

## **Organization for Transformative Works** **Strategic Planning Committee**

### **Report on the Wiki Committee and Fanlore team**

The Strategic Planning Committee surveyed and reviewed the Wiki Committee and Fanlore team as part of our larger goal to put together a reasonable and practical strategic plan for the Organization for Transformative Works (OTW).

This report should be read as a helpful document, meant to illuminate, reveal, and guide the Wiki Committee and the organization as a whole. It will be followed by similar reports for other committees and workgroups, and an overall report for the whole organization. These reports will then be synthesized into the strategic plan for the organization.

This will be presented to the Board and shared publicly, after which the Board will decide how to act on the data offered by stakeholders, alongside the reports from the wider OTW Community Survey that has been analyzed by the Survey Workgroup.

### **Methodology**

The information in this report was compiled by reviewing the committee's internal documentation on the organization's wiki and Basecamp, and surveys of staff and volunteers (past and present), and email interviews with the chairs.

We start by giving an overview of the committee and its current place in the organization's mission. We then explain some of the history behind how the committee got to where it is today, and the current processes of the committee and how things work behind the scenes. We discuss the strengths and weaknesses of the team and procedures, as reported by the staff and volunteers involved, and the goals proposed by those working in this area.

### **Distribution**

This report was shared with the Wiki Committee staff and the Board, prior to being published publicly. The committee and the Board had the opportunity to correct factual errors in review, but not to remove or edit the summary of what was revealed by the information gathering process.

## **Participation**

All 5 (non-chair) Wiki Committee staff members were invited to participate in a survey and follow up with us in November 2012. 2 Wiki Committee staff members filled out at least one survey question. Both Wiki Committee chairs participated in email interviews.

All Fanlore editors and gardeners were invited to participate in their own surveys and follow up with us in November 2012. 32 editors and 10 gardeners filled out at least one survey question.

20 retired Wiki Committee staff members (including retired chairs) were invited to talk to us about their experiences in March 2013; 4 retired Wiki Committee staff members answered at least one question.

## **Nota Bene**

This report is a living document and will remain that way until all OTW teams have been surveyed, at which point this report and all others will be locked for the writing of the strategic plan.

## **Contents**

1. Overview and History of the Wiki Committee and Fanlore team
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Appendix B: Textual Data from Surveys Used to Create Aggregate Numbers

## **Overview and History of the Wiki Committee and Fanlore team**

The Wiki Committee was formed in December 2007 to begin work on Fanlore. The committee developed policies, guidelines, and help documents to support Fanlore wiki editors. It created a flexible infrastructure to define and organize the wiki's content.

In September 2008, the Wiki Committee launched the first beta version of Fanlore.

## Fanlore Editors

Fanlore is a collaborative wiki site by, for, and about fans and fan communities that create and consume fanworks. On the Fanlore home page, it says<sup>1</sup>:

Here, you can read about fan activities, fannish vocabulary, and the histories of fan communities -- and add your own voice, memories, and experiences to our collective story.

Anyone is welcome to be a Fanlore editor -- all you have to do is work on Fanlore.

## Fanlore Gardeners

Gardeners are volunteers who help keep an eye out for any problems, handling the minor ones, and bringing the more serious ones to the Wiki Committee's attention. The volunteers are somewhat autonomous, and are not tracked by the Volunteers & Recruiting Committee.

## Wiki Committee

The Wiki Committee is responsible for managing and developing both the technical aspects and policies of Fanlore. The Wiki Committee works on the "back end" of policy and infrastructure. The Wiki Committee considers its main task to be "to get the editors what they need."<sup>2</sup> This includes:

- Adjusting Fanlore's wiki structure based on editor feedback
- Adjusting policies based on editor feedback
- Contributing to Talk pages
- Designing new templates
- Editing
- Handling support requests, complaints, and suggestions
- Integrating solutions suggested by editors

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<sup>1</sup> [http://fanlore.org/wiki/Main\\_Page](http://fanlore.org/wiki/Main_Page) (Accessed May 25, 2013)

<sup>2</sup> [http://wiki.transformativeworks.org/mediawiki/Wiki\\_-\\_Responsibilities](http://wiki.transformativeworks.org/mediawiki/Wiki_-_Responsibilities) (Accessed May 25, 2013)

## **Strengths**

### **Commitment to Fanlore**

The general commitment by staff, as well as the gardeners and editors, to the importance of Fanlore as a project was palpable in the survey answers across all of the surveys completed. There was a sense that the purpose of preserving fannish history in this manner is valuable, and that despite the challenges which the committee faces, there is a feeling of determination to persevere.

### **Gardeners and Editors**

People mentioned in their answers that reasons why they began editing Fanlore ranged from “there’s a typo. MUST FIX” to “[wanting] to contribute to the effort to document [fandom] history.” Even though the vast majority of editors and gardeners who answered survey questions noted they do not work on Fanlore regularly/every week -- and some had stopped working on Fanlore altogether for a period of time -- many also noted they do keep coming back because they want to fix typos, contribute to the recording of fandoms, and the belief that Fanlore is “a sort of internet-oral history of everyone.”

### **Internal Interaction**

Both current and former Wiki Committee staffers generally agreed that the highlight of working on the Wiki Committee was and is interacting with other staffers within the committee. One current staffer stated that the most positive part of working in the committee was the encouragement and support of other Wiki Committee staffers.

### **Wiki Committee Staff**

Wiki Committee staff members are also very dedicated to Fanlore. Committee members mentioned they felt that “even the little bit I can do is something” and that it was satisfying to be able to contribute to “building a sense of community”. While there is a sense the Wiki Committee staffers are frustrated by not being able to spend more time working on Fanlore the way editors and gardeners do, they seem to be satisfied that they contribute to Fanlore in other important ways by managing the back-end and policy infrastructure.

Fanlore gardeners and editors praised Wiki Committee staff for their responsiveness to questions and problems that the wiki experiences, such as the prevalence of spam.

Gardeners and editors also appreciated the adoption of policies such as the PPOV standard<sup>3</sup>, which they felt was a wise choice for a project like Fanlore.

Many specific wiki functions were also called out as being positive, such as the ability to track changes and the adoption of talk pages.

All of these choices reflect well upon the Wiki Committee staff as being responsive to the needs of gardeners and editors, and in-touch with the specific and special needs of Fanlore. All this likely contributes to the statements by editors that editing Fanlore is “easy” and that it’s “fun to edit”.

## Challenges and Goals

### Sustainability

At the time of our surveys, the Wiki Committee had very few active staff members, leading to a low number of respondents for the staff survey. When we followed up this term with the current Wiki Committee chair, the situation had not changed, with only two "generalist" staff members (including the chair), two "technical experts" and one "consultant"; the chair described the committee as effectively only consisting of two people. In order for Wiki Committee to begin tackling the other challenges it faces, it must first ensure that it has enough people to carry out its work.

#### Related Goals

- Prioritize working with VolCom to set up the basic requirements for recruiting more staff members.

### Communication

#### *Gardeners and Editors*

Despite the Wiki Committee’s work to create community using Dreamwidth<sup>4</sup> as well as the Talk pages on Fanlore, the communities of gardeners and editors both mentioned their frustrations with insufficient communication and engagement. Several gardeners and editors mentioned that they feel the policies and procedures the Wiki Committee uses are opaque, and that the Wiki Committee does not have enough people working on it to do the job -- notes were made

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<sup>3</sup> [http://fanlore.org/wiki/Fanlore:Plural\\_Point\\_of\\_View](http://fanlore.org/wiki/Fanlore:Plural_Point_of_View) (Accessed May 18, 2013)

<sup>4</sup> <http://fanlore.dreamwidth.org/> (Accessed May 18, 2013)

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specifically that “the committee just vanishes for weeks/months” and that when trying to talk to previous iterations of the committee, “there was no sense of cohesion or continuity.” One respondent noted that emailing the committee is often “like talking to an empty room” but added that the “monthly Fanlore posts are helping put a ‘face’ to who is on the committee” and also that “the informal chats are helping and need to be held more often”.

One gardener noted that the official OTW term break is “very disheartening from the outside” using the 2012 term as an example: the lag between the 2011 Wiki Committee “disbanding” and the 2012 committee posting an admin note to let people know they held their first meeting of the new year was nine weeks<sup>5</sup>, and nearly two months into the 2012 term, the Wiki Committee was still “slowly getting back together for the new term”<sup>6</sup>.

Gardeners also noted that they are concerned about “the purging of all emails, the lack of centralized tracking of problems,” saying it caused “a huge lack of institutional memory, causing every new committee to start over from scratch.”

One respondent noted “every incarnation of the committee lost track of questions and problems” and that the Wiki Committee does not “collate the things [...] discussed on the Talk pages”.

### *Staff*

Current and former Wiki Committee staff also noted “communication and staffing problems,” both within the committee itself and within the OTW as a whole. Staff members noted they do not think the Board or the Volunteers & Recruiting Committee understand what happens in the Wiki Committee or how they work, nor do many of the users or other OTW teams.

Often even the staff members themselves are confused about the committee’s work<sup>7</sup>. One staff member mentioned they do not even know what the committee’s procedures are, saying it’s not clear or documented how decisions are made, what the chair(s) do, or even how many people should be involved in making decisions about Fanlore and the committee itself.

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<sup>5</sup> <http://fanlore.dreamwidth.org/54200.html> (Accessed May 18, 2013)

<sup>6</sup> <http://fanlore.dreamwidth.org/54554.html> (Accessed May 18, 2013)

<sup>7</sup> For example: the Strategic Planning Committee notes that both Wiki Committee chairs told us it was not part of their job to edit or create Fanlore pages, however the Wiki Committee’s documentation (created, according to its history, by one of those chairs) states that it is part of the Wiki Committee’s mandate to do so.

<sup>7</sup>Source: [http://wiki.transformativeworks.org/mediawiki/Wiki\\_-\\_Responsibilities](http://wiki.transformativeworks.org/mediawiki/Wiki_-_Responsibilities) (Accessed 24 August 2013)

Staffers also noted that there are no internal communication guidelines to help them determine what the roles are and who is to be doing what within the committee, how those tasks should be done, and what the deadlines are.

### Related Goals

- Recruit more Wiki Committee staff (possibly from active gardener pool), especially to cover communications with Fanlore gardeners and editors
  - Communicate clearly to new and existing staff the structure, roles and functioning of the committee
- Implement a regular "newsletter" or updates to the gardener mailing list, Fanlore, and Dreamwidth community
  - Announce policies/guidelines under discussion and new policies/guidelines that have been implemented
  - Check-ins to see if there are any issues that gardeners want to bring up for discussion on list
  - Introduce new staff members, announce new gardeners
  - Refreshers on old policies/guidelines
- Make the link to the communication form visible on Fanlore and the Dreamwidth community
- While the official OTW term break is not under the Wiki Committee's control, we suggest they consider staggering term breaks among staffers so that there is always committee staff available for volunteers to contact

### Documentation

Documentation was mentioned almost as much as communication as a challenge the Wiki Committee faces, not just internally but for Fanlore as well.

#### *Fanlore*

Gardeners and editors noted they needed better and/or less opaque and/or easier to find documentation for the following information about the Wiki Committee:

- how and when to contact them
- what they do
- who they are
- why they were chosen for the committee

*Internal*

Staffers noted they needed documentation for the following:

- answering outside queries
- committee staff member roles
- deadlines
- how to contest/change previously established policies
- how to liaise with other committees
- major projects
- procedures for handling user situations
- recurring tasks

**Related Goals**

- Contact retired staff & volunteers through the Volunteers & Recruiting Committee to document missing institutional memory
- Make documentation relevant to gardeners and editors prominent and readily available through links on Fanlore and the Dreamwidth community
- Prioritize documentation of internal procedures
  - Recruit additional Wiki Committee staff or use volunteers as necessary to get documentation written
  - Make regular and ongoing documentation part of Wiki Committee's culture and stated responsibilities
- Review current internal wiki documentation to determine if it is in line with current Committee procedures and functioning; if necessary, update it

**Training**

Some editor and gardener respondents mentioned having difficulty getting started, though once they had learned the ropes they found it got easier. Implied within the responses was the reality that if training were available in how to use or edit wikis as well as how to engage with other gardeners productively, more people might be willing to become editors of Fanlore and eventually graduate to becoming gardeners. Though there is a mailing list for gardeners and informal mentorship through Fanlore talk pages, these options don't appear to be helpful to everyone. The Campfire chat room in particular did not seem to be an effective tool for training new editors.

Within the Wiki Committee itself, both of the chairs we interviewed also spoke frankly about the difficulties they have faced in training staff and future chairs, given the lack of documentation and institutional memory mentioned above.



### Related Goals

- Consider making an orientation package for new gardeners, e.g. "outlining their responsibilities or pointing them at the Gardener 'tips, tasks, role' etc. pages on Fanlore"
- Consider making screencast tutorials on basics (listed here in the same order and phrasing as presented by a survey participant):
  - adjusting your preferences
  - creating a new page
  - making edits to an existing page
  - the difference between your User page and a regular page for your name
  - using a Talk page (indenting your comment, signing your name)
  - using/explaining the Recent Changes page
  - using the Sandbox
  - "watching" (tracking) a page
- Collaborate with VolCom to provide better support for chair training and chair succession
- Develop training plan for staff members and provide them with resources on volunteer management and communications
- Promote the use of the Sandbox as a training tool
- Recruit more Wiki Committee staff or volunteers to prepare/improve training materials for gardeners and editors

### Outreach

In conjunction with the feedback about communication, editors, gardeners, and committee staff all noted that outreach from the Wiki Committee to their volunteers and to the community at large was crucial to the success of Fanlore as a project. They all also recognized that right now, outreach is lacking.

Editors noted that potential new editors for Fanlore seemed unclear about whether they were qualified for or allowed to edit, what kinds of information it was appropriate to add, and what sorts of editing Fanlore most needed. Editors also said that they felt they did not understand what should go on a page, why their edits might be removed, or what the site policies are and the reasoning behind them.

In addition to issues of communication, documentation, and training, respondents also cited the following obstacles to outreach about Fanlore:

- Many fans (especially in small, insular fandoms) are not aware that Fanlore exists
- The policy on fanart is a source of conflict
- There is the perception of academic snobbery
- There is a sense of isolation and lack of supportive editing community

### Related Goals

- Consider designating a staff member to update the Twitter account more regularly
- Consider holding "editing parties" in the chatroom; held regularly, they can increase the sense of community among editors and gardeners, as well as encourage people to do more editing and creation on Fanlore
- Develop projects for the editor pool, e.g. making a stub for every fansite visited
- Highlight/recognize active editors and gardeners in newsletters or updates
- Have staff members reach out to specific fannish communities on Dreamwidth, LiveJournal, Tumblr, etc., or liaise with gardeners and editors who can reach out to those groups
- Regular otw\_news posts from the committee about Fanlore and open calls for editors (in addition to current invitations to edit Fanlore at the end of link round-ups)

### Non-English and non-Western fandoms

The perception among Fanlore gardeners is that Fanlore is unwelcoming and actively exclusionary of fandoms other than major Western media. One respondent noted concisely that the "use of western media fandom terms instead of anime/manga terms," as well as the "overall treatment of media fandom [as the] *default* reinforce the notion that Fanlore is about western media fandom." Respondents also mentioned a lack of support for non-English editors who can feel that their English might not be good enough to work on Fanlore.

### Related Goals

- Consider designating non-English/non-Western fandom members in the Wiki Committee or among the Fanlore volunteer pool to head an initiative to address this concern
- Investigate a collaboration with Translation and I&O to increase support for articles about non-English/non-Western fandoms

### Organizational support

As a project of the OTW, Fanlore has a full range of both technical and non-technical needs that cannot and should not be met by a single committee. These include:

- answering user queries and bug reports
- mediawiki maintenance
- spam control
- updating CSS

**Related Goals**

- Board support for the reorganization required to provide proper resources for Fanlore as an OTW project
- Develop a subcommittee or set up a collaboration with Support to answer user queries
- Discuss with Board the creation of a subcommittee or workgroup to develop forums
- Improve collaboration with Systems for mediawiki maintenance
- Improve collaboration with Webs or AD&T for CSS
- Recruit more Wiki Committee staff with necessary technical skill sets

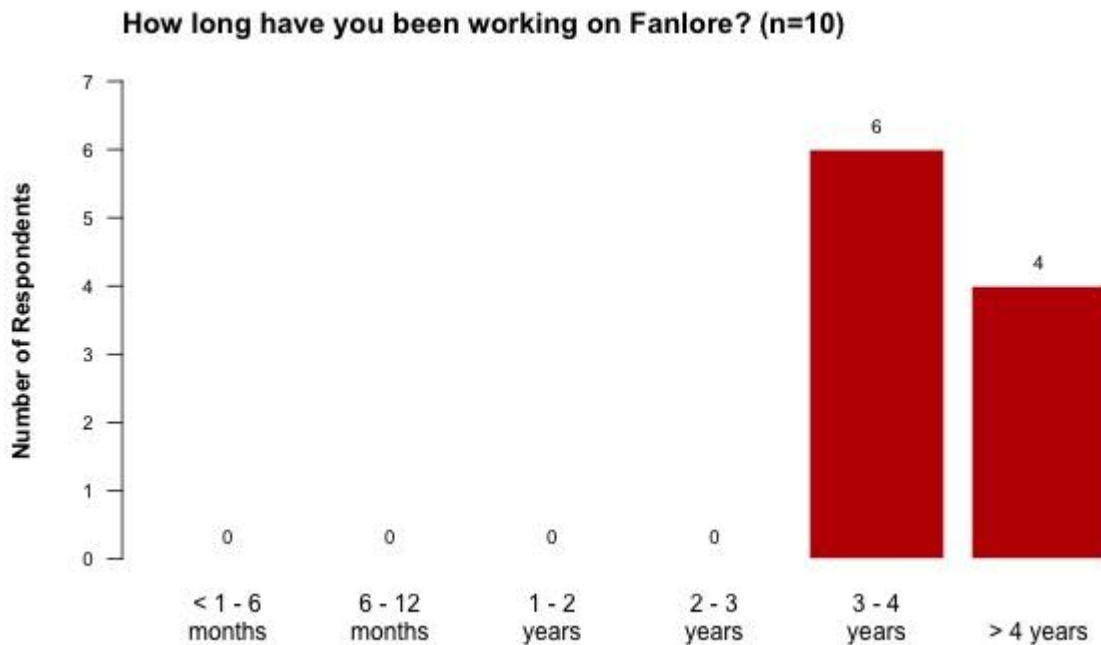
**Appendix A: Quantitative Data**

**Wiki Committee Staff Quantitative Data**

Due to the small number of responses, the Strategic Planning Committee decided not to release the quantitative data for the aggregate numbers to protect the confidentiality of the respondents. The raw data is stored in the OTW's Vault if there is a need to reference it in the future.

**Fanlore Gardeners Quantitative Data**

**Figure and Table 1.** How long have you been working on Fanlore?

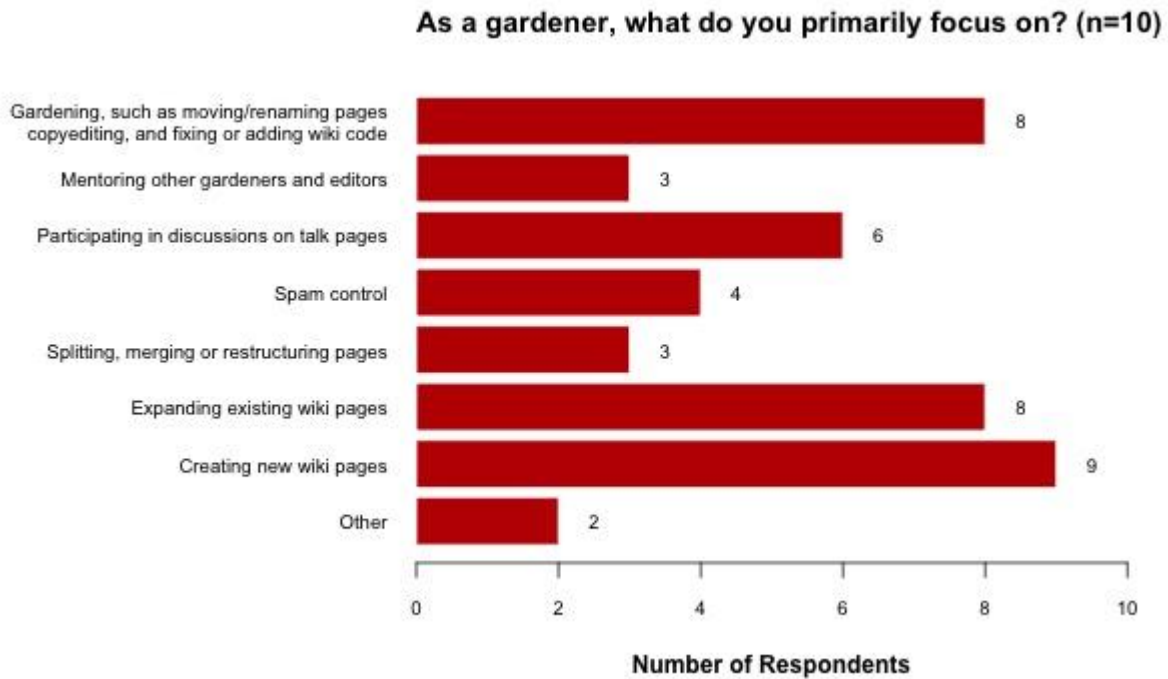


How long have you been working on Fanlore?	Respondents
< 1 month - 6 months	0
6 months - 12 months	0
1 year - 2 years	0
2 years - 3 years	0
3 years - 4 years	6
> 4 years	4
<b>Total</b>	<b>10</b>

All of the respondents have been working on Fanlore for more than 3 years at time of survey.

When asked whether they had edited a wiki before they began to work on Fanlore, the majority (8 out of 10) respondents answered "Yes" and two answered "No".

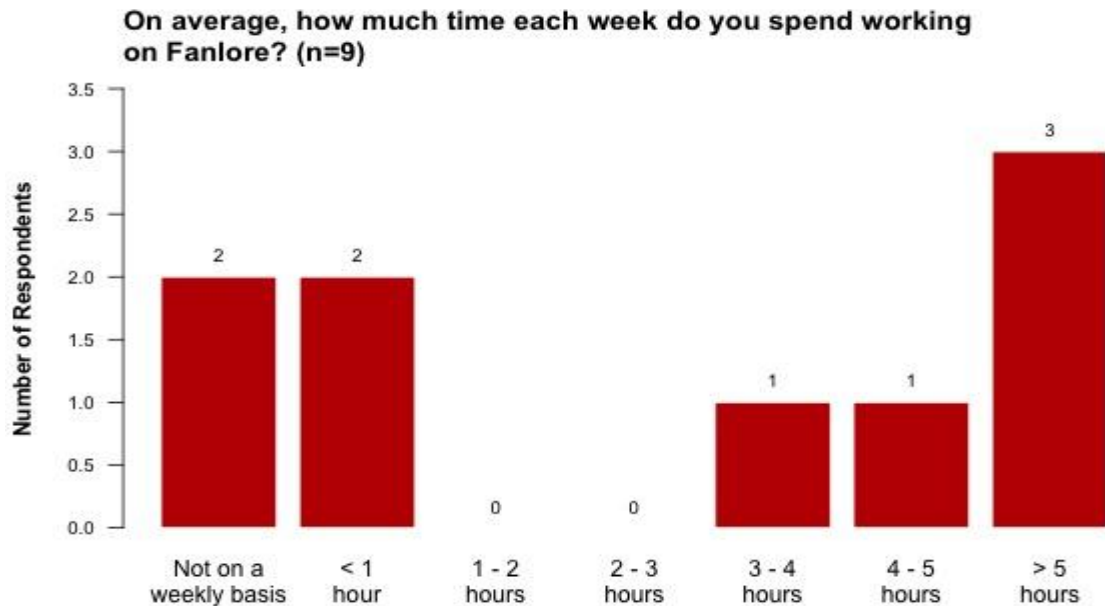
**Figure and Table 2.** As a gardener, what do you primarily focus on?



<b>As a gardener, what do you primarily focus on?</b>	<b>Respondents</b>
Gardening, such as moving/renaming pages, copyediting, and fixing or adding wiki code	8
Mentoring other gardeners and editors	3
Participating in discussions on talk pages	6
Spam control	4
Splitting, merging, or restructuring pages	3
Writing content for wiki pages – expanding existing wiki pages	8
Writing content for wiki pages – creating new wiki pages	9
Other	2
<b>Total respondents</b>	<b>10</b>

The most common tasks that gardeners focused on were writing content for wiki pages (either through expanding existing wiki pages or creating new ones) and gardening. Please see Textual Data section for answers listed under "Other".

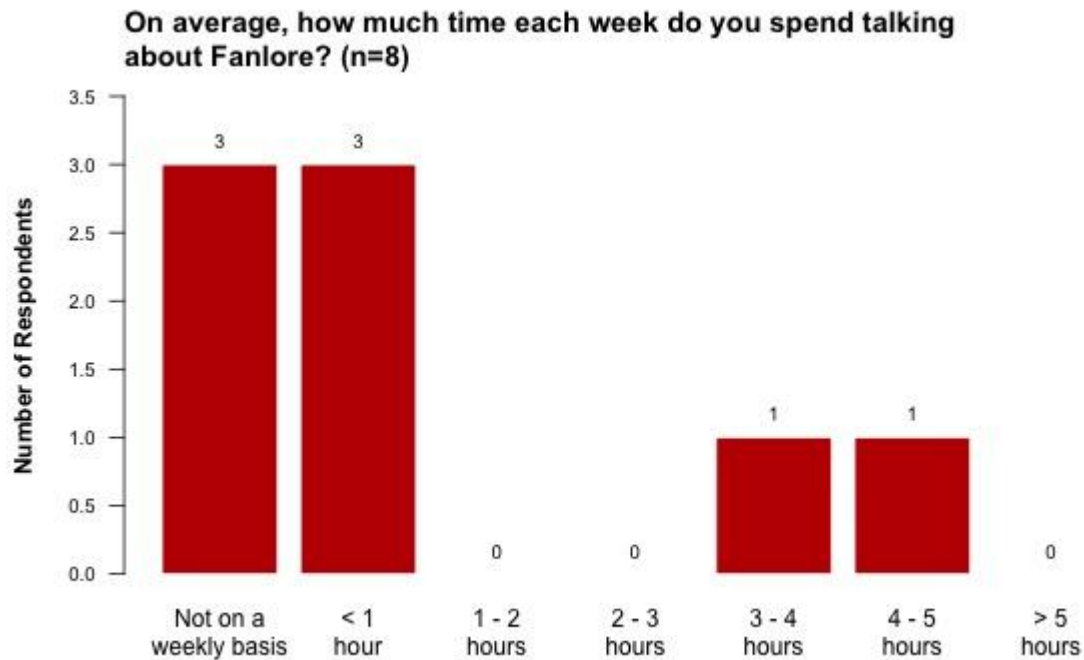
**Figure and Table 3.** On average, how much time each week do you spend working on Fanlore?



<b>On average, how much time each week do you spend working on Fanlore?</b>	<b>Respondents</b>
Not on a weekly basis	2
< 1 hour	2
1 hour - 2 hours	0
2 hours - 3 hours	0
3 hours - 4 hours	1
4 hours - 5 hours	1
5+ hours	3
<b>Total</b>	<b>9</b>

Respondents either worked less than one hour a week or more than three hours a week on Fanlore.

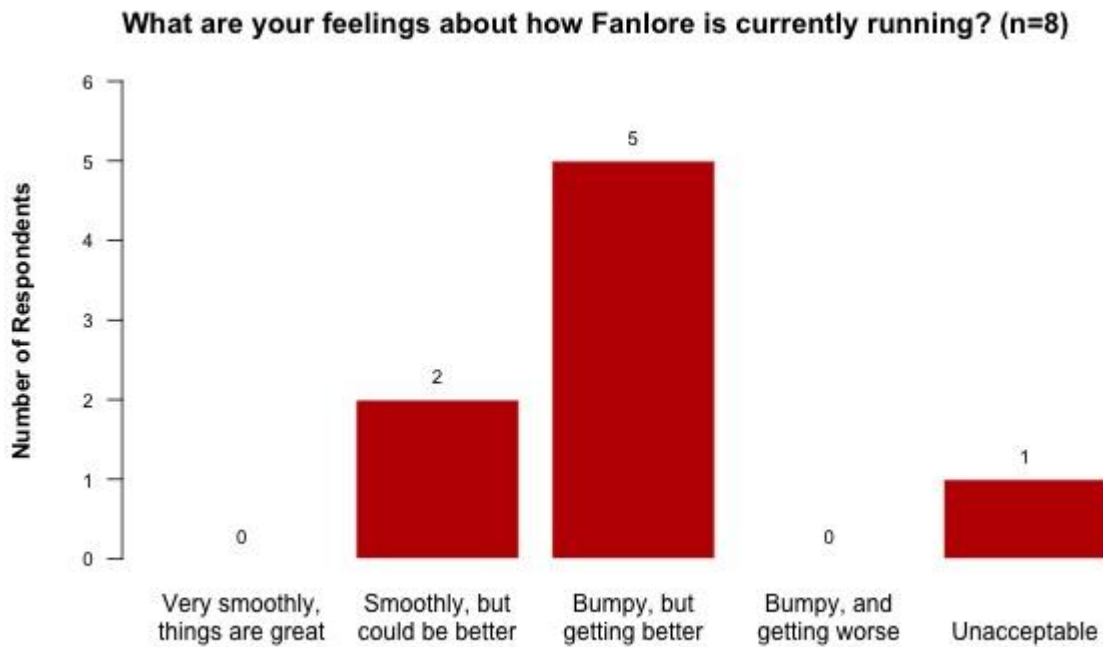
**Figure and Table 4.** On average, how much time each week do you spend talking about Fanlore?



<b>On average, how much time each week do you spend talking about Fanlore?</b>	<b>Respondents</b>
Not on a weekly basis	3
< 1 hour	3
1 hour - 2 hours	0
2 hours - 3 hours	0
3 hours - 4 hours	1
4 hours - 5 hours	1
5+ hours	0
<b>Total</b>	<b>8</b>

The majority of respondents (6 out of 8) spent less than one hour a week talking about Fanlore.

**Figure and Table 5.** What are your feelings about how Fanlore is currently running?

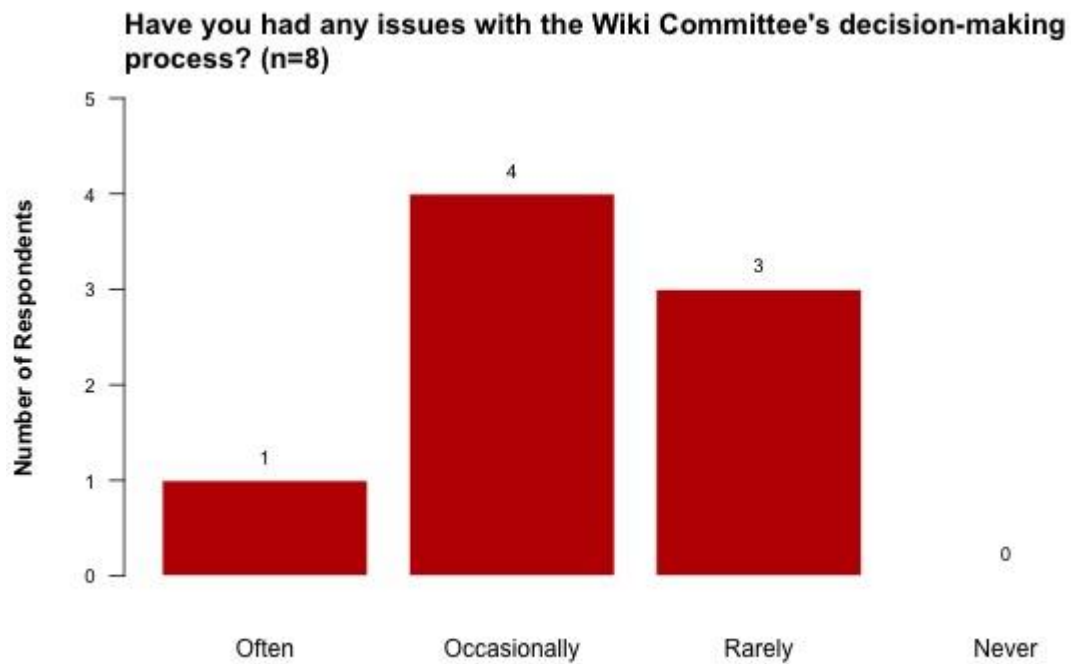


What are your feelings about how Fanlore is currently running?	Respondents
Very smoothly, things are great	0
Smoothly, but could be better	2
Bumpy, but getting better	5
Bumpy, and getting worse	0
Unacceptable	1
<b>Total</b>	<b>8</b>

The majority of respondents (5 out of 8) felt that Fanlore was "bumpy, but getting better".

When asked whether they felt their thoughts about Fanlore policies are heard and taken into account by Wiki Committee staff, respondents were split between "Yes" (4 out of 8) and "Occasionally" (3 out of 8). Only one respondent answered "No".

**Figure and Table 6.** Have you had any issues with the Wiki Committee's decision-making process?

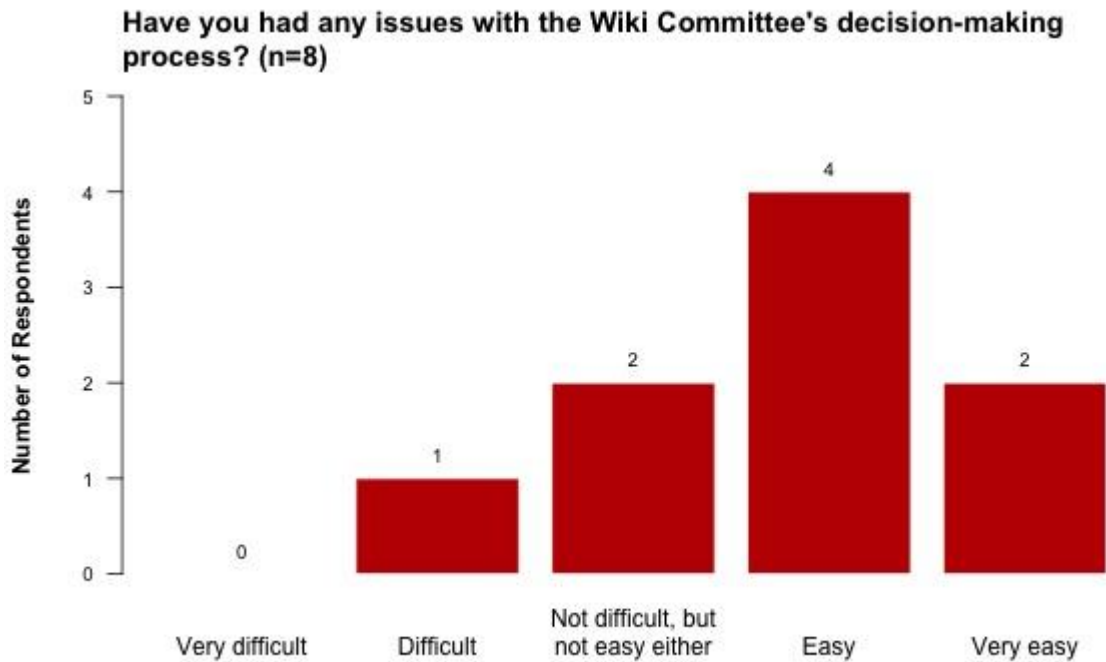




Have you had any issues with the Wiki Committee's decision-making process?	Respondents
Often	1
Occasionally	4
Rarely	3
Never	0
<b>Total</b>	<b>8</b>

The majority of respondents (7 out of 8) have "occasionally" or "rarely" had issues with the Wiki Committee's decision-making process.

**Figure and Table 7.** How did you find the process of becoming a gardener?

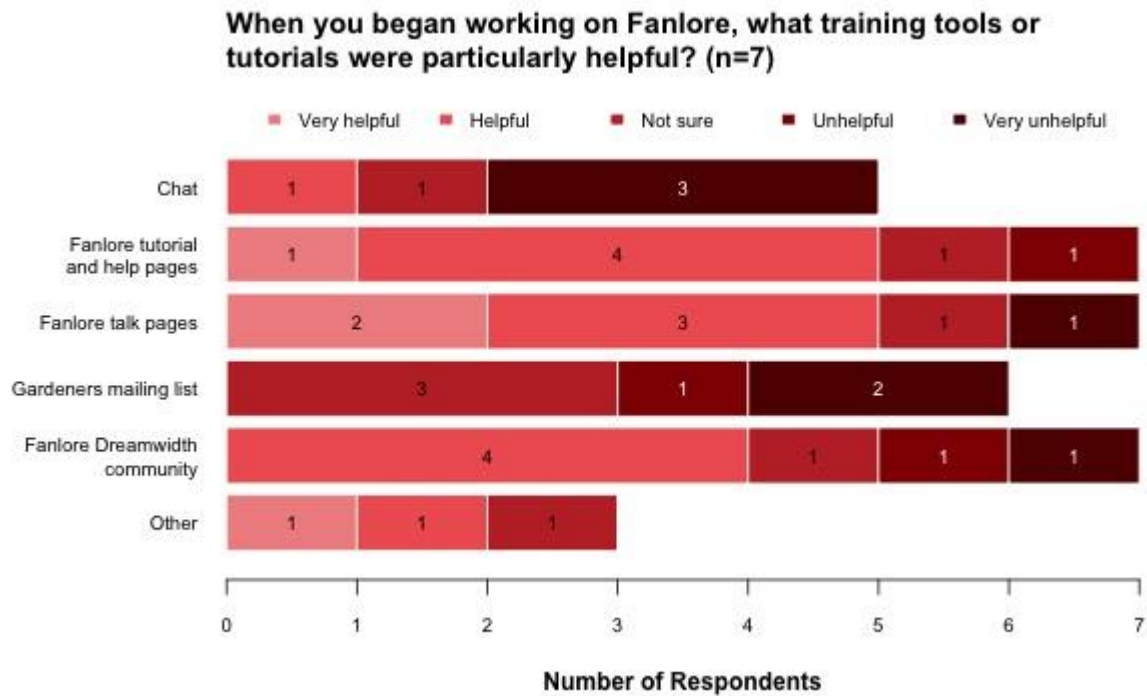


How did you find the process of becoming a gardener?	Respondents
Very difficult	0
Difficult	1

Not difficult, but not easy either	2
Easy	4
Very easy	2
<b>Total</b>	<b>9</b>

The majority of respondents (6 out of 9) found the process of becoming a gardener to be either "Easy" or "Very easy".

**Figure and Table 8.** When you began working on Fanlore, what training tools or tutorials were particularly helpful?



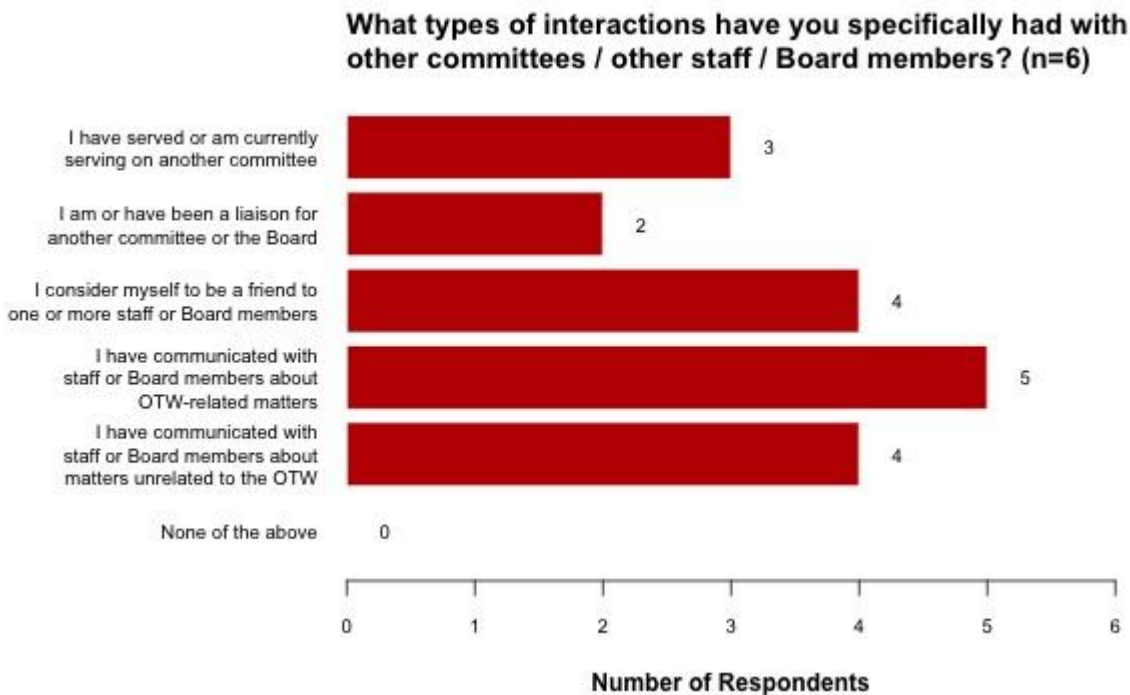
When you began working on Fanlore, what training tools or tutorials were particularly helpful?	Very helpful	Helpful	Not sure	Unhelpful	Very unhelpful	Total
Chat	0	1	1	0	3	5
Fanlore tutorial and help pages	1	4	1	1	0	7

Fanlore Talk pages	2	3	1	0	1	7
Gardeners mailing list	0	0	3	1	2	6
Fanlore Dreamwidth community	0	4	1	1	1	7
Other	1	1	1	0	0	3
<b>Total respondents</b>						<b>7</b>

The Fanlore talk pages were overall the most helpful resource for training, followed by the Fanlore tutorial/help pages and Dreamwidth community. Please see Textual Data section for answers listed under "Other".

The majority of respondents (7 out of 9) considered themselves to be OTW volunteers, while two did not.

**Figure and Table 9.** What types of interactions have you specifically had with other committees / other staff / board members, etc.?

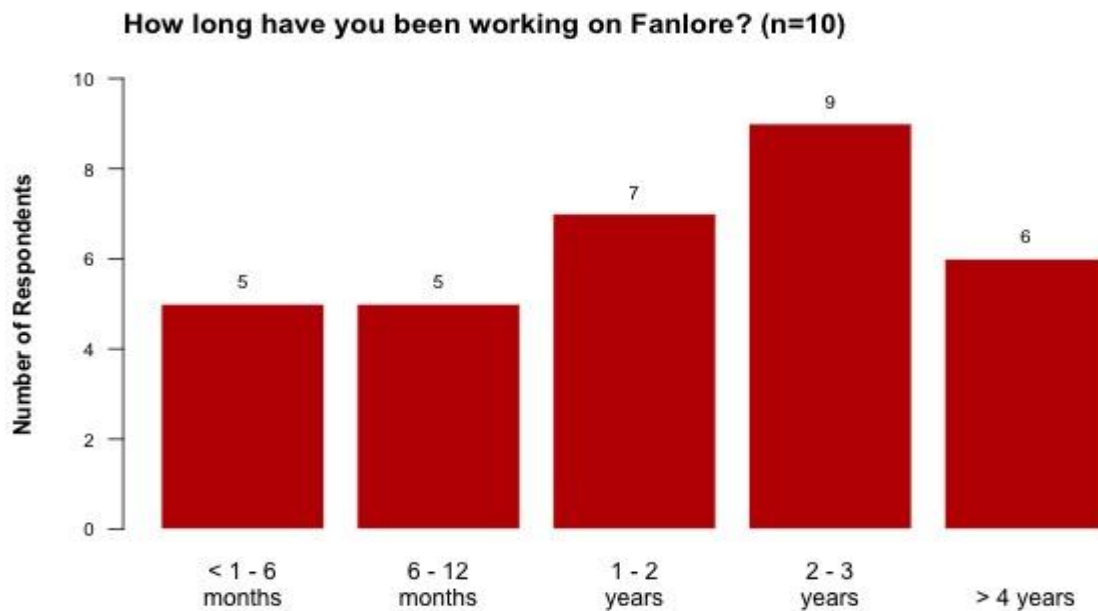


<b>What types of interactions have you specifically had with other committees / other staff / board members, etc.?</b>	<b>Respondents</b>
I have served or am currently serving on another committee	3
I am or have been a liaison for another committee or the board	2
I consider myself to be a friend to one or more staff or board members	4
I have communicated with staff or board members about OTW-related matters	5
I have communicated with staff or board members about matters unrelated to the OTW	4
None of the above	0
<b>Total respondents</b>	<b>6</b>

All six respondents have interacted with other OTW committees, staff, and Board members in some capacity.

**Fanlore Editors Quantitative Data**

**Figure and Table 10.** How long have you been working on Fanlore?



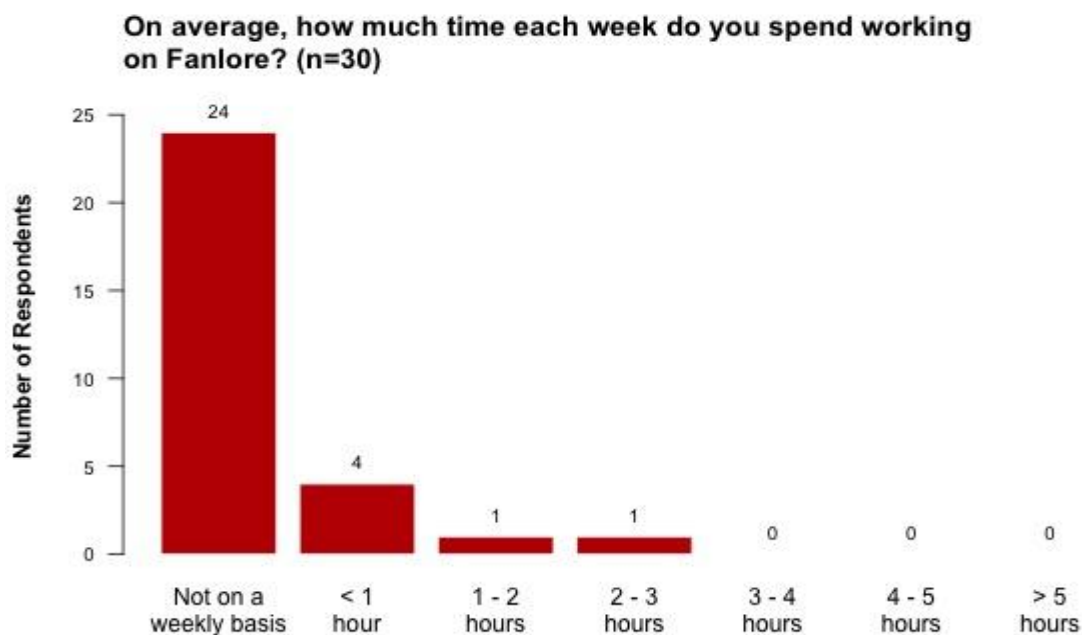
How long have you been working on Fanlore?	Respondents
< 1 month - 6 months	5
6 months - 12 months	5
1 year - 2 years	7
2 years - 3 years	9
> 4 years	6
<b>Total</b>	<b>32</b>

There was wide variation in how long respondents have been working on Fanlore, but a majority (22 out of 32) have been editors for more than one year.

Exactly half of the respondents (16 out of 32) have edited a wiki prior to working on Fanlore, while half have not.

The majority of respondents (24 out of 32) are aware of the differences between gardeners and editors, while eight are not.

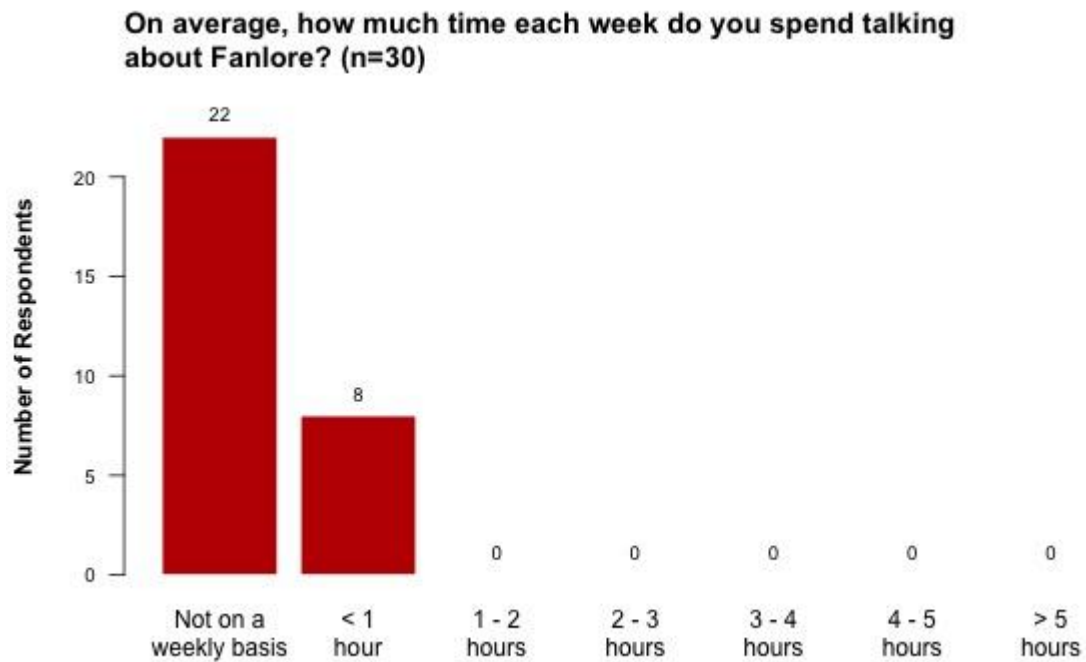
**Figure and Table 11.** On average, how much time each week do you spend working on Fanlore?



<b>On average, how much time each week do you spend working on Fanlore?</b>	<b>Respondents</b>
Not on a weekly basis	24
< 1 hour	4
1 hour - 2 hours	1
2 hours - 3 hours	1
3 hours - 4 hours	0
4 hours - 5 hours	0
> 5 hours	0
<b>Total</b>	<b>30</b>

The majority of respondents (24 out of 30) do not edit Fanlore on a weekly basis.

**Figure and Table 12.** On average, how much time each week do you spend talking about Fanlore?

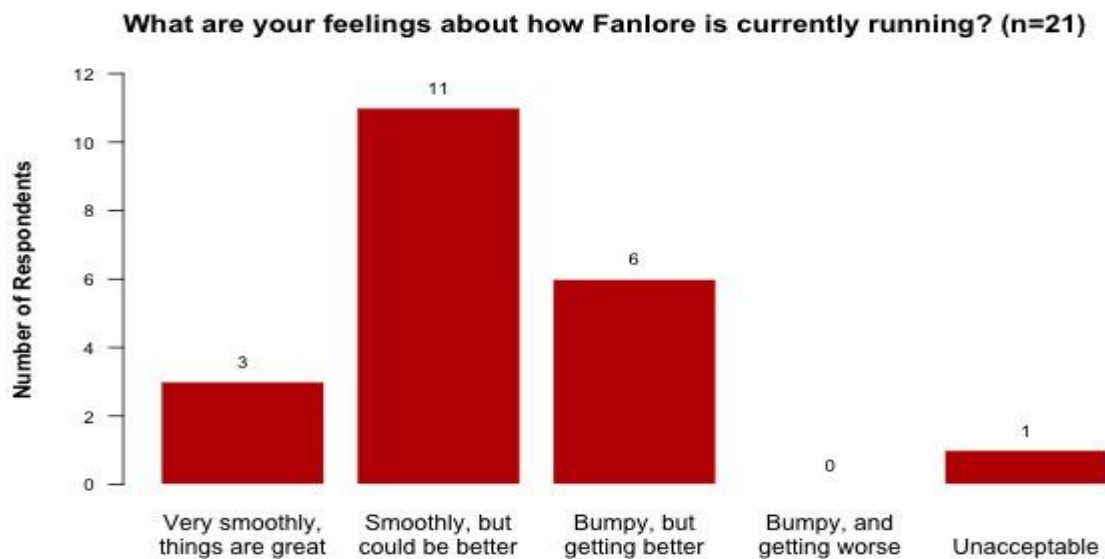


<b>On average, how much time each week do you spend talking about Fanlore?</b>	<b>Respondents</b>
Not on a weekly basis	22
< 1 hour	8
1 hour - 2 hours	0
2 hours - 3 hours	0
3 hours - 4 hours	0
4 hours - 5 hours	0
> 5 hours	0
<b>Total</b>	<b>30</b>

The majority of respondents (22 out of 30) do not spend time talking about Fanlore on a weekly basis.

When asked whether they had ever stopped working on Fanlore for a long period of time before returning (for reasons other than personal life), more than half of the respondents (17 out of 31) said "Yes", while 14 answered "No".

**Figure and Table 13.** What are your feelings about how Fanlore is currently running?

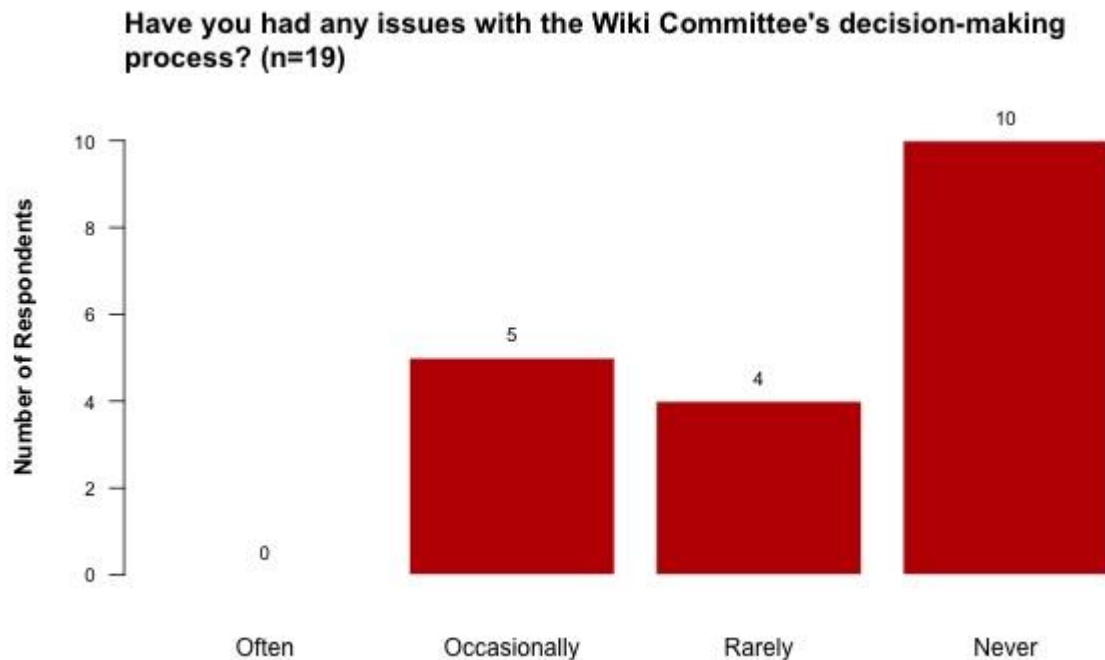


What are your feelings about how Fanlore is currently running?	Respondents
Very smoothly, things are great	3
Smoothly, but could be better	11
Bumpy, but getting better	6
Bumpy, and getting worse	0
Unacceptable	1
<b>Total</b>	<b>21</b>

The majority of respondents feel positive about how Fanlore is currently running, with 11 out of 21 respondents answering "Smoothly, but could be better".

When asked whether they felt their thoughts about Fanlore policies were heard and taken into account by Wiki Committee staff, respondents were divided with 7 answering "Yes", 8 answering "No", and 4 answering "Occasionally".

**Figure and Table 14.** Have you had any issues with the Wiki Committee's decision-making process?

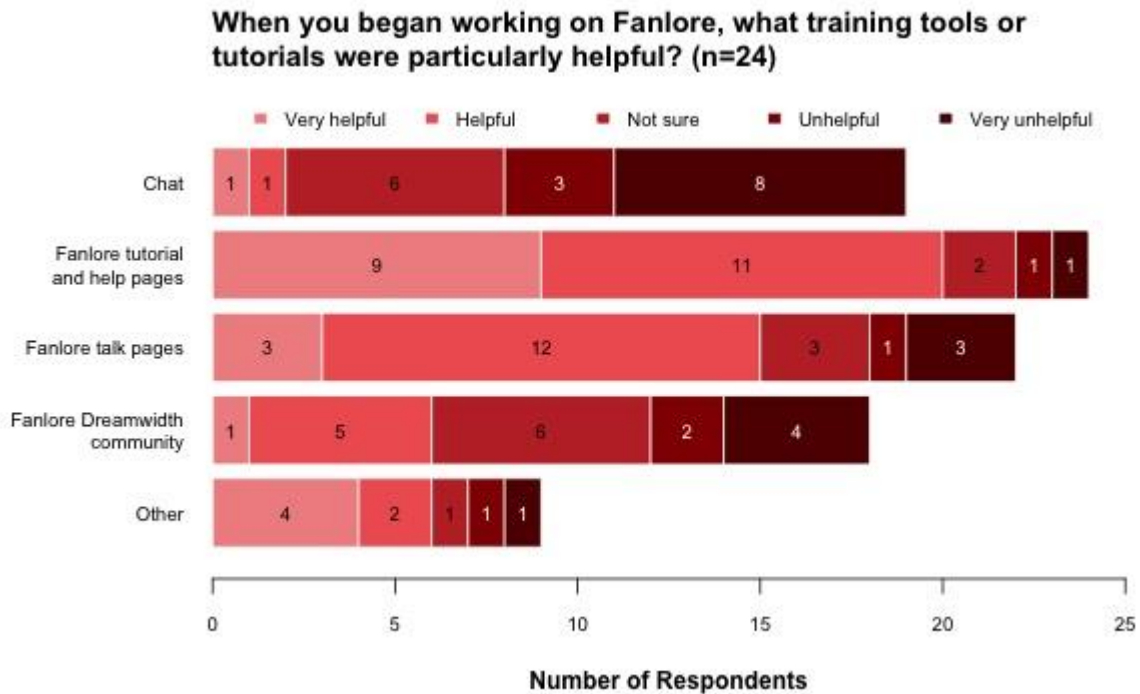




Have you had any issues with the Wiki Committee's decision-making process?	Respondents
Often	0
Occasionally	5
Rarely	4
Never	10
<b>Total</b>	<b>19</b>

The majority of respondents (10 out of 19) have never had issues with the Wiki Committee's decision-making process.

**Figure and Table 15.** When you began working on Fanlore, what training tools or tutorials were particularly helpful?



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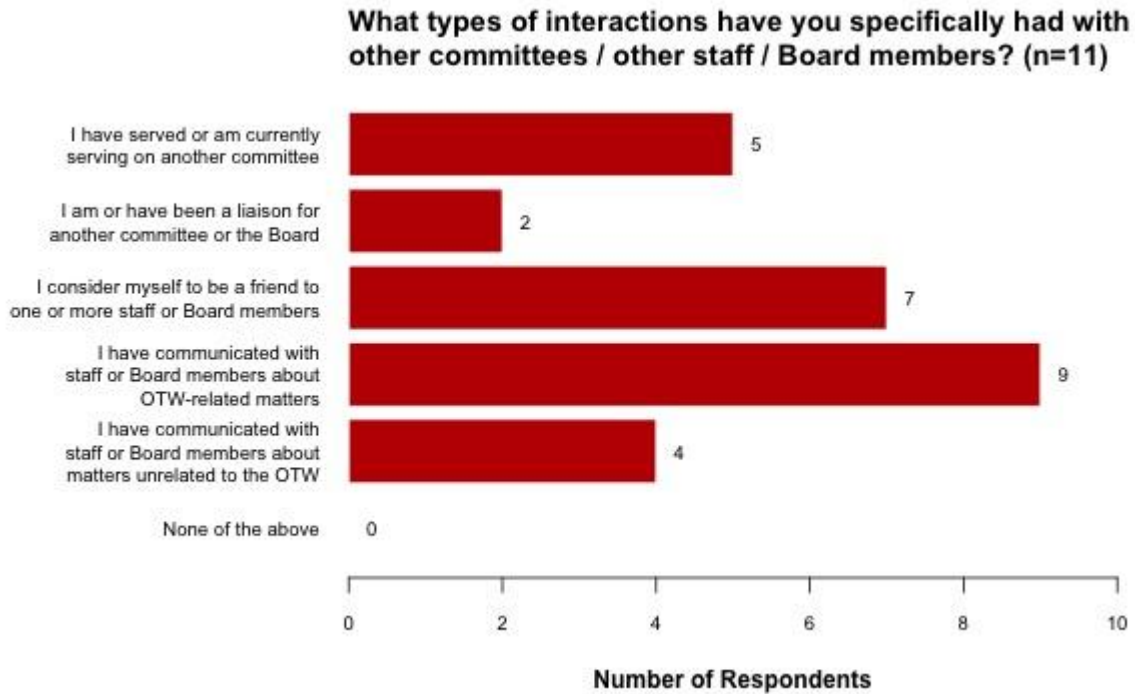
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<b>When you began working on Fanlore, what training tools or tutorials were particularly helpful?</b>	Very helpful	Helpful	Not sure	Unhelpful	Very unhelpful	<b>Total</b>
Chat	1	1	6	3	8	19
Fanlore tutorial and help pages	9	11	2	1	1	24
Fanlore Talk pages	3	12	3	1	3	22
Fanlore Dreamwidth community	1	5	6	2	4	18
Other	4	2	1	1	1	8
<b>Total respondents</b>						24

Fanlore tutorial/help pages were the most helpful resource for training based on responses, followed by the Fanlore talk pages. Many respondents (11 out of 19) also indicated chat as being "unhelpful" or "very unhelpful".

A slight majority of respondents (16 out of 29) do not consider themselves to be OTW volunteers, while 13 do.

**Figure and Table 16.** What types of interactions have you specifically had with other committees / other staff / board members, etc.?



<b>What types of interactions have you specifically had with other committees / other staff / board members, etc.?</b>	<b>Respondents</b>
I have served or am currently serving on another committee	5
I am or have been a liaison for another committee or the board	2
I consider myself to be a friend to one or more staff or board members	7
I have communicated with staff or board members about OTW-related matters	9
I have communicated with staff or board members about matters unrelated to the OTW	4
None of the above	0
<b>Total respondents</b>	<b>11</b>

All 11 respondents have interacted with other OTW committees, staff, or Board members in some capacity.

### Retired Wiki Committee Staff Quantitative Data

Due to the small number of responses, the Strategic Planning Committee decided not to release the textual data for the aggregate numbers to protect the confidentiality of the respondents. The raw data is stored in the OTW's Vault if there is a need to reference it in the future.

## Appendix B: Textual Data from Surveys Used to Create Aggregate Numbers

### Wiki Committee Staff Survey Textual Data

Due to the small number of responses, the Strategic Planning Committee decided not to release the textual data for the aggregate numbers to protect the confidentiality of the respondents. The raw data is stored in the OTW's Vault if there is a need to reference it in the future.

### Retired Wiki Committee Staff Survey Textual Data

Due to the small number of responses, the Strategic Planning Committee decided not to release the textual data for the aggregate numbers to protect the confidentiality of the respondents. The raw data is stored in the OTW's Vault if there is a need to reference it in the future.

### Fanlore Gardeners Survey Textual Data

Had you ever edited a wiki before you began to work on Fanlore?	Respondents
Minor edits	2
Wikipedia	1
Other wikis	1
Total respondents	4

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<b>Were you a Fanlore editor before you were a gardener?</b>	<b>Total</b>
Yes	9
Maybe	1
Total respondents	10

<b>What was your motivation for deciding to become a Fanlore gardener?</b>	<b>Total</b>
Wanted ability to move/rename pages	5
"Fixing things"	2
Avoid captcha	2
Fighting spam	2
Invitation	2
Total respondents	10

<b>As a gardener, what do you primarily focus on? (Listed under "other")</b>	<b>Total</b>
Errors	3
Fixing categories	3
Sorting	3
Templates	2
Adding content	1
Japanese romanization and translation	1
Zines	1
Total respondents	5

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<b>What are your personal fandoms/fandom areas?</b>	<b>Total</b>
Western television	5
Anime/Manga	3
Western books/literature	3
Gaming	2
Comics	1
Filk	1
RPF	1
Vidding	1
Total respondents	8

<b>Do you consider your personal fandoms to be well-represented on Fanlore?</b>	
Yes	3
No	5
Total respondents	8

<b>Which fandoms do you think are not as well-represented on Fanlore as they could be? What do you think is the reason for this?</b>	
Need more editors	4
Anime/manga	3
Fandoms outside of zines and vidding	2
Lack of time/inertia	2
Small fandoms	1
Gaming fandoms	1

Other non-Western fandoms	1
Total respondents	8

<b>Do you have any ideas for how to better represent these fandoms?</b>	
Outreach/targeted recruitment	6
Not sure	1
Tired of making suggestions that are not listened to	1
Total respondents	8

<b>How long had you been working on Fanlore before stopping?</b>	
2 years	1
< 1 year	1
Left and returned several times	1
Total respondents	3

<b>Why did you stop?</b>	
Burnout	2
Interpersonal issues	2
Unclear policies	1
Unfulfilling	1
Total respondents	3

<b>How long were you gone?</b>	
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1 year	2
< 1 year	1

<b>Why did you come back to Fanlore?</b>	
Love of Fanlore	3

<b>Are you finding this experience different from your previous experience?</b>	
Yes	3

<b>What are your feelings about how Fanlore is currently running?</b>	
Wiki Committee turnover is too high	2
Need forums for Fanlore	2
Great support for zine fandoms	1
Fanlore policy has improved	1
Need more organizational support	1
Need more transparency from the Wiki Committee	1
Wiki Committee communication has improved	1
Wiki Committee's conflict resolution skills have improved	1
Total respondents	6

<b>What is something (or many things!) you think Fanlore does really well?</b>	
Content is useful	2
Conflict resolution	1



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Is very welcoming	1
Looks professional	1
PPOV	1
Preserves fannish history	1
Total respondents	6

<b>What changes, if any, would you make to current Fanlore procedures?</b>	
More documentation	2
More emphasis on PPOV	1
Staggered vacations instead of term break	1
Outreach for underrepresented fandoms	1
More transparency	1
More training	1
Total respondents	5

<b>In your opinion, what is one of the greatest challenges or stumbling blocks facing Fanlore right now?</b>	
Need for outreach	6
Lack of organizational support	1
High turnover on the Wiki Committee	1
Need for more training	1
Total respondents	7

<b>Do you have any ideas for how this challenge/stumbling block can be</b>	
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<b>addressed?</b>	
Targeted outreach	3
Mentor new editors	2
Advertising	1
Forums	1
Total respondents	5

<b>What do you wish the userbase knew about Fanlore?</b>	
They can and should add content	3
Fanlore is volunteer-based	1
Pages should be about fandoms	1
Total respondents	5

<b>Do you personally feel that your thoughts about Fanlore policies are heard and taken into account when decisions are made by the Wiki Committee staff?</b>	
There is a lack of communication	3
There is a lack of transparency	2
Committee members do not identify themselves	1
Informal chats are helpful	1
Monthly posts are helpful	1
There is a lack of support from the OTW	1
Total respondents	6

<b>Have you had any issues with the Wiki Committee's decision-making process?</b>	
Decisions appear to be made based on complaints	2
There is a failure to uphold policies	2
There is a fear of conflict	2
Committee members don't identify themselves	1
There is a lack of documentation of past decisions	1
There is a lack of support	1
Total respondents	4