

WMUK Community Leaders Survey - 2021/2

The Community Leaders Survey is sent out annually to lead volunteers and staff members at partner organisations. The survey is hosted on Qualtrics and designed in line with Wikimedia Foundation Guidelines for use of that platform. The survey covers the period 1st Feb 2021 - 31st January 2022, in line with the Wikimedia UK reporting year.

Please note:

Questions 9 - 15 were only asked of those who classified themselves as volunteers with Wikimedia UK.

Questions 16-19 were only asked of those who classified themselves as a staff member at a partner organisation.

Questions 20-23 were new questions, added for this year in order to assist with particular pieces of reporting.

The survey was opened on Friday 18th February, and ran for 2 weeks until Friday 4th March. Some text answers have been summarised or edited so as to remove identifying or possibly identifying information.

Question 1 - How would you classify yourself?

#	Answer	%	Count
1	I am a volunteer for Wikimedia UK	33.33%	18
2	I am a member of staff at a partner organisation	53.70%	29
3	Both of the above	12.96%	7
	Total	100%	54

We had a total of 54 responses, up slightly from 2021 (48) but in line with 2020 (54). The survey was sent to 292 individuals (compared to 230 in 2021), representing a 18.49% response rate.

However, of the 54 responses, 7 were largely incomplete. This is reflected in the count for each question, and does not affect the percentages shown.

The split between volunteers / staff members / both is broadly the same as in 2021.

Question 2 - If you're a volunteer with Wikimedia UK, please indicate the activities in which you have been engaged over the last 12 months:

#	Answer	%	Count
1	Trainer (Wikipedia)	26.19%	11
2	Trainer (Wikidata)	7.14%	3
3	Trainer (Other Wiki project)	4.76%	2
4	Public speaking / advocacy	19.05%	8
5	Photographer	4.76%	2
6	Event organiser or host	11.90%	5
7	Communications (eg video, blogging)	4.76%	2

8	Office support	0.00%	0
9	Technical support	0.00%	0
10	Governance / Trustee	14.29%	6
11	Other (please specify)	7.14%	3
	Total	100%	42

“Other” answers here included “editathon participant”, and an indication of involvement in on-Wiki project coordination. One respondent described themselves as “first time editor, and subsequent evangelist for students.”

Question 3 - If you're a member of staff with a partner organisation, please indicate the activities in which you have been engaged over the last 12 months:

#	Answer	%	Count
1	Partnership lead or support	31.37%	16
2	Wikimedian in Residence / support	15.69%	8
3	Course leader / support	5.88%	3
4	Student or intern	0.00%	0
5	Trainer (any Wikimedia project)	9.80%	5
6	Event organiser or host	29.41%	15
7	Other (please specify)	7.84%	4
	Total	100%	51

As in 2021, we see that staff at partner organisations are engaged in more than one kind of activity (51 responses from a pool of 36). “Other” answers included work in other areas of open education, event support, line management, and engagement with new volunteers.

Question 4 - Over the last 12 months, how often (on average) have you been involved in work relating to Wikimedia UK and its programmes? (please exclude time spent on general editing activity)

#	Answer	%	Count
1	Not at all	4.26%	2
2	Once or twice in the last 12 months	42.55%	20
3	Once every three months	10.64%	5
4	Once a month	10.64%	5
5	A few times a month	12.77%	6

6	Once a week or more	19.15%	9
	Total	100%	47

We have a broad split between occasional and more regular activity. In comparison to last year, we see a slight move toward more occasional participation (53% occasional in 2022 compared to 48% in 2021). However, it should be noted that not all participants answered this question which may affect the statistical significance of this comparison.

Question 5 - How likely are you to continue engaging / volunteering with Wikimedia UK?

#	Answer	%	Count
1	Extremely likely	68.09%	32
2	Somewhat likely	25.53%	12
3	Neutral	4.26%	2
4	Somewhat unlikely	2.13%	1
5	Extremely unlikely	0.00%	0
	Total	100%	47

As with last year, we have a broad positive feeling toward continuing work with the organisation, with 93.62% of respondents saying they would be likely to continue engaging or volunteering with us.

Question 6 - How likely would you be to recommend to another person that they work or volunteer with Wikimedia UK?

#	Answer	%	Count
1	Extremely likely	61.70%	29
2	Somewhat likely	29.79%	14
3	Neutral	6.38%	3
4	Somewhat unlikely	2.13%	1
5	Extremely unlikely	0.00%	0
	Total	100%	47

Again, we see a broad likelihood (91.49%) to recommend the organisation to others.

Question 7 - Was any training you received relevant to your needs?

#	Answer	%	Count
1	Yes, definitely	51.06%	24
2	Yes, a little	12.77%	6
3	Neutral	2.13%	1
4	No, not really	2.13%	1
5	No, definitely not	0.00%	0
6	I did not receive training	31.91%	15
	Total	100%	47

Of those who did receive training (68.09%), 93.75% found it relevant to their needs. During this time period, and in response to the results of the 2020/1 survey, we ran a series of Wikidata training courses aimed at the Community Leaders group (Introduction / Going Further / GLAM / Education). We also ran a Train the Trainer course, aimed at increasing and diversifying the volunteer pool, and developing existing Community Leaders.

Question 8 - Has engagement / volunteering helped you to learn new skills?

#	Answer	%	Count
1	Yes, a lot	53.19%	25
2	Yes, a little	27.66%	13
3	Neutral	14.89%	7
4	No	4.26%	2
	Total	100%	47

80.85 % reported learning new skills as a result of engaging or volunteering, down a little from last year's 86.61%.

Note:

Questions 9 - 15 were only asked of those who classified themselves as volunteers with Wikimedia UK, however in the analysis of the data it was identified that nine participants who classified themselves only as staff members had also answered a few of these questions. Survey forking should be improved in future years to avoid this. Figures and text answers have been adjusted, or moved to the most relevant section to more accurately reflect the data coming from the respective segment.

Question 9 - Do you feel that Wikimedia UK appreciates the volunteering work you do?

#	Answer	%	Count
1	Yes, definitely	60%	12
2	Yes, a little	35%	7
3	Neutral	0.00%	0
4	Not really	5%	1
5	Definitely not	0.00%	0
	Total	100%	20

95% of our volunteers reported feeling appreciated for the work that they do.

Question 10 - Do you feel that the volunteering work you do for Wikimedia UK is important?

#	Answer	%	Count
1	Yes, definitely	70%	14
2	Yes, a little	30%	6
3	Neutral	0.00%	0
4	Not really	0.00%	0
5	Definitely not	0.00%	0
	Total	100%	20

100% of volunteers felt that the work they do is important. This speaks strongly to connection with the cause.

Question 11 - Do you feel supported by the staff of Wikimedia UK?

#	Answer	%	Count
1	Yes, definitely	65%	13

2	Yes, a little	20%	4
3	Neutral	5%	1
4	Not really	10%	2
5	Definitely not	0.00%	0
	Total	100%	20

85% of volunteers feel supported by Wikimedia UK staff.

Question 12 - Has volunteering increased your confidence?

#	Answer	%	Count
1	Yes, a lot	15%	3
2	Yes, a little	45%	9
3	Neutral	35%	7
4	No	5%	1
	Total	100%	20

60% of volunteers feel that volunteering increases their confidence by some degree.

Question 13 - Do you enjoy volunteering for Wikimedia UK?

#	Answer	%	Count
1	Yes, definitely	80%	16
2	Yes, a little	15%	3
3	Neutral	5%	1
4	Not really	0.00%	0
5	Definitely not	0.00%	0
	Total	100%	20

95% of volunteers enjoy the work they do. As with Q10, this speaks to deriving value from furthering the cause of open knowledge, and that is borne out by the text responses to Q14.

Question 14 - What do you like most about volunteering with Wikimedia UK?

For full text answers please see appendix

12 responses were recorded here from a potential pool of 20, and an additional two from a question directed toward staff members at partner organisations have been included in the appendix as being the most appropriate location.

Strong themes emerged of sharing skills and knowledge, contributing toward open knowledge and knowledge equity, of the experience of community, and connecting to others. Another recurrent theme was of empowerment, both personal, and of others.

Question 15 - Is there anything we could change to improve your experience?

For full text answers please see appendix

Four suggestions were given in answer to this question, again from a potential pool of 20, with an additional three which were variations on “no”, and an additional two comments (included in the appendix) left by individuals who identified themselves as WMUK volunteers to Q17 about quality of support from Wikimedia UK to partner organisations. Their answers are included there and discussed here as the most appropriate place, although the question is not exactly the same.

Comments referred to support for volunteer groups; maintenance of “knowledge bank”; flexible working and accessibility; volunteer-staff relations, and technical issues around processes. One of the two additional comments from Q17 discussed on-wiki support, and the other was very positive about support they’d received for editathon events.

With reference to **support for volunteer groups**, Wikimedia UK Programmes staff support a range of volunteer groups, including editing and meetup groups, with items such as volunteer expenses, technical support, and through Project Grants. During 2021-22 Programmes staff have been encouraged to promote the [Project Grants](#) scheme to groups who may find this helpful, and we agree that more could be done to promote this resource, as we receive very few applications. There is no current time frame set for staff response to **grant proposals**, beyond “as soon as possible”, but we could consider a response protocol which sets an ideal response time.

It was unclear as to what the **knowledge bank** response referred, however some general comments can be made around resource and documentation sharing, while noting that Wikimedia UK does not have control over on-wiki resources or community-maintained tools. The **Wikimedia UK wiki** experienced some technical difficulties which prevented account creation, however this has now been fixed. It is acknowledged that there are a number of pages on our Wiki which require attention; this was considered as part of the process of the www.wikimedia.org.uk site refresh, which also gave greater prominence to links to resources on editing. As part of that refresh, staff reached out to individual community members to discuss working together on updates to and improvements on the wiki, however this has not yet been able to be progressed. Various **knowledge-sharing** programmes are in operation or have been developed, such as peer learning spaces for new Volunteer Trainers, and Wikidata training for Community Leaders, which was developed in response to the 2020-21 iteration of this survey. In addition, at the time that this report is being written, a new post of Volunteer Coordinator has just been advertised.

With regard to **flexible working and access requirements**, Wikimedia UK senior management and trustees have started implementing actions identified in the Equity, Diversity and Inclusion Action Plan. This work is linked to the Wikimedia UK Strategic Framework for 2022-25. It is acknowledged that striking the right balance between timing, frequency and duration of volunteer training events, for example, is imperfect and subject to a process of continuous improvement. Other lessons learned around access requirements such as captioning and screen-reader access for resources offered have been taken to heart and we hope to improve in these areas in the future.

On **volunteer-staff relations**, one respondent voiced a note of concern, expressing that they felt that staff do not want

to work with volunteers. We would emphasise that we value volunteers and try to involve them in our work, and that we recognise the enthusiasm, knowledge and insight that they bring. Volunteers play a key role in programme delivery, and we have (for example) invested in both new Train the Trainer courses, and fostering the existing network of trainers; we recognise their importance, and want to offer support. As above, at the time of writing, we are currently recruiting for a Volunteer Coordinator to further this work. We are conscious also that we must improve the diversity of our volunteer base, and that over-reliance on specific individuals can lead to burnout, and vulnerability in specific areas of delivery. We note also that the range and type of work in which we engage may change and develop over the years, which may result in the need to engage new volunteers with different skills and experience.

One comment referred to the **on-wiki support from other editors** which they've received in a minority language Wikipedia. Wikimedia UK works actively with minority language Wikipedia communities under the Celtic Knot banner, including (co)organising the annual Celtic Knot conference, and occasional "Celtic Knot Connect" peer learning and support meetings for those involved in editing, or supporting those communities. We are acutely aware that there are particular challenges facing those Wikipedias, and are keen to continue our support. We are conscious through our own experience, and as pointed out in the work of others, that a large proportion of active editors on any Wikipedia may not engage with a chapter. (For example Jemielniak, Dariusz, *Common Knowledge? An Ethnography of Wikipedia*, Stanford University Press, (2014) p. 130, pointed out that only around 5% of active editors will join a chapter.)

Questions 16-19 were only asked of those who classified themselves as a staff member at a partner organisation, however in the analysis of the data it was identified that seven volunteers had answered these questions. As above, forking should be improved in future to avoid this, and data and text answers have been adjusted and moved accordingly.

Question 16 - When working with Wikimedia UK, how would you rate the quality of support you've had from us?

#	Answer	%	Count
1	Very good	62.06%	18
2	Good	34.48%	10
3	Neutral	3.44%	1
4	Poor	0.00%	0
5	Very poor	0.00%	0
	Total	100%	29

96.54% of leads at partner organisations rated support from Wikimedia UK as either “very good” or “good”.

Question 17 - If you would like to expand on your answer to the above question, please do so here (please note that we may use anonymous quotes from this question in our reporting such as our Impact Report):

For full text responses please see appendix.

Nine responses were recorded here, from a possible pool of 29. Comments were enthusiastic and positive, referencing quality of staff knowledge, availability, friendliness and responsiveness, and having received tailored project support. Some staff members were mentioned by name. One particular comment mentioned close staff alignment with organisational mission and values, and that being something they would use to advocate to other organisations that they work with us.

Question 18 - Is there anything that Wikimedia UK could do to improve your experience?

#	Answer	%	Count
1	Yes (please specify)	17.24%	5
2	No	82.75%	24
	Total	100%	29

17.24% of leads said that there was something we could do to improve their experience.

Question 19: If you answered "Yes" to the above please specify:

For full text responses, please see appendix.

Five responses were recorded here, from a pool of 29. One respondent (identifying both as a volunteer and staff member) referred back to comments already made. Two additional comments, left by participants who identified only as staff members but left in answer to a volunteers' question, have been included and will be discussed here as the most appropriate place.

Comments and suggestions focussed on tools for Wikimedia Commons, staff capacity, sector-specific guidance, and resources for editing.

With reference to **bulk image upload processes**, we acknowledge that the outage of community-developed tool Pattypan this year has caused huge inconvenience for partner organisations, and for the Wikimedia community in general. We have used and promoted it since its creation and have found it massively helpful, plugging a significant gap in provision for small and large GLAMs alike, and we were dismayed to see it down for so long. Although Wikimedia UK has no control over community-maintained tools, or the situation which led to the outage, we lobbied for support towards it being fixed insofar as we were able. We also welcome the work being done by Wikimedia Sverige's GLAM hub toward supporting bulk upload and structured data on Commons, particularly OpenRefine, and look forward to developments in that area.

On the subject of more clear guidelines around **staff capacity** to support new partnerships, we are aware that our staff team often works at close to full capacity, and endeavour to be as open as possible about our ability to take on new projects at any given time. Work undertaken by staff is prioritised in line with our strategic objectives, we involve volunteers to help deliver programmes where they are able to do so (particularly to deliver training), and we also would look to support the development of internal capacity to deliver wiki-related work at partner organisations, with a view towards that being more sustainable. We would always be very happy to discuss (capacity to support) any referrals based on advocacy, and would encourage our partners to get in contact.

We are very open to the provision of **sector-specific guidance** and **resources to support individual editing**, and while some of these exist, we recognise that they may not always be easy to find. We hope that increased visibility of links to these resources on the refreshed website will help with this, as well as the continued promotion of training modules on the Programmes & Events Dashboard, Editing/Illustrating Wikipedia booklets, and other on-wiki resources.

Questions 20-23 were new questions, added for this year in order to assist with particular pieces of reporting, and asked of all participants, though framed as optional due to concerns over survey length.

Q20 - Has your participation in Wikimedia UK activities, such as running wiki events, encouraged you to take part in other non-wiki activities? (eg. community organising, campaigning, other kinds of volunteering, etc) If you have an anecdote or story to share, please feel free to do so.

For full text responses please see appendix.

This question was asked in order to support a particular piece of work being undertaken to examine, in part, the relationship between engagement with Wikimedia and other, non-Wikimedia, civic activity. A range of responses were received, including a number which pertained to wiki-work leading to other wiki-work; reflecting on the benefit of engaging with Wikimedia Projects; the benefits of Wikipedia engagement for students whose confidence and communication skills had been affected by the pandemic; and some which took the opportunity to thank staff, or offer appreciation of work being done by partner organisations.

As well as these responses, and some wonderful stories, we also found some limited evidence that engagement with Wikimedia activities had prompted engagement in other activities, including having more confidence to ask for change in one's community, expansion of knowledge directly influencing exhibition and public engagement activity, and involvement with education and community engagement.

Q21 - Has the pandemic affected your engagement with Wikimedia?

For full text responses please see appendix.

A full spectrum of answers was received in answer to this question, and there was no one clear majority effect. Responses ranged from those for whom the pandemic has had no effect upon their engagement with Wikimedia, or has reduced it due to shifting work priorities, to those for whom the pandemic was responsible for engaging in the first place.

It was interesting to note that a number of responses cited video conferencing as having enabled a wider geographical participation in wiki activities, or wiki activities offering an option for audience / student engagement when in-person activities could not occur.

One notable comment, in a reversal of what we were looking at in Q20, highlighted that "the events of the past years have highlighted social inequalities massively, and that's been an impetus to do more to tackle inequality and knowledge bias through Wikipedia."

Q22 - Wikimedia UK are currently working on an Equity, Diversity & Inclusion action plan. Part of this involves reflecting on our relationship with volunteers & community leaders with respect to EDI. Based on your own experience with Wikimedia UK, to what extent would you agree with the following statement? "I believe that Wikimedia UK volunteers and community leaders are treated fairly regardless of race, gender, sexual orientation or other differences."

#	Answer	%	Count
1	Yes, definitely	55.26%	21
2	Yes, a little	23.68%	9
3	Neutral	18.42%	7
4	No, not really	2.63%	1
5	No, definitely not	0.00%	0
	Total	100%	38

78.94% agreed to some degree.

Q23 - If you would like to expand your answer to the above question, please do so below. (please note that we may use anonymous quotes from this question in our reporting such as our Impact Report)

Of the six responses received here, two pertained to things outwith Wikimedia UK's control (community behaviour on English Wikipedia, and the Wikimedia Foundation), and one to a particular on-Wiki project relating to this area which had been undertaken in the last year.

Reflecting on these, and other responses made, it is notable that there are different reported experiences between those engaging directly with Wikimedia UK, and those in other Wikimedia-related spaces, including some which may be (or may be viewed to be) adjacent to Wikimedia UK. It should be noted that Wikimedia UK requires the use of a friendly space policy at events run by or on behalf of us.

Another good point raised is about the need for additional support for those working "in difficult partner environments or with difficult collections", and of the need for increased diversity in the volunteer pool. We wholeheartedly agree that more needs to be done in this area, and this has been taken account of in our activity and delivery planning for the upcoming year.

Demographic - Community Leaders 2021-22

A separate and optional survey on demographic is linked out from the end of the Community Leaders survey. All questions were optional. We received 35 responses and are conscious that this is a small sample size, although it is an increase on last year (27). Question wording is the same as last year, and was based on best practice from a number of organisations including the NHS and Stonewall. We will look again at question choice and wording in future in light of our ongoing EDI work.

Question 1 - Do you have any comments you would like to make anonymously about your experiences as a volunteer for or partner of Wikimedia UK?

- I have only had very positive experiences and have learned a great deal about collaborating for the greater good.
- No

Question 2 - Which of the following best describes your gender?

#	Answer	%	Count
1	Female	65.71%	23
2	Non-binary	0.00%	0
3	Male	34.29%	12
4	Prefer not to say	0.00%	0
5	In another way	0.00%	0
	Total	100%	35

Question 3 - Which of the following best describes your sexual orientation?

#	Answer	%	Count
1	Heterosexual / Straight	74.29%	26
2	Bi / Bisexual	20.00%	7
3	Gay / Lesbian	2.86%	1
4	Prefer not to say	2.86%	1
5	In another way	0.00%	0
	Total	100%	35

Question 4 - Do you consider yourself to be a trans person? (Where trans is understood to be an umbrella term to describe a person whose gender is not the same as the sex they were assigned at birth)

#	Answer	%	Count
1	Yes	0.00%	0
2	No	100.00%	35

3	Prefer not to say	0.00%	0
	Total	100%	35

Question 5 - How old are you?

#	Answer	%	Count
1	13 or younger	0.00%	0
2	14–17	0.00%	0
3	18–20	0.00%	0
4	21–29	5.71%	2
5	30–39	20.00%	7
6	40–49	22.86%	8
7	50–59	28.57%	10
8	60–69	20.00%	7
9	70–79	2.86%	1
10	80 or older	0.00%	0
11	Prefer not to say	0.00%	0
	Total	100%	35

Question 6 - What is the highest level of education you have completed?

#	Answer	%	Count
1	Entry level qualifications or equivalent (e.g, an ESOL certificate)	0.00%	0
2	GCSE, A-level, HNC or equivalent	0.00%	0
3	Level 5 NVQ, Certificate of higher education or equivalent	0.00%	0
4	Foundation or bachelor's degree or equivalent	20.00%	7
5	Master's degree or equivalent	54.29%	19
6	Doctoral degree	25.71%	9
7	Prefer not to say	0.00%	0
8	Other (please specify)	0.00%	0
	Total	100%	35

Question 7 - What is your ethnic group or background? If your ethnic background falls into one of the categories including "any other", please give a brief description in the comment field in question 7a.

#	Answer	%	Count
1	White - English / Welsh / Scottish / Northern Irish / British	64.71%	22
2	White - Irish	0.00%	0
3	White - Gypsy or Irish Traveller	0.00%	0
4	White - Any other White background, please describe below	17.65%	6
5	Mixed / Multiple ethnic groups - White and Black Caribbean	0.00%	0
6	Mixed / Multiple ethnic groups - White and Black African	0.00%	0
7	Mixed / Multiple ethnic groups - White and Asian	2.94%	1
8	Mixed / Multiple ethnic groups - Any other Mixed / Multiple ethnic background, please describe below	0.00%	0
9	Asian / Asian British - Indian	2.94%	1
10	Asian / Asian British - Pakistani	2.94%	1
11	Asian / Asian British - Bangladeshi	0.00%	0
12	Asian / Asian British - Chinese	2.94%	1
13	Asian / Asian British - Any other Asian background, please describe	0.00%	0
14	Black / African / Caribbean / Black British - African	0.00%	0
15	Black / African / Caribbean / Black British - Caribbean	0.00%	0
16	Black / African / Caribbean / Black British Any other Black / African / Caribbean background, please describe below	0.00%	0
17	Other ethnic group - Arab	2.94%	1
18	Other ethnic group - Any other ethnic group, please describe below	2.94%	1
19	Prefer not to say	0.00%	0

	Total	100%	34
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Question 7a - If your ethnic background falls into one of the categories including "any other", please give a brief description in the comment field below.

- white minority ethnic
- White American
- Dual national, US/GB
- white, west European
- European
- Cornish

Question 8 - Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

#	Answer	%	Count
1	Yes	32.35%	11
2	No	61.76%	21
3	Don't know	0.00%	0
4	Prefer not to say	5.88%	2
	Total	100%	34

Question 8a - If you answered "Yes" to Q8, does your condition or illness reduce your ability to carry out day-to-day activities?

#	Answer	%	Count
1	Yes, a lot	18.18%	2
2	Yes, a little	54.55%	6
3	Not at all	27.27%	3
	Total	100%	11

Question 8b - If you answered "Yes" to Q8, does this condition or illness affect you in any of the following areas?

#	Answer	%	Count
1	Vision (eg blindness or partial sight)	0.00%	0
2	Hearing (eg deafness or partial hearing)	7.69%	1
3	Mobility (eg walking short distances or climbing stairs)	23.08%	3

4	Dexterity (eg lifting or carrying objects, using a keyboard)	15.38%	2
5	Learning and understanding or concentrating	0.00%	0
6	Memory	0.00%	0
7	Mental health	38.46%	5
8	Stamina or breathing or fatigue	0.00%	0
9	Socially or behaviourally (eg associated with autism, attention deficit disorder or Aspergers' syndrome)	7.69%	1
10	None of the above	7.69%	1
11	Other (please specify)	0.00%	0
	Total	100%	13

We received 35 responses to the demographic survey, which is a separate survey, linked from the first.

In demographic, we see again that a high proportion of those who responded are female (65.71%), but with no representation from non-binary people, or trans individuals. 74.29% of respondents are straight/heterosexual, the majority are aged 40-69, all have a degree, and the group is overwhelmingly white. Clearly, there is a great deal of scope to improve diversity in this area.

Given the small sample size, and that the respondent group includes a number of those working in Universities and cultural institutions, we would likely expect to see a high proportion of individuals who have been University educated, however a 100% response in this area offers scope for improvement.

Around one third of respondents have a physical or mental health condition lasting or expected to last 12 months or more. This is a pertinent reminder that accessibility, of all forms, must be integrated into our work.

Appendix

Text answers from questions appended below:

Question 14 - What do you like most about volunteering with Wikimedia UK?

Note - some of the text responses have been further anonymised to remove identifying detail.

- Contributing to knowledge equity, learning new skills
- Develops my skills, builds networks, contributes to knowledge equity which is important to me
- So much variety - people, places, subjects
- I appreciate being able to contribute to the creation of open knowledge and to support knowledge equity.
- Possibilities for working with such a wide range of people and facilitating access to information.
- Actually understanding the validity of Wikipedia
- I've only just started [...] but the ability to help and support others, whilst also being myself supported by Wikimedia UK is very empowering
- I like to share my skills and knowledge, confident that others will be able to use them for community benefit.
- Helping people understand how they can contribute to Wikipedia and other Wiki projects
- By getting more people to interact with [minority language] wikipedia, I am increasing the profile of the [...] language
- Being surrounded by like-minded people
- Spreading the joy of contributing to open source knowledge sets.

The following two responses were left by staff members at partner organisations rather than volunteers, but are included here for completeness:

- The people and the ethos, and the connections it generates.
- I like the feeling that I'm making a change, however small, to this massive knowledge bank

Question 15 - Is there anything we could change to improve your experience?

Note: there were three answers which were simple variations on "no".

- Proactively offering assistance for volunteer groups
- Better maintenance of knowledge bank. Better support for access requirements e.g. flexible working.
- Not really. Things are not ideal, but that is probably the nature of the beast. There is a feeling among volunteers that staff feel that their jobs would be easier if all of those troublesome volunteers would go away, but that is perhaps a different issue.
- Make clear how people can make an account for wikimedia.org.uk, and respond a bit faster to grant proposals

The following two responses were left by individuals who identified themselves as WMUK volunteers to Q17 about quality of support from Wikimedia UK to partner organisations, included here as the most appropriate place, although the question is not exactly the same.

- I've not really been contacted by wikimedia. I've had most support from the administrator of the [minority language] wikipedia and some other experienced editors.
- I've run a few very small editathons over the past year and have been absolutely blown away by the amount of support provided for our small events :)

Question 17 - If you would like to expand on your answer to the above question, please do so here (please note that we may use anonymous quotes from this question in our reporting such as our Impact Report):

- It is always clear that staff at Wikimedia UK would be available and willing to respond to queries, and there is a huge amount of expertise and good practice to draw on within the staff team and wider networks (e.g. [peer learning & support] group). The 'Train the Trainer' training I first received was excellent, and since (including throughout the past year) there have always been other trainers willing to support my own edit-a-thon events. It seems to me that the staff and volunteers at Wikimedia UK exemplify the open, collaborative, innovative aims of the organisation itself - which is what I would always say to anyone else interested in working with Wikimedia UK.
- Always great support, friendly Wikimedia UK team,
- Sara Thomas (Scotland) was always available by email or on Teams and provided knowledgeable support on a regular basis
- The level of support I have had from Wikimedia UK has been very good. Staff have always been really quick to respond to my many and varied email requests and questions, and to find out things for me that they might not know themselves. The meetings I have attended have been welcoming and constructive. And staff have also helped other people that I've met who want to start similar Wikipedia engagement projects.
- Great conversations with the team, giving me ideas on where to holistically work with Wikimedia foundation.
- The support provided is tailored to our needs as an arts organisation. The planning phase for events is fully supported with discussing about different formats and structures we could use for each event to build upon and improve for each event.
- The person I've worked with from Wikimedia is friendly, approachable, and always on hand to offer advice, however silly my question is.
- Dr Richard Nevell was simply excellent. I and my students are very grateful for his steady and sure support.
- Wikimedia has been incredibly responsive and supportive. I do not think we would have recruited a [Wiki-related staff member] without that support.

Question 19: If you answered "Yes" to the above please specify:

- As noted previously.
- Improve the bulk image upload process as it is very slow and too difficult - have struggled to upload images
- More clear guidelines on how people referred based on advocacy will be supported or whether that is not currently possible, so that expectations can be managed (e.g. timescales, capacity for new partnerships, etc.)
- Only that I am working in a university context, and there are some specific things I am discovering in doing this work, specific to this context, that could perhaps have some specific guidance or resources for. These possibly already exist! But I'm discovering things slowly, in the time that I have.... [...]
- Provide more background materials possibly including short film, training module or case studies to help me get to grips with the organisation and its products.

The following two responses were left by individuals who identified themselves as staff members at partner organisations to a question directed towards volunteers, included here as the most appropriate place.

- Better engagement with emails. At least one sent to Wikimedia staff was ignored.
- I'd love to do more editing in my own time, rather than at Editathons, and I think I'm a little hesitant because of the lack of support compared to Editathons. Maybe adding some individual editing guides would be good.

Q20 - Has your participation in Wikimedia UK activities, such as running wiki events, encouraged you to take part in other non-wiki activities? (eg. community organising, campaigning, other kinds of volunteering, etc) If you have an anecdote or story to share, please feel free to do so.

- Yes. In speaking to a volunteer for our charity, I became aware of the [community heritage project centring on a particular 19th century industrial action]. I created the Wikipedia page for [...], a leading figure in the strike whose mentions elsewhere assured her notability, and through this spoke to the originators of [community heritage project]. I am now actively involved with the group, including as part of their education and community engagement sub-group. It's likely that Wikipedia work will feature in this at some stage, as they were overjoyed with the [...] page and very much convinced of the usefulness of more (and more accurate) Wikipedia representation.

- Working with Dr Richard Nevell has been amazing, he's been so supportive, helped plan delivery sessions, met with us 5 times, and going to support delivery on our project for creating Wikipedia pages.
- I'm really impressed by the projects launched and supported from the University of Edinburgh
- Yes
- As a [specific volunteer role], it seemed appropriate to learn more about editing, and I've been encouraged by the monthly editathons organised at the University of Edinburgh
- Yes, I attended a partnership event at [venue] which introduced me to editing Wikipedia articles and left me feeling extremely empowered. This confirmed how beneficial a Wikipedia Knowledge Activist project would be for the [...] students I teach, whose confidence and ability to communicate with others has been so affected by Covid
- I was approached by a community group who had come into the possession of some hidden historical imagery, and they wanted me to have a discussion with them about this. During the discussion it became apparent that there was no Wikipedia page yet for the event from which these images were taken, so it was very exciting to suggest to them that we could create, as a group, a Wikipedia page for this. This hasn't happened yet with that group, but the seed has been sewn.
- Not so far
- We have focussed on improving the content on Wikipedia relating to artists of colour [...]. Our work list for pages to create or improve has not only been used for Wikipedia work but helped us to expand our knowledge of local artists to work with on exhibitions and engagement projects beyond our wiki work.
- I have had a 180 degree turnaround. I used to tell students to avoid wikipedia, now I actually direct them towards it
- I have more confidence reaching out to my community asking for change.
- Having taken several extremely niche articles to FA I was informed by the head of history at a leading UK university that I was probably one of the five most knowledgeable people in the world on this arcane area. They, apparently, were entirely serious!

Q21 - Has the pandemic affected your engagement with Wikimedia?

- The pandemic has probably affected my engagement with more or less everything. It has certainly affected the way the Wikimedia events I have organised have been run, in that they have all been online rather than in person. This has definitely had significant benefits, as the geographical spread of participants has been notable. We've had people attend from all over the UK, as well as from other countries, which has brought new perspectives to the subjects covered and allowed for work across different language Wikipedias.
- Yes - I would have hoped for more engagement with Wikimedia - hope this changes as restrictions relax
- Not at all we've used zoom.
- More time at home to contribute on line.
- Yes - less engaged with the editing as other areas of the organisation have required my attention
- Yes, limited personal interaction
- Definitely- Zoom meetings has worked well, and Zoom made it possible for me to participate in editathons and webinars
- Yes, in that we have been working online and using digital communication methods to teach. Participating in Wikimedia activities seemed a natural progression and extension in that we could introduce the students to communicating with a global audience.
- It started it! :)
- Definitely! The pandemic encouraged me to take opportunities to work with students and staff on projects that could happen totally online, if needed, and Wikipedia editing is ideal for that. Also, the events of the past years have highlighted social inequalities massively, and that's been an impetus to do more to tackle inequality and knowledge bias through Wikipedia.
- Probably
- Yes. Running Editathons online allowed us to engage with our audience while we were closed (both due to the pandemic and redevelopment).
- No
- We'd plan to host our project's Wikithons in person, but the pandemic meant this soon switched to virtual. This has meant people from all over the world can take part!
- It encouraged me to consider getting structured trained to help others
- I've devoted more time to it while paid work declined
- I started during lockdown.

- No.
- no - if anything facilitated as able to engage remotely and easily.

**Q23 - If you would like to expand your answer to the above question, please do so below.
(please note that we may use anonymous quotes from this question in our reporting such as our Impact Report)**

- WMUK has high levels of EDI awareness and proactivity. It can feel less inclusive among some volunteer and editor groups.
- I really have no idea
- Sara Thomas and I devised a [...] Wikipedia project to approx 80 students [...] This course has an ethical underpinning. The students and staff worked with Sara and library staff to publish articles about underrepresented artists. They worked in small groups. This project was highly successful and students published articles and worked together effectively to promote knowledge individually, in small groups and globally, empowering themselves in the process.
- I think intentions are very good but sometimes there is not adequate support for folks working in difficult partner environments or with difficult collections. More significantly, the diversity of the pool of volunteers is limited, which indicates that more can be done to recruit and then support volunteers and community leaders from less well-represented groups. It seems more a capacity to support issue rather than a lack of desire to support.
- I can't comment on this as I don't know for sure what processes and systemic changes are being made by Wikimedia foundation.
- I find that English wikipedia does not treat editors of articles about minority issues fairly. For example, an article about a recording of great importance to the Celtic languages was adjudged not to be worthy of mention for English wikipedia.

This document was prepared by Dr Sara Thomas, Scotland Programme Coordinator, with help and assistance from other members of the Wikimedia UK staff team.