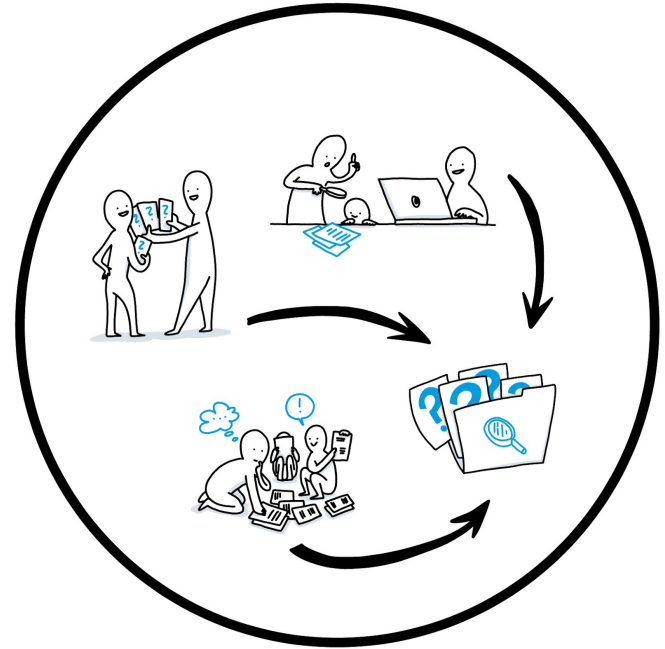


# Hubs Dialogue - Findings Summary

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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



# 01 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.

# Generally shared needs

	1/ Knowledge	2/ Skills	3/ Coordination	4/ Staff Support
WikiArabia	✓	✓		✓
Capacity Exchange Network	✓			
FKAGEU			✓	
Wiki Education	✓	✓		✓
East African	✓	✓	✓	✓
Iberocoop	✓		✓	✓
ESEAP	✓		✓	
CEE		✓		
Language Diversity			✓	✓
Volunteer Supporters Network	✓		✓	✓
Bangla Wikimaitree	✓	✓	✓	✓
Wikifranca	✓	✓	✓	✓
WLM	✓			✓
Content Partnerships	✓			✓
Africa Wiki Tech		✓	✓	✓
Lusophone			✓	✓
Wikiproject Med Foundation				

**Count**

**11**

**7**

**10**

**12**

# 02 Context specific needs

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.





# Contextual Support

**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.

