Volunteer Support in Wikimedia Projects

Ideas & case studies

Muriel Staub (WMCH), Raimund Liebert (WMAT), Veronika Krämer (WMDE)
Wikimedia Conference 2016
What volunteers say about supporters

«What I particularly value is the feeling of always being taken seriously and of being on equal footing.»
User:Man77

«Obviously the work you did has been most unfortunate. You appear pretentious and arrogant.»
User:Weissbier
Show appreciation for volunteers’ work

Example: Writing and photo contests

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Writing and photo contests

Annual budget - example of WMAT

Photography contests
10,000 EUR - 11,300 USD = 3.68 % of total budget

Writing contests
2,500 EUR - 2,800 USD = 0.92 % of total budget
Writing and photo contests
Beware of pitfalls...

Some quotes concerning prizes offered by the chapter:

“It would do the chapter good to be more generous when it comes to prizes.”

“This discussion is] about what organizations (that make millions due to the work of volunteer editors and photographers) do with these donations: they only give back peanuts to the community.”
What’s your experience?

How do you support online contests?
Supporting Commons photographers

Example: Press accreditations

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Event accreditations for photographers

Example: Germany
Empowering volunteers by providing:

- Wikipedia email addresses (xy@wikipedia.de)
- Wikipedia business cards
- certificates for photographers and editors
Wikipedia: Festivalsommer

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Event accreditations for photographers

Example: Austria

- centralization
- standardization
- sustainability
What’s your approach?

How do you facilitate accreditations?
Supporting editors

Example: Access to literature

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Different ways to provide volunteers with easy access to literature:

- literature grants
- cooperations with publishing houses
- library cards
- Wikipedia library
What’s your experience?

How do you provide access to resources?
Strengthening the communities

Example: Community meet-ups

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Turn your (small) office into a community meeting space

WikiTuesday

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Support regular community meet-ups

- regional meet-ups in restaurants or bars (Stammtisch)
- cooperations with local partners (e.g. GLAM)
- local spaces
What’s your approach?

Do you facilitate local meet-ups too?
Wrap up
Notes (online contests & accreditations)

- Make sure to listen to feedback.
- Ceremonies awards in person.
- Visibility for most active contests.
- Provide prices according to needs.
- Several prices for different achievements.
- "Country exchanges" for writing contests about other countries.
- Books vs. prices.
- Weekly prices for 3 pax.
- No prices but banners.

Coordinator status/representative, e.g., NP Library.
Notes  (access to resources & meetups)

* Microgrant program for books
  * Reporting requirements

* Wikipedia who's a bookstore owner & provides books for scanning

Meetups

* Meetups combined with education to facilitate new ideas/projects
  * Answer questions for newcomers

* Monthly meetings

* Picnic