

# The Helpdesk at the Content Partnerships Hub



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**Ensure Equity in Decision-Making:** “Lay the values, principles and policy basis for Movement structures, including the roles and responsibilities of the Global Council, regional and thematic hubs, as well as other existing and new entities and decision-making bodies.”

- Experiment.
- Answer to the needs of the movement.
- Will not replace the work done by others.
- Support content partnerships:
  - Service and infrastructure.
  - Collaboration and coordination.
  - Affiliates and volunteers to get started.
  - Technical and other expert support.



## The Content Partnerships Hub

A stylized graphic on a blue background. It features a dark grey silhouette of a person's head and shoulders, with their arms raised and hands holding a globe. The globe is represented by a dark grey circle with a white dot in the center. To the right of the person, there are several bright blue geometric shapes, including a large arrow pointing right and a smaller arrow pointing up, suggesting movement and progress.

**Work is (currently)  
divided into the  
following areas:**

0. Needs assessment
- 1. Helpdesk**
2. Capacity Building
3. International Partnerships
4. Strategic Data Uploads
5. Software development

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# Helpdesk



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- Supports requests
- Service for the global movement
- Helps guide people to the right people in the movement
- Shares best practices
- Supports with technical work around mass uploads
- Will be guided by an Expert Committee

# Helpdesk Process v0.1



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- Send email to [helpdesk@wikimedia.se](mailto:helpdesk@wikimedia.se)
- Expert Committee gives initial feedback
- Working groups help move in the right direction (if needed)
- Expert Committee gives final go
- Helpdesk gives support

# Working Groups



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- Still to be organized.
- Consisting of staff and volunteers.
- Areas of work?
  1. Communication
  2. Project planning and feedback
  3. Implementation
  4. Evaluation and research
  5. Use of the content
  6. Creation of supporting material

Develop joint applications for funding.

# Expert Committee

The work of the Helpdesk will be guided by an Expert Committee, that is:

- International GLAM experts that will prioritize, overview and develop guidelines
- The Expert Committee is in place, and has tried its first case!



# Expert Committee



Subhashish Panigrahi, Patricia Díaz, May Hachem,  
Abbas Mahmood, Nassima Chabhoun, Bodhisattwa Mandalm,  
Susanna Ånäs and Éder Porto

# Workshop time!

Do you want to get support?



Do you want go give support?



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# Workshops about the Helpdesk of the Content Partnerships Hub are ongoing!

We are coming back every third minute to gather participants to the breakout rooms – including you!

In the meantime: Do you want to discuss how you can get support, or how you can be involved? There is one breakout room for each question!

## The Helpdesk...

- Will support your work with content partnerships, such as uploading media and data
- Wishes to involve the movement in its work
- Is not finalized yet, and we want your input along the way!

# Images used

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