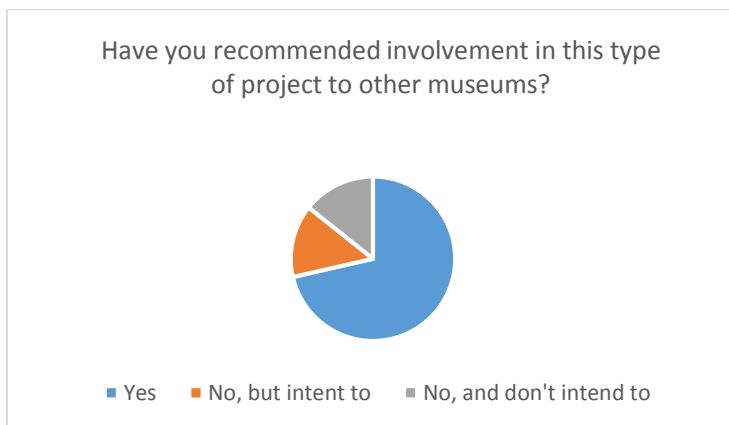
*Increased access to research and general knowledge sharing.*

*Greater knowledge and understanding in the wider community about our collections leading to wider support for the sector as a whole*

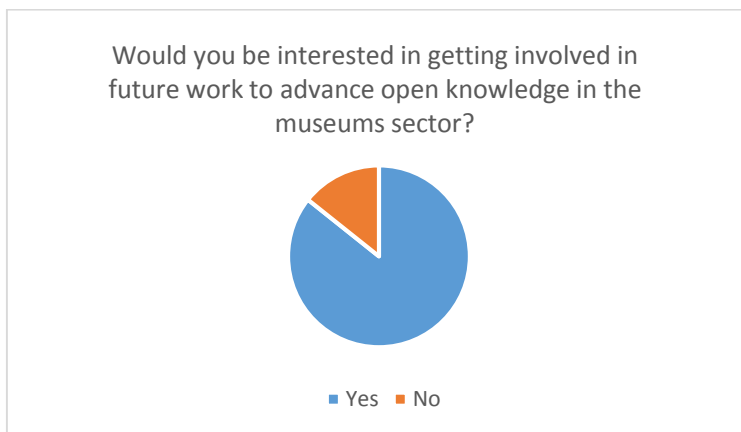
*Access to everyone (or most...), everywhere.*

*Greater access to collections knowledge, which may help to fill gaps in the knowledge of our own collections.*

**Q12: Have you recommended involvement in this type of project to other museums e.g. through your networks, forums and professional bodies?**



**Q13: Would you be interested in getting involved in future work to advance open knowledge in the museums sector?**



**Summary**

The findings of the questionnaire show that generally the project was received well, having a positive effect on the organisation, and increasing both confidence and understanding of open knowledge and its context, as well as the benefits for both the organisation and the wider sector.

Almost all organisations were keen to recommend the project, and would be interested in doing similar work in the future. The organisation which did not find benefit in the project (other than continuing professional development) also scored low on understanding of licensing & copyright, however the sample size is too small to claim a correlation here.

Encouragingly, the project has inspired one organisation to think about a Residency of their own, and assisted in the establishment of another, as well as influencing most organisations to continue with this work in some form.

Barriers to pursuing further work focus on time constraints, funding and income generation, and organisational buy in. This matches the resident's observation that for a museum to be open-ready requires a combination of *Attitudes, Skills & Infrastructure*, of which attitude is the most important. It is notable that one respondent mentions the tension between open culture & income generation is a "perceived" tension, and it is hoped that this indicates a progression in understanding of the benefits of open culture for museums.