Hubs Dialogue - Findings Summary

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Research Question

What are the generally shared and context-specific needs among the Wikimedians exploring the hub concept?
**Definitions**

**Generally shared needs**

Needs that have been identified across 6 or more groups

**Context-specific needs**

Needs that have been identified across 5 or less groups
Identified needs

Generally shared and context-specific needs from Hubs Dialogue
Generally shared needs

1/ **Knowledge**: Centralized knowledge exchange in a decentralized way

2/ **Skills**: Contextualized support and capacity building

3/ **Coordination**: Formal entity to support convening, representation, partnering, and advocacy

4/ **Staff support**: Sustainable staffing for consistent contribution to Movement

**Important note**: If a need was not identified during the conversations, it does not mean that the need does not exist. It simply did not emerge during the conversations.
Context specific needs

1/ Technical infrastructure - Technically support project communities and organizations

2/ New initiatives - Support for development of new initiatives

3/ Conflict resolution - Facilitate conflict resolution between organizations

4/ Facilitate collaboration - Support communication and collaboration across the region or theme

5/ Legal support

Important note: If a need was not identified during the conversations, it does not mean that the need does not exist. It simply did not emerge during the conversations.
02  Generally shared needs

Generally shared needs across groups consulted in Hubs Dialogue
Knowledge

Coordinated knowledge exchange in a distributed way

“The Wikimedia Movement has a problem with knowledge sharing. We invented Meta as a ‘solution’, and I think we agree that we can do better.”

Problems:
- Knowledge is tied to a few people, and is lost when they leave.
- People keep reinventing the wheel - knowledge isn’t being shared.

Needs:
- Centralized knowledge resources & documentation.
- Distributed knowledge exchange & transfer in the movement.
Skills

Contextualized support and capacity building

“There is a lack of capacity in smaller communities in terms of growth, communication, skills, and how to retain contributors.”

Problems:

- Centralized support (e.g. by the Foundation) is unable to meet the needs and/or priorities of local communities.

Needs:

- Provide volunteer support, capacity building and training through hubs that can understand and accommodate the specific needs of communities.
Coordination

Formal entity to support convening, representation, partnering, and advocacy

“We need formal spaces so that we can reach communities and, more importantly, so that communities can reach us.”

Problems:
- Related communities lack a social ‘homespace’ to connect.
- Smaller communities & affiliates are not able to ‘voice’ their problems/needs by themselves.
- Smaller communities & affiliates do not have the time to engage in every global consultation & activity.

Needs:
- One network to advocate for closely-related communities, ensuring their perspective is heard and not ‘left behind’.
Staff Support

Sustainable staffing for consistent contribution to Movement

“We lack staff and the manpower to be consistently working on advancing the mission of the community.”

Problems:
- Volunteers who are leading organized structure suffer from overburdens & burnout. This model is not sustainable.
- The same people have been around for years, and no relief is coming.

Needs:
- A stable support structure with sustainable staff support, rather than fully relying on volunteers.
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Context specific needs of groups consulted in Hubs Dialogue
Context-specific needs

1/ Technical infrastructure
Wiki Education, Africa Wiki Tech, Lusophone
Technical tools needed in projects, internet access

2/ New initiatives
Language Diversity
Making it easy for new initiatives to get started and for people to start contributing to it

3/ Conflict resolution
CEE
Provide effective method for conflict resolution between groups

4/ Facilitate collaboration
Volunteer Support Network, Lusophone
Connect affiliates with communities, ease communication

5/ Legal support
WikiArabia
Enable partnerships with specific institutions
03 Next steps

Continuing global alignment and providing contextual support
Global Alignment

1/ **Preliminary definition** - facilitate an agreement regarding the preliminary definition of regional and thematic hubs

2/ **Minimum Viable Piloting Criteria** - facilitate a shared understanding regarding the criteria that pilot hubs need to fulfill

**Overall:** Ensure clarity about what hubs are and what needs to be done to pilot a hub.
1/ **Provide support** - find ways to support the groups to address their context specific needs

2/ **Peer connections** - connect groups facing similar challenges and opportunities, so they can support each other

**Overall:** Ensure that contextual support needs are addressed and used as a platform for stronger peer connections.