WIKIMEDIA
POLSKA

PROJECT OF SUPPORT AND INTEGRATION FOR ADMINISTRATORS OF THE POLISH WIKIPEDIA.

PROJECT REPORT

"THE PROJECT CONDUCTED BY THE COMMUNITY SUPPORT TEAM OF WIKIMEDIA POLSKA ASSOCIATION WAS FUNDED THROUGH GRANDS FOR THE IMPLEMENTATION OG THE WIKIMEDIA 2030 STRATEGY.

PROJECT REPORT CREATED BY:

FOKA – PAULINA ANNA STUDNICZKA

COMMUNITY SUPPORT COORDINATOR WIKIMEDIA POLSKA

MAŁGORZATA GRAMATNIKOWSKA – CO-AUTHOR

JUNIOR COMMUNITY SUPPORT

TRANSLATION: ZOFIA PAŁKA, PAWEŁ GORGOLEWSKI

(CC BY-SA 4.0)

WIKIMEDIA

POLSKA

Table of Contents

Introduction

The project of support and integration for administrators of the Polish-language Wikipedia, carried out by the Community Support Team of Wikimedia Poland, aimed to strengthen collaboration and prevent burnout among administrators. Admins are responsible for ensuring the security of the Polish Wikipedia. This group is particularly susceptible to burnout due to the need to handle challenging situations and interact with persistent, often harassing vandals.

The Community Support Team of WMPL implemented the project from June 2022 to June 2023.

The project aligns with the third recommendation of the Wikimedia Movement Strategy - Actions for Inclusion and Safety, particularly focusing on the following activities:

- *Examine and develop an adaptable security assessment and implementation plan, as well as a rapid response and support infrastructure.*

    o *Procedures for responding to large-scale challenges such as socio-political unrest and environmental threats.*

    o *Training and opportunities for raising awareness and building response capacities in community safety and conflict management.*

Other interconnected strategic recommendations include investing in skill development and knowledge management within the movement.

The knowledge and practices from the project can be adapted in other contexts to support communities in building a safe and friendly environment.

Project Assumptions

Security in Wikimedia projects relies on a small group of users who must solve difficult and demanding problems without adequate tools or support.

Similar to many other large Wikimedia projects, the safety of the Polish Wikipedia community heavily relies on the work of administrators. Administrators must handle challenging cases, respond to acts of vandalism, enforce community guidelines and recommendations. This presents a challenge that doesn't require training in communication, conflict resolution, or cybersecurity. Administrators have also not been trained to cope with their own stress, emotional exhaustion, and the risk of burnout.

There are communication channels often used by administrators for internal consultations. However, these channels are not used for emotional support, which would be helpful in making difficult decisions and responding to challenging situations. There is no space for discussing general safety-related issues.

Furthermore, administrators' interventions are closely watched, and their mistakes – easier to make without proper training – are rigorously judged by the community at large.

All of this results in many administrators avoiding involvement in particularly difficult and conflict-ridden situations, especially those that are complex and long-lasting. This leaves many cases unresolved, harms the overall health of the community, and overburdens those administrators who continue to engage in community safety work.

In designing the support and integration program for administrators of the Polish Wikipedia, we aimed to propose actions that would address this issue. These included:

- Equipping administrators with essential skills that will aid them in resolving difficult and conflict-ridden situations and provide them with greater motivation to address these challenges.

- Online administrator meetings as a way to support knowledge exchange and discussions about safety.

- A mutual support group as a way to encourage administrators to respond to harassment cases, engage in conflict resolution, and work towards the well-being of the community.

In the subsequent part of the report, you will find information about the implementation of these actions and their outcomes.

Wikipedia administrators at risk of burnout

Burnout is a common risk in roles related to security, the degree of which depends on the quality of interaction with others. This is also linked to stress and lack of recognition. All these factors are present in the context of Wikipedia administrators. The more someone cares and gets involved, the higher the risk of professional burnout, meaning it happens to the most dedicated volunteers.

It's also important to note that administrators often become targets of harassment themselves and in pl.wiki, they might experience increased stress due to the challenge of safeguarding content and project neutrality in a politically charged environment.

When burnout occurs, it doesn't just affect the individual experiencing it. Burnout symptoms include cynicism, lack of empathy, and compassion. All of this significantly impacts how administrators can fulfill their roles and the quality of the environment they operate in.

As Wikimedia Polska, we have long been trying to prevent volunteer burnout. During the project, we were able to leverage knowledge and experience gained from activities for pl.wiki administrators, which WMPL has been conducting since 2021 (see our presentation during Wikimania 2022), as well as our experiences from general burnout prevention initiatives (see, for example, our mindfulness workshops for Wikimedians). Drawing from these experiences, as part of the project, we proposed actions to prevent volunteer burnout. These included:

- mutual support and regular meetings as a way to reduce stress
- building a sense of community around a common mission and values as a way to prevent burnout
- equipping administrators with skills and knowledge that can help reduce stress
- supporting a culture of appreciation

In the subsequent part of the report, you will find information about the implementation of these actions and their effects.

Actions carried out within the project

Admin camp (march 2023)

An in-person weekend gathering for administrators and administratrices was organized. The event aimed at integration, getting to know each other better, and fostering broad discussions among administrators. Admin Camp focused on team-building and skill acquisition. We created a space for conversations and collaboration among admins, especially those who don't often work together, allowing them to connect through shared values. The event was attended by 24 administrators of the Polish Wikipedia.

Remote meetings and training for administrators.

Organized meetings where administrators could discuss challenges related to their work, share skills, delve into discussions about community safety and health, and their role. We invited experts from various fields (cybersecurity, stress resilience building, communication and conflict resolution, technical issues in Wikimedia) to participate, leading training sessions, workshops, and discussions.

Admin packages.

As part of the project, we appreciated the work of the administrators' community by giving them the second edition of admin packages. Those who participated in Admin Camp received them there, while other admins received them via courier at a later date.

Administrator community research.

At the beginning and end of the project, surveys and individual interviews were conducted within the admin community. Through these, we could observe if there was any change in the sense of support and the level of knowledge among administrators regarding security and harassment prevention. We also asked admins how they assessed the project's implementation and specific meetings and trainings. We learned about the benefits they gained from participating in the project, what they thought we could improve, and their expectations for the project's continuation. Charts presenting survey results and quotes from individual interviews are presented in the subsequent part of the report.

Additional activities.

- Meetings and training as part of Wikimedia Poland's conflict resolution program.
- Presentations, discussions, and lectures at live gatherings and conferences organized by Wikimedia Poland.
- Creation of a gadget facilitating the writing of block justifications for users, enabling direct messaging to a blocked user after applying a block.
- *Permissions showcase: processes we know but don't know how they look. A series of recordings depicting individual processes in the MediaWiki software. This video series can serve future administrators in Polish-language Wikimedia projects in transitioning to their new role.*

Project Target Group

Men Dominate Wikipedia

Currently (July 2023), there are 99 administrators in the Polish-language Wikipedia, including 96 individuals, 2 bots, and the abuse filter.

Robert Drózd, *Camp Admiński 2023 RD 19*, *CC BY-SA 4.0*

The admin community is characterized by an extremely high level of masculinization. Individuals identifying as women make up less than 10% of all individuals with admin rights in the Polish-language Wikipedia. This figure has decreased in recent years, with the last time a woman identified individual joined the admin ranks being in 2014. Over the past nine years, no women-identifying individuals have successfully gone through the process of obtaining administrative rights (furthermore, none have been nominated for it).

Gender:
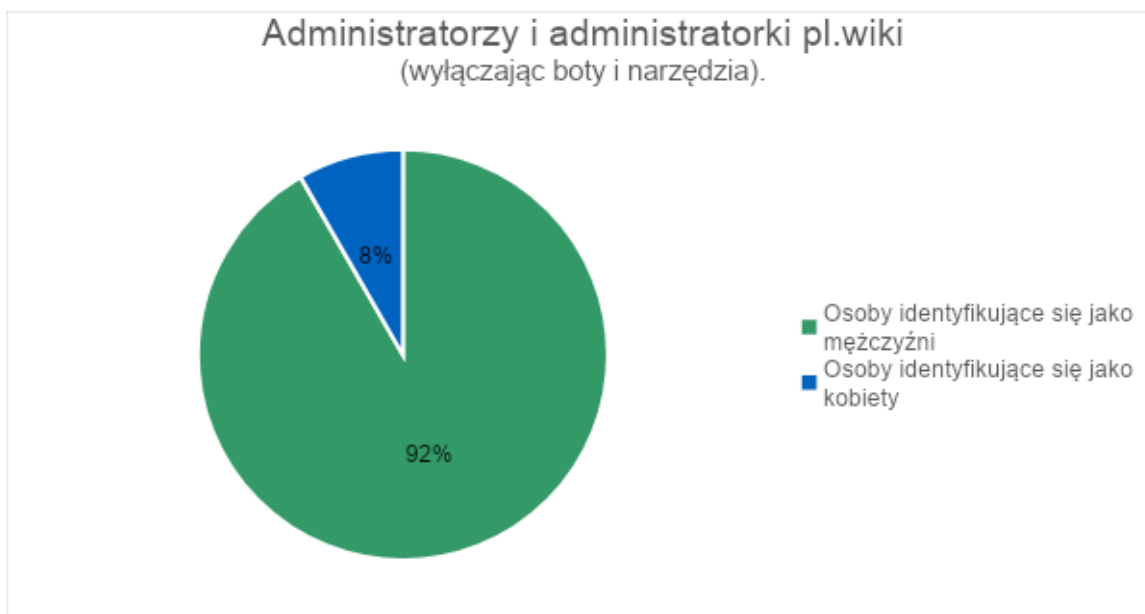
The number of pl.wiki administrators is still decreasing, and their average age is rising

As revealed by the conducted study, the majority of administrators have a long history of editing Wikimedia projects. A whopping 67% of the surveyed have been editing for over fifteen years. Meanwhile, 22% have been involved for eleven to fifteen years. The following group has been editing for six to ten years, constituting 8% of the respondents. The fewest administrators have a short tenure, between one and five years – comprising only 3% of the surveyed. This indicates that most individuals who are currently admins joined Wikimedia projects in the first seven years of the existence of the Polish-language Wikipedia.

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Od jak dawna edytujesz projekty Wikimedia?

- 1-5 lat
- 6-10 lat
- 11-15 lat
- dłużej niż 15 lat

3%
8%
22%
67%
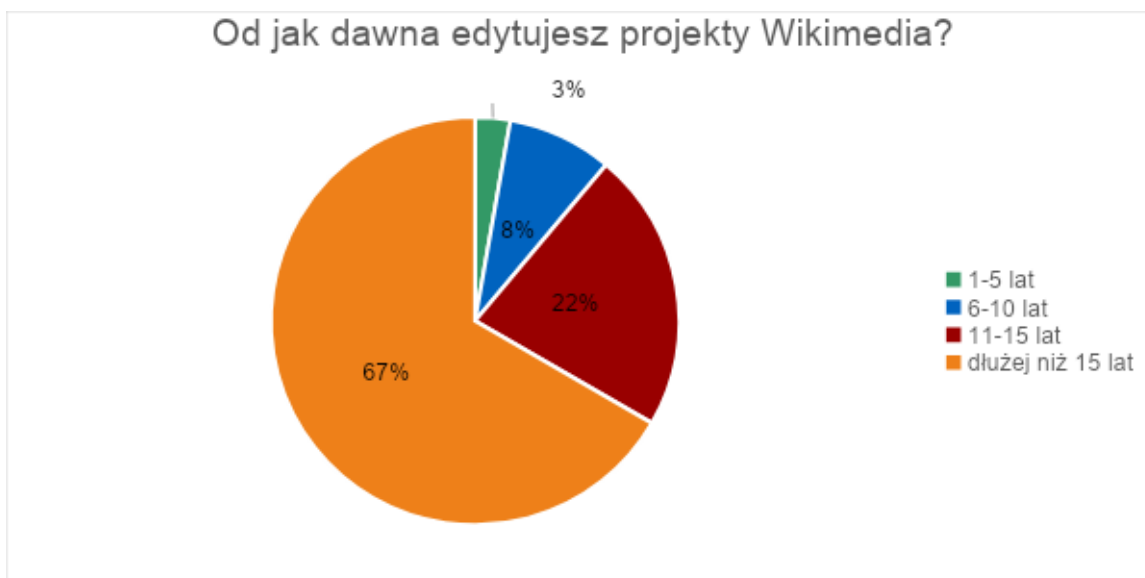
Experience in Wikimedia projects in years

Najstarszy (82 lata) oraz najmłodszy (16 lat) administrator polskojęzycznej Wikipedii podczas Campu Admińskiego w Józefowie. Jolanta Drzewakowska (WMPL), Camp Adminski 14, CC BY-SA 4.0

WIKIMEDIA
P O L S K A

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

*Participation in Admin Camp reminded me that this is a
temporary state. Administrators are aging, getting sick, and are
not only burnt out but also simply tired; this was clearly not a
gathering of health specimens.*

Data analysis reveals a downward trend in the number of pl.wiki administrators over the course of
ten years – between 2012 and 2022. The total number of individuals with admin rights decreased by
37% over this period – from 151 individuals in 2012 to 95 in 2022. During this time, a total of 107
individuals (including 6 women-identifying individuals) and 1 bot left the admin community, while
only 45 new individuals (including only one woman-identifying individual) and 2 bots joined. As the
chart suggests, the majority of pl.wiki administrators are experienced in their roles.

The year 2022 saw the loss of eight administrators. Four resigned voluntarily, while the remaining
four had their rights revoked. During the same period, only one new administrator joined the
pl.wiki admin community. This indicates that last year, the number of administrators leaving their
roles was eight times higher than the number of new ones joining.
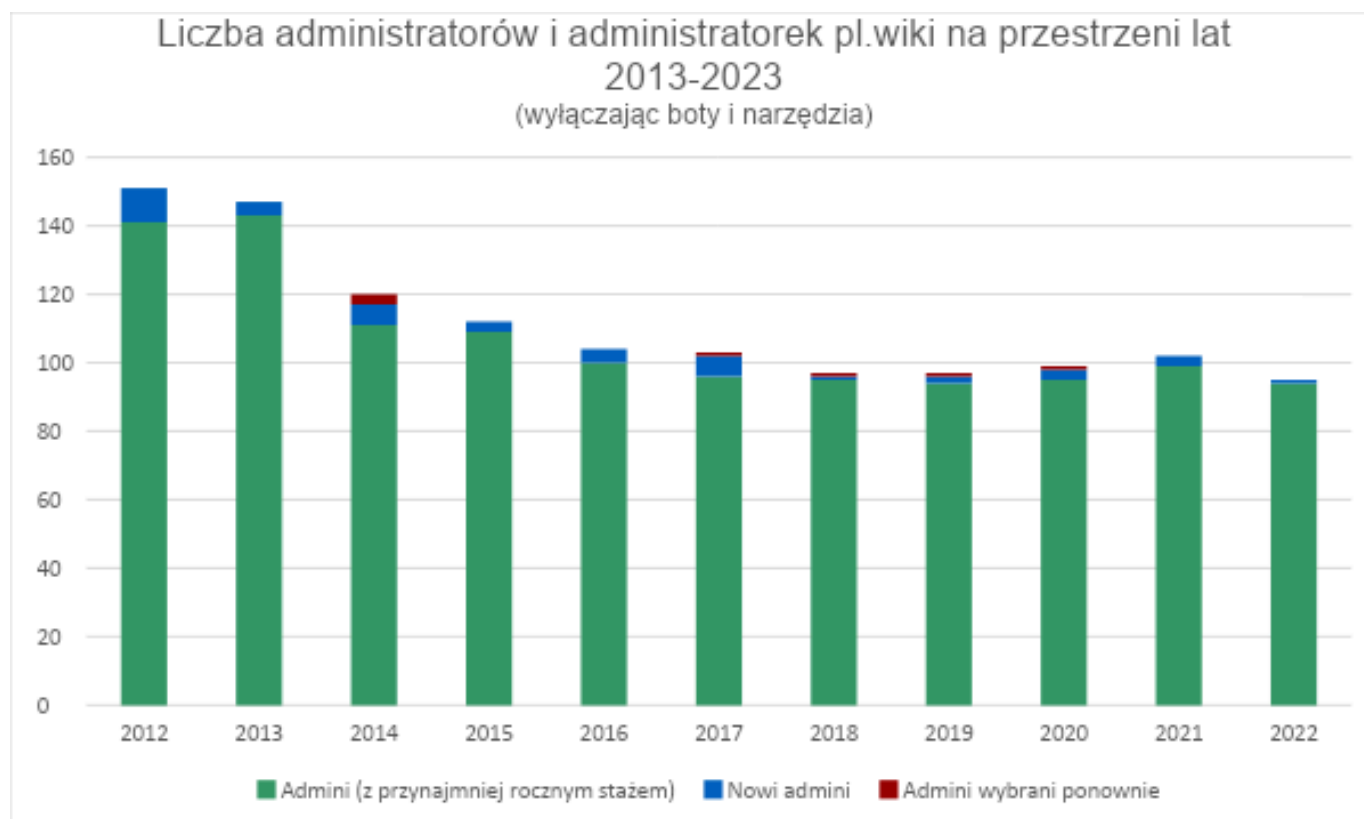
Number of administrators; new ones in blue

What do admins do on pl.Wiki?

The majority, over half of the respondents, fulfilling the role of administrators, engage in combating vandalism (86.1%) and technical tasks (55.6%). They less frequently handle reacting to attacks, cases of harassment, and violations of WikiEtiquette (50%), closing discussions (27.8%), conflict resolution (27.8%), supporting newcomers (25%), and overseeing help pages (19.4%). Occasionally, they also perform other tasks such as page deletion and restoring deleted pages.

Tasks performed by administrators in everyday job.

Changes within the admin community during the project

Level of stress among administrators

A question was asked in the survey about experiencing stress in relation to their role as administrators. Before the project began, half of them claimed to occasionally experience stress (49%). About a third rarely felt stress in this role (32%). 14% often felt stressed, while 5% never did among the surveyed. None of them claimed to be very often stressed. At the end of the project, the question was repeated. The number of individuals experiencing stress occasionally while serving as administrators decreased, this time being 42%, and the number of those who never or almost never experienced stress increased, with 14% and 44% respectively. After the project, no administrator claimed to be often or very often stressed. This indicates that the level of stress among administrators of the Polish Wikipedia decreased during the project.
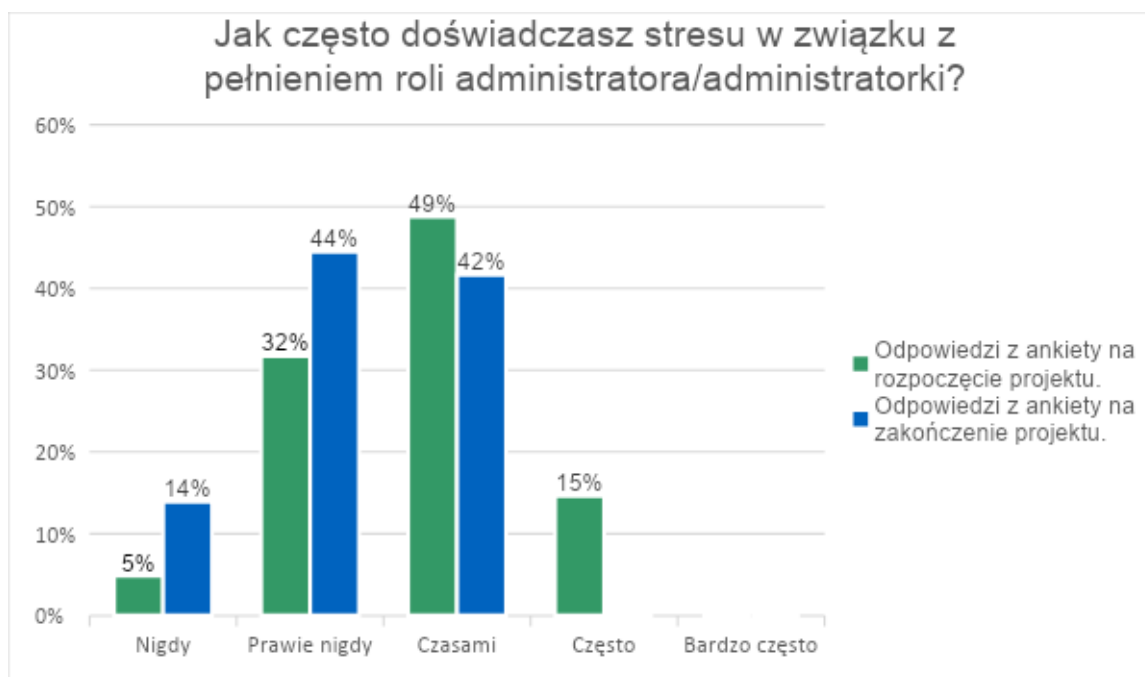
How often do you experience stress; from never on the left to very often on the right

Before the start of the project, less than half of the respondents were familiar with techniques or tools that could help them cope with stress (42%). One-quarter didn't know any such techniques at all (24%), and the remaining individuals were uncertain (34%). When the admin project concluded, over half of the administrators agreed with the statement that they were aware of ways to cope with stress (55%). 12% of the respondents stated that they weren't aware of such techniques, while

WIKIMEDIA POLSKA

Report from the project of support and integration for administrators of the Polish-language Wikipedia.

33% were unsure. These data show that during the project, almost a quarter of administrators of the Polish Wikipedia acquired techniques and tools helpful in dealing with stress.
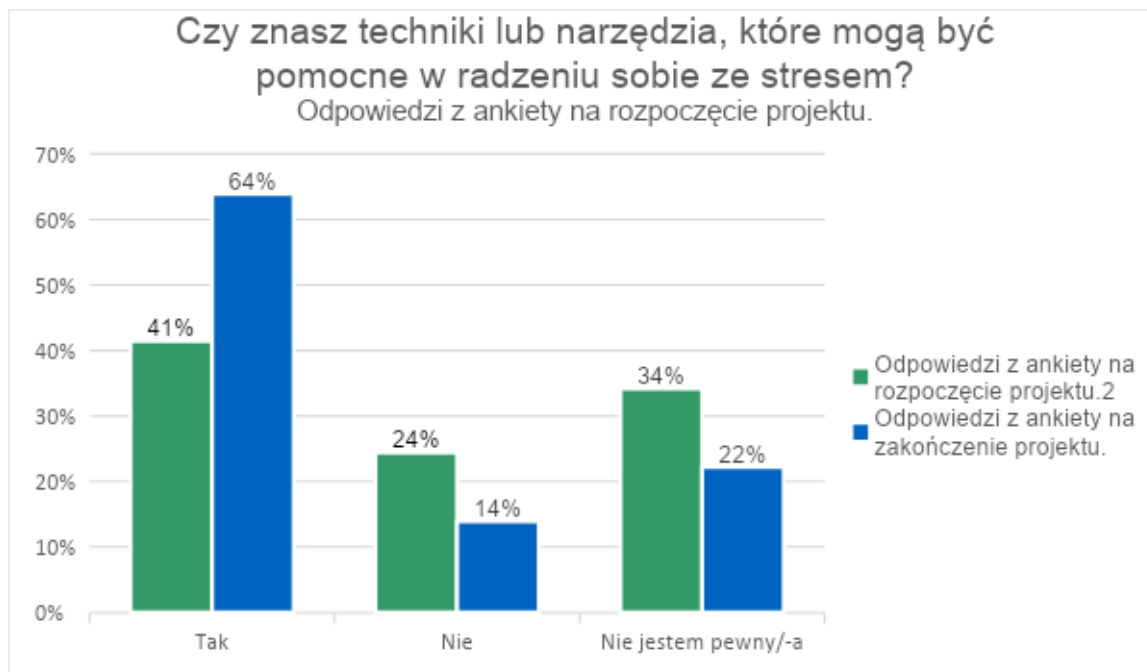
Do you know anti stress technics? Left columns: green "Yes" before the program, blue "Yes" after the program. Middle columns: green "No" before the program, blue "No" after the program. Right column: I'm not sure.

Administrators of pl.wiki acknowledge that the majority of them have been victims of harassment (56%). Less than one-third of them (29%) claimed not to have experienced such harassment, while some were unsure (15%).

Harassment related to administrative activities

Administrators and administratorki of pl.wiki acknowledge that the majority of them have been victims of harassment (56%). Less than one-third of them (29%) claimed not to have experienced such harassment, while some were unsure (15%).

Czy kiedykolwiek sam(a) byłeś/byłaś ofiarą nękania?
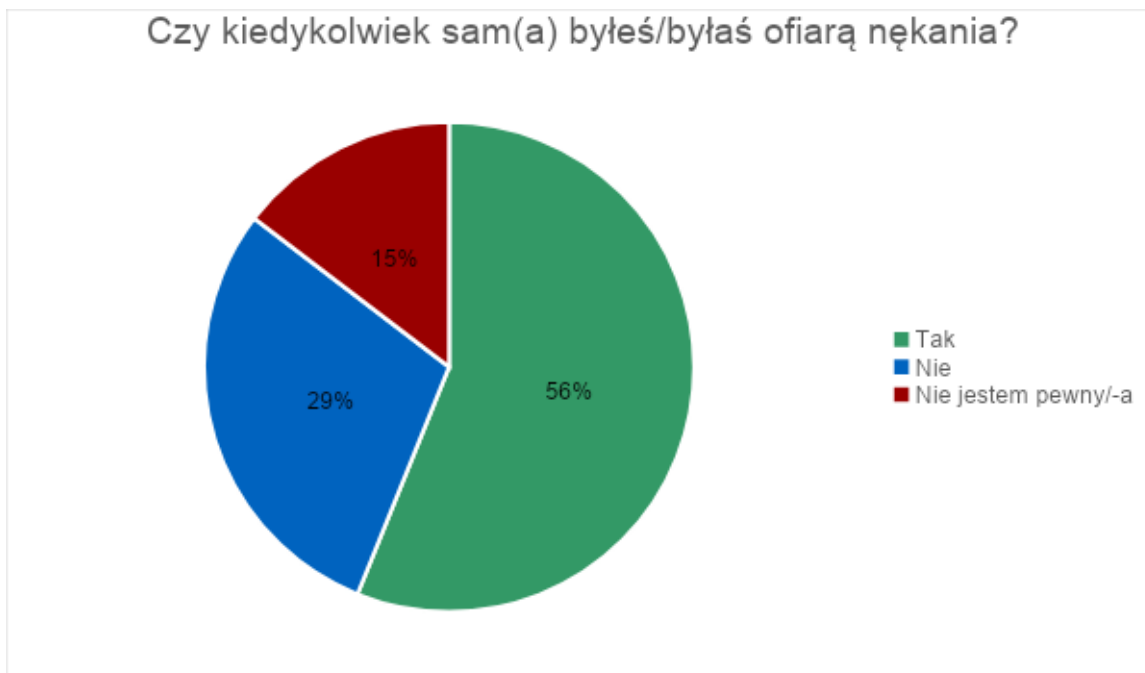
Have you ever experienced harassment? Green: Yes

The majority of those who experienced harassment admitted that it was related or partially related to their administrative activities – 63% of the respondents and 29% respectively. Among the surveyed, 4% stated that it wasn't related to their roles in Wikimedia projects, and another 4% were unsure.

Jeśli tak, to czy to nękanie było związane z Twoją działalnością lub rolą administratorską?

Was the harassment connected to your administrator role? Green: Yes. Red: Partially.

Even before the start of the admin project, the majority of respondents who were victims of harassment due to administrative activities claimed to know where they could seek support (57%). Around one-third of them didn't know (29%), while a few were uncertain (14%). After the project ended, the question was posed again. This time, almost three-quarters of respondents with experience of harassment due to their roles as administrators noted that they knew where to seek support (73%). 12% of the respondents currently lacked such knowledge, while 15% weren't certain. This indicates that over half of those who previously didn't know where to seek support in cases of harassment had learned about it during the project.
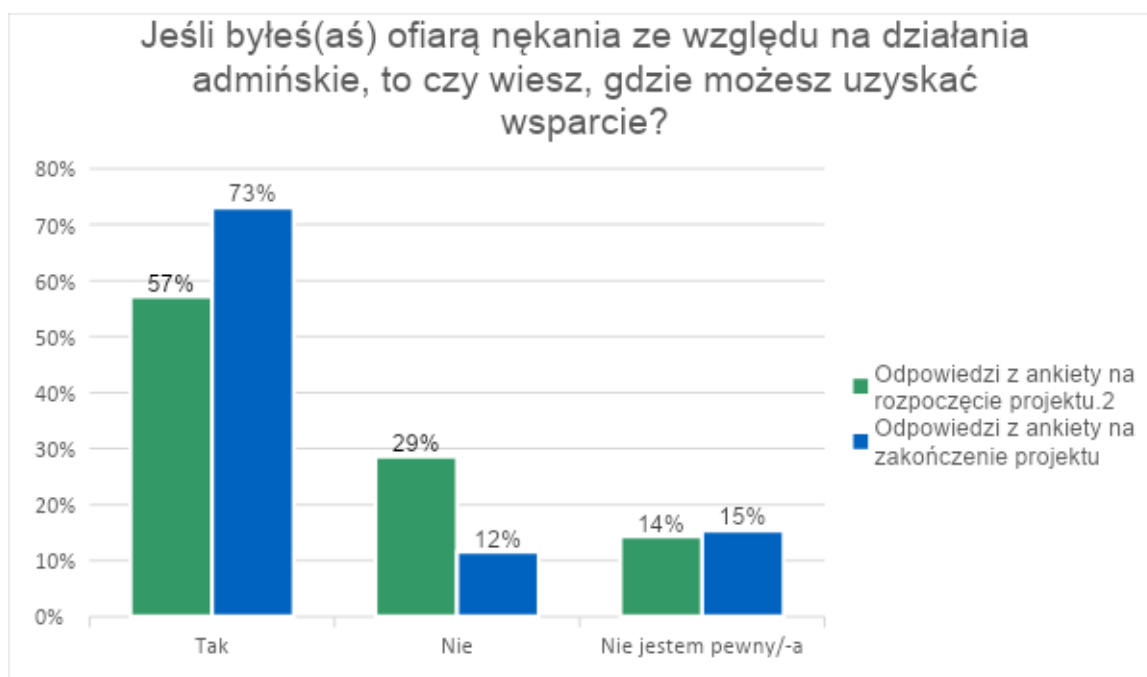
Do you know where to seek support after a harassment incident? Left column: Green "Yes" before the program, Blue "Yes" after the program.

Sense of Support and Appreciation

Administrators of pl.wiki were asked to indicate to what extent they feel supported in their roles. The trainings and workshops proposed within the admin project also aimed to increase the awareness of these individuals about the support they could receive from Wikimedia Polska. We also inquired about the support they receive from the Wikimedia Foundation, other admins and the broader Wikipedia community.

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

*In their responses, many often mentioned mutual support,
which in my opinion is crucial – the sense that when making
decisions using the admin tool, an admin is not isolated, that
they are not making (even accidental) mistakes alone, that
their decisions are accepted, and that the solutions they adopt
are correct.*

Those who participated in the survey before the project's initiation felt that they could primarily
receive support from other administrators. Regarding support from Wikimedia Foundation and
Wikimedia Polska, the majority of responses were from those who didn't have a clear opinion on
the matter. According to some respondents, the Wikipedia community was rather helpful, although
a significant number of administrators claimed that they couldn't obtain support from it. Support
from Wikimedia Foundation was also seen as somewhat difficult to obtain.

I can seek for support in (before the project): WMF, WMPL, other administrators, Wikipedia
community. Light green: I totally agree, blue: I agree, red: I partially agree.

At the end of the project, we asked about sources of support again. Respondents noticed this time
that they could count on support from Wikimedia Polska, other Wikipedia administrators and the
community itself. Regarding Wikimedia Foundation, the number of respondents who stated that
they couldn't receive support from this institution decreased, while the number of those who didn't

have an opinion on the matter increased. Nevertheless, the admin project presented an opportunity to identify potential individuals and institutions that could provide support.

I can seek for support in (after the project): WMF, WMPL, other administrators, Wikipedia community. Light green: I totally agree, blue: I agree, red: I partially agree.

Survey participants were also asked to identify who recognizes and appreciates their work. Before the start of the project, most of them believed that their work is mainly appreciated by other administrators, followed by the community. The majority of administrators didn't have an opinion about their work being appreciated by Wikimedia Polska.

Moja praca admińska jest zauważana i doceniana przez...
Odpowiedzi z ankiety na rozpoczęcie projektu.

- Wikimedia Polska
- innych administratorów i administratorek
- społeczność Wikipedii

Legend:
- Zdecydowanie się zgadzam
- Zgadzam się
- Raczej zgadzam się
- Nie mam zdania
- Raczej się nie zgadzam
- Nie zgadzam się
- Zdecydowanie się nie zgadzam

My work is appreciated by (before the project): WMPL, other administrators, Wikipedia community. Light green: I totally agree, blue: I agree, red: I partially agree

After the conclusion of the admin project, the percentage of individuals who strongly agree that their admin work is recognized and appreciated by all the indicated groups—Wikimedia Polska, other administrators, and the Wikipedia community—increased. Conversely, the percentage of those who believed that their work wasn't appreciated by others decreased. More administrators acknowledged that their work is appreciated by Wikimedia Polska.

Moja praca admińska jest zauważana i doceniana przez…
Odpowiedzi z ankiety na zakończenie projektu.

My work is appreciated by (after the project): WMPL, other administrators, Wikipedia community. Light green: I totally agree, blue: I agree, red: I partially agree

During the admin project, the percentage of people who claimed to have sufficient access to support in making administrative decisions increased. The number of individuals agreeing with this statement rose by 17 percentage points (from 41% to 58%), while those disagreeing decreased by 6 percentage points (from 20% to 14%). More admins gained confidence in this aspect; before the project, it was 39%, and after its completion, it was 28% (a change of 11 percentage points). The admin project ensured that those involved knew where they could seek support.

Czy uważasz, że masz wystarczający dostęp do wsparcia w podejmowaniu decyzji administratorskich?

Odpowiedzi z ankiety na rozpoczęcie projektu.
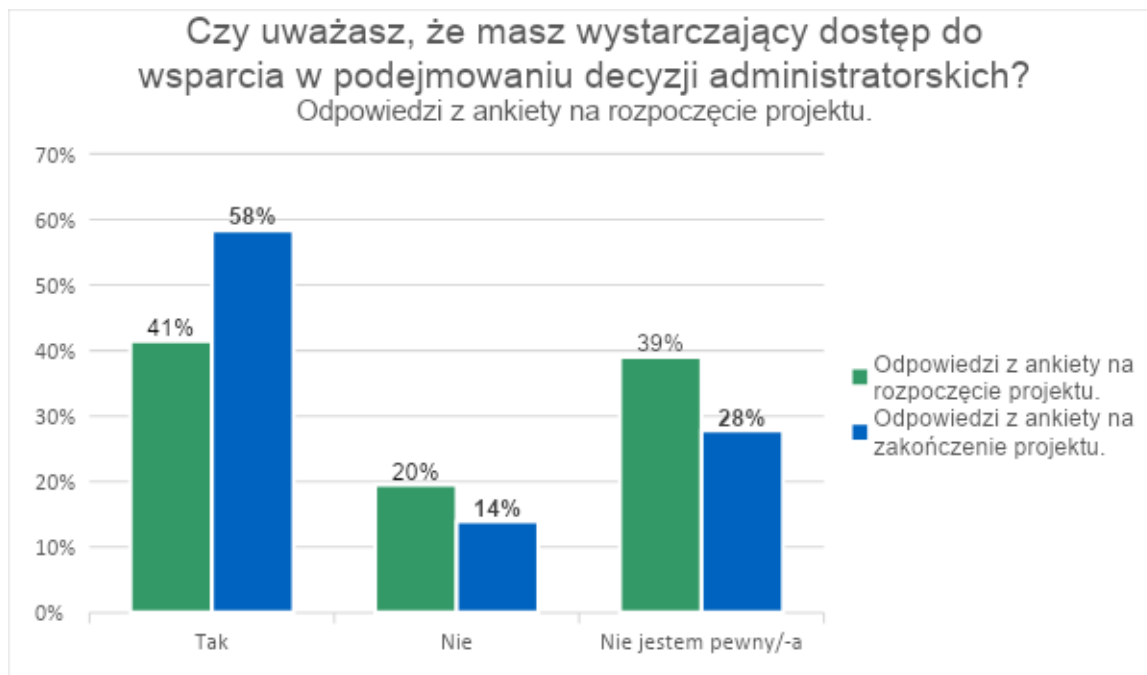
Do you have sufficient access to support at the time of decision-making? Left columns: "Yes" Green before the project, Blue after the project.

Before the project started, administratorsi of pl.wiki stated that they would need the most support for: range blocking, blocking users in cases of harassment or conflict, an equal need for closing discussions and blocking vandals, and support for newcomers. The training and workshops proposed by Wikimedia Polska aimed to provide them with information in this regard. When the project concluded, the respondents' answers aligned with those they provided at the beginning of the project.

WIKIMEDIA POLSKA

Report from the project of support and integration for administrators of the Polish-language Wikipedia.

Camp Admiński – Conference for Administrators of the Polish Wikipedia

Camp Admiński in Józefów near Warsaw. The first in-person gathering of pl.wiki admins!

The first weekend of March saw the occurrence of Camp Admiński in Józefów near Warsaw. For the first time, administrators of the Polish Wikipedia met in person in such a gathering! The purpose of the conference was integration, getting to know each other better, and broad discussions among administrators.

Jolanta Drzewakowska (WMPL), *Camp Admiński, Zdjęcie grupowe*, *CC BY-SA 4.0*

The first day of the event, during which participants arrived at the venue, was utilized for informal integration. A shared dinner, conversations, and time dedicated to relaxation and fun were appreciated by the participants in the post-conference survey:

> *I especially liked that there was time and space for more informal, general discussions with other administrators.*

Workshops

On the second day of the event, Camp participants took part in the workshop titled "Supporting Communication and Collaboration in the Team of Polish Wikipedia Administrators." Through these workshops, administrators learned how to collaborate effectively by constructively using individual differences and diverse operating styles. The aim was to enhance their teamwork for the benefit of the project. The workshops were divided into four parts:

- Storytelling – Introduction of the theme of mutual support within the administrator team, providing positive feedback to each other, and constructively utilizing individual differences.

- Diagnosis of participants' psychological type according to the MBTI (Myers-Briggs Type Indicator) methodology.

- Group discussion on the results obtained by individual team members, including identifying the team's strengths and areas of cooperation that might pose challenges in daily interactions; finding possible ways to adapt to each other's needs.

- Training game, allowing participants to observe the impact of psychological type on their own work and teamwork, even under conditions of uncertainty and time pressure.

Robert Drózd, Warsztaty prowadzone przez Artura Szczukę, CC BY-SA 4.0

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Among the above-mentioned methods, participants of the workshops rated the self-diagnosis of psychological type using the MBTI methodology and group discussion as the most valuable.

The least helpful element of the workshops, according to participants, was the training game. They justified their stance in the evaluation survey:

- *The idea of the training game is a bit like team-building in a corporate setting, people sit together, and they're randomly assigned to work with someone they don't usually work with. Plus, the game assumes teamwork, but although we are a team as administrators, working on Wikipedia looks different.*
- *The game was too long, and there was a lack of conclusion about its exact purpose.*
- *The rules of the game were explained a bit vaguely.*

Others commented on the game as follows:

At first, I thought the game was unnecessary, but I changed my mind during the second round.

Oceń metody stosowane podczas warsztatów
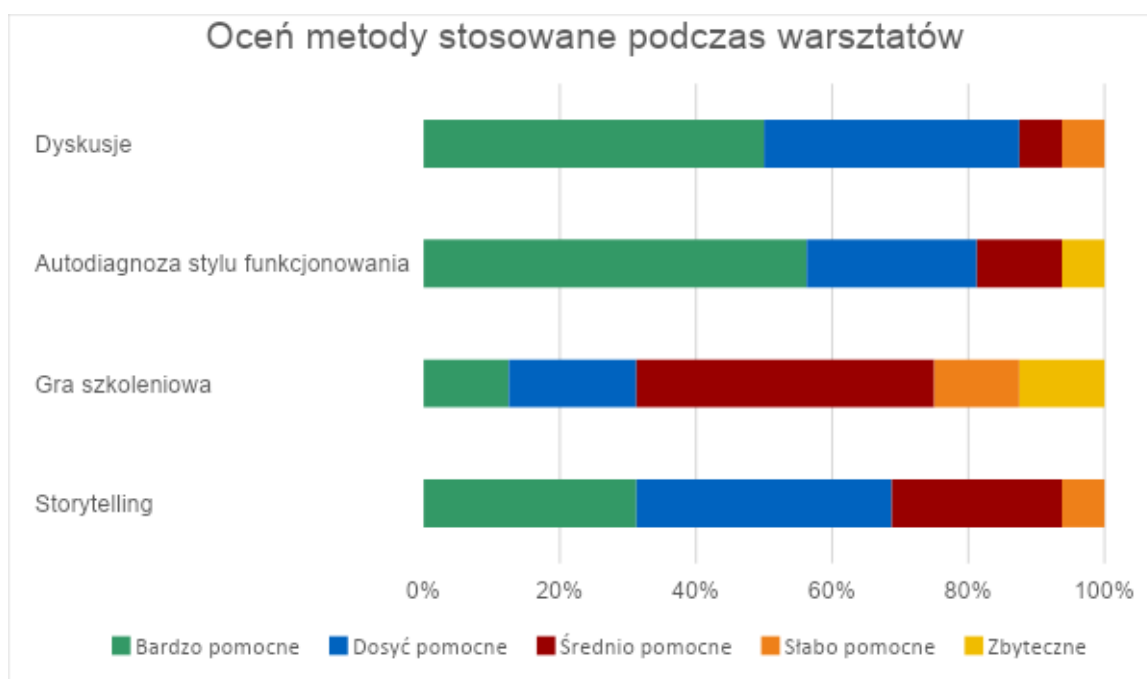
Rank the methods used during the workshops. Discussions; Self diagnosis; Training game; Storytelling. Green - very useful; Blue - quite useful

The majority of workshop participants believed that the workshops were useful from the perspective of their admin work. The knowledge gained during the workshops would help them

better handle administrator tasks, and the discussions conducted during the workshops were interesting and helpful.
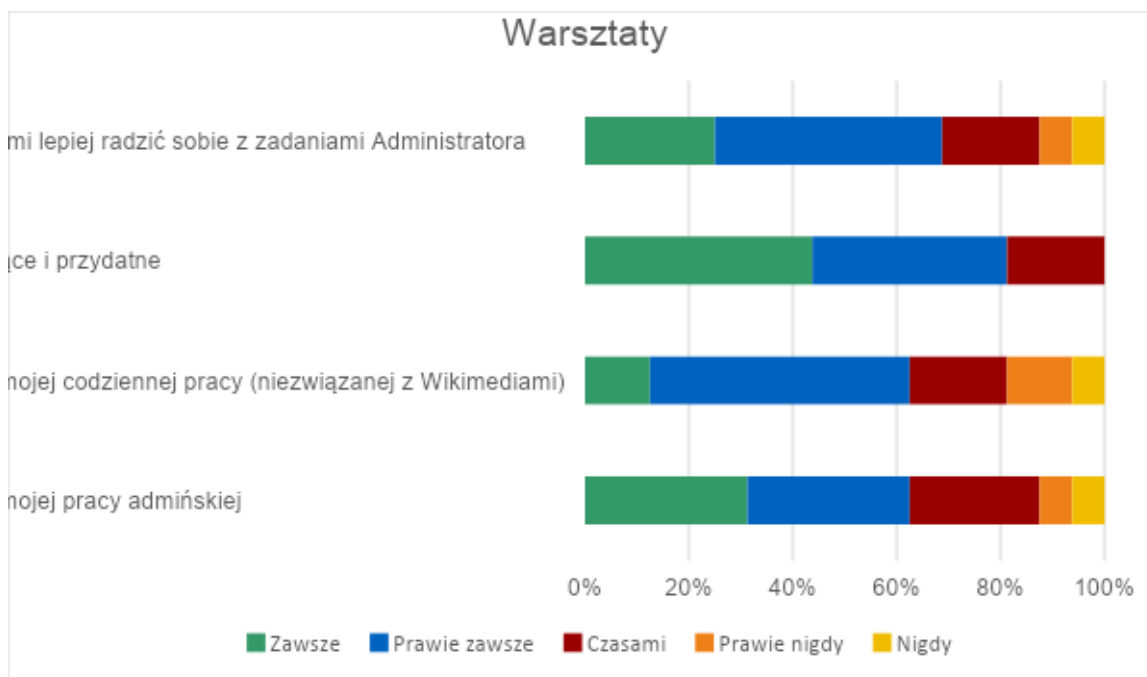
Were the workshops useful? Green: always; Blue almost always; Red sometimes

> *It was evident that the facilitator didn't approach us "mechanically," as another task from the multitude they surely receive, but rather took the effort to research about Wikimedia.*

Trainer Artur Szczuka was highly rated by the administrators participating in the Camp. All workshop participants agreed that the trainer created a pleasant atmosphere during the training, and his explanations were clear and understandable. The vast majority believed that the trainer possessed substantive knowledge in the subject matter of the training, provided comprehensive answers to all questions, and his responses were logical and thorough. Most participants also thought that the trainer maintained an appropriate pace of work and engaged them actively in the sessions.

In addition to closed-ended questions, participants of Camp Admiński had the opportunity to express their opinions about the workshops in open-ended questions. Some of their responses have been already quoted, below are the remaining answers:

What did you like the most about the workshops?

- *Even a superficial analysis of the administrators' community provided interesting conclusions and insights.*
- *Raising awareness about different personality types; cheerful atmosphere.*
- *The empathy of the facilitator, who translated his police experiences into 'admin' terms.*
- *Collaborative work and discussions.*
- *Discussion about personality traits in the context of the Wikipedia community, training game.*
- *The atmosphere!*
- *The story shared by the facilitator about his work in the police was very enlightening; it shows that even in those 'wild' years, the police could count on significant, real support from the institution. Of course, we're not police officers and don't take a fraction of their risks, but we also maintain order and expose ourselves to legal troubles. It was quite sobering.*

What was unnecessary or disliked by you during the workshops?

- *I understand the need to provide a friendly and non-binding atmosphere, but at times, I missed better discussion moderation and ensuring that all participants had the space to speak, so that no one would dominate the entire large group excessively.*
- *The introduction was too long, and the story about experiences in the police was too lengthy and detailed.*

What was lacking during the workshops?

- *They were very theoretical. Perhaps in future workshops, there could be a bit more practical content?*
- *A concrete summary of our discussions.*
- *More conversations.*

During the event, what I liked the most was the intimate nature of the gathering and the sessions with the psychologist.

Jolanta Drzewakowska (WMPL), Camp Admiński 2023, gra szkoleniowa, CC BY-SA 4.0

WIKIMEDIA
P O L S K A

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

The most important aspect turned out to be integration

In addition to workshops, administrators had a lot of time for integration. Administrative work, often carried out in solitude, actually relies on constant collaboration with others. That's why Camp Admin provided an excellent opportunity to make new acquaintances, refresh contacts, and spend time together. This was noticed by the participants of the trip, who highlighted the opportunity for integration as the highest value of the organized event.

In Camp Admin, the most important thing for me was the actual opportunity to meet other administrators in person.

Robert Drózd, Administrators and Admins during informal integration., CC BY-SA 4.0

Despite the numerous activities proposed to the participants of the Camp, a key factor was the opportunity for them to meet in person and have discussions. As one participant noted, the

WIKIMEDIA
POLSKA

Report from the project of support and integration for administrators of the Polish-language Wikipedia.

workshops themselves were also significant, as they encouraged administrators to collaborate with each other.

> *These workshops gave me the feeling that administrators are indeed a team, not just free electrons.*

All participants of the event believe that it helped them get to know other administrators better. The vast majority of them claim that their participation in the Camp will make it easier for them to collaborate with other administrators and seek support from them.

Jak bardzo zgadasz się z poniższymi stwierdzeniami? *Udział w Campie Admińskim sprawił, że ...*

Łatwiej będzie mi szukać wsparcia u innych administratorów

Łatwiej będzie mi dzielić się zadaniami z innymi administratorami

WIKIMEDIA
POLSKA

Report from the project of support and integration for administrators of the Polish-language Wikipedia.
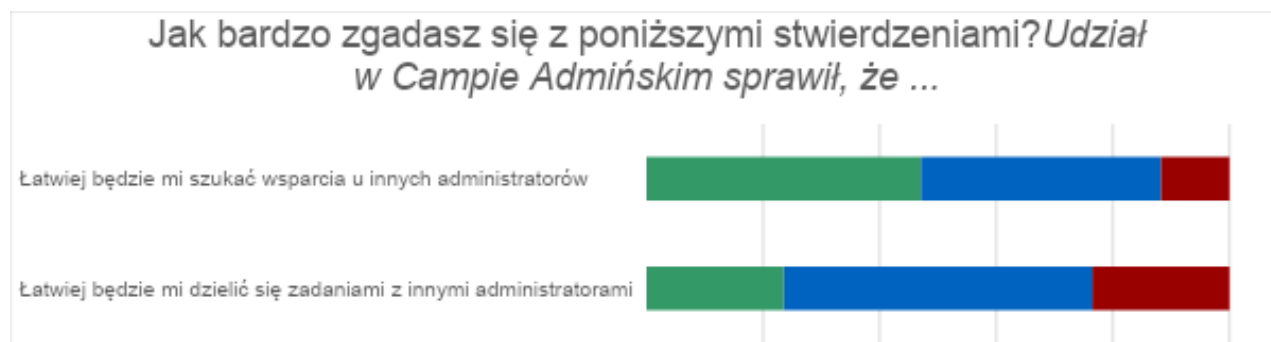
Impact of Participation in Camp Admin and Sense of Belonging among Administrators

In the next part of the poll, participants of Camp Admin were asked about their perception of the role of administrators and their sense of belonging to the group of administrators on the Polish Wikipedia in the context of knowledge gained during the event. It turns out that participation in the event contributed to improving relationships with other members of this group and also motivated many administrators to continue their efforts. The responses of those who took part in the survey are presented below:

- It was possible to meet people. It made me aware that there is support. A dedicated event and integration.
- Above all, Camp Admin emphasized that administrators are individuals carrying significant burdens, but also willing to help and cooperate.
- We were able to honestly discuss certain issues on Sunday, and it was valuable, even though it was a discussion among only 1/3 of the admins (as only that many people decided to attend), so there may be doubts about whether it will have long-term significance for the whole.
- I improved my contact with other administrators.
- I highly value direct contact and the opportunity to make new acquaintances.
- Participation in Camp showed differences, but also a common goal.
- Camp Admin helped me integrate more and understand the behavior of others.
- I realized where the differences in approach between admins come from.
- Participation in Camp Admin reminded me that this is a temporary state. Administrators age, fall ill, are not only burnt out, but also simply tired; it clearly wasn't a gathering of healthy people.
- A few days have passed since Camp, and for now, there is increased activity among those who participated in Camp, but it's unknown whether it will have a long-term effect.
- Thanks to participating in Camp, I will pay more attention to the issues discussed.
- Participating in the event prompted me to sit down on "ozety"(?) a few days later.
- Camp Admin convinced me of the need to be an admin.

Camp Admin was a pleasant, great event in terms of the social aspect. Also, the opportunity to talk to people about editing Wikipedia and the related problems really appealed to me. Interesting ideas were born, some were implemented. But

overall, I left Camp a bit disheartened and worried about the future. I saw that there are few of us, the average age is high, we are not specimens of good health. I realized earlier that in case of a serious mistake or significant problems with a user, an admin mainly relies on themselves - but at Camp, it really hit me.
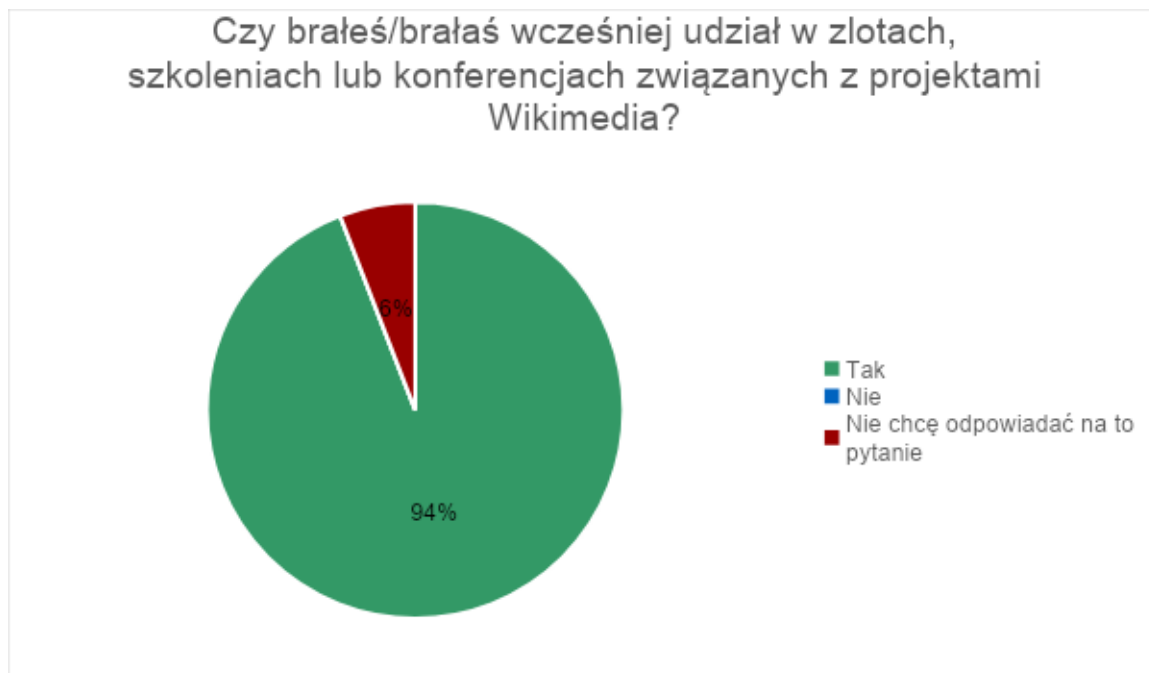
Organization

Participants had the opportunity to express their assessment of the event's organization.
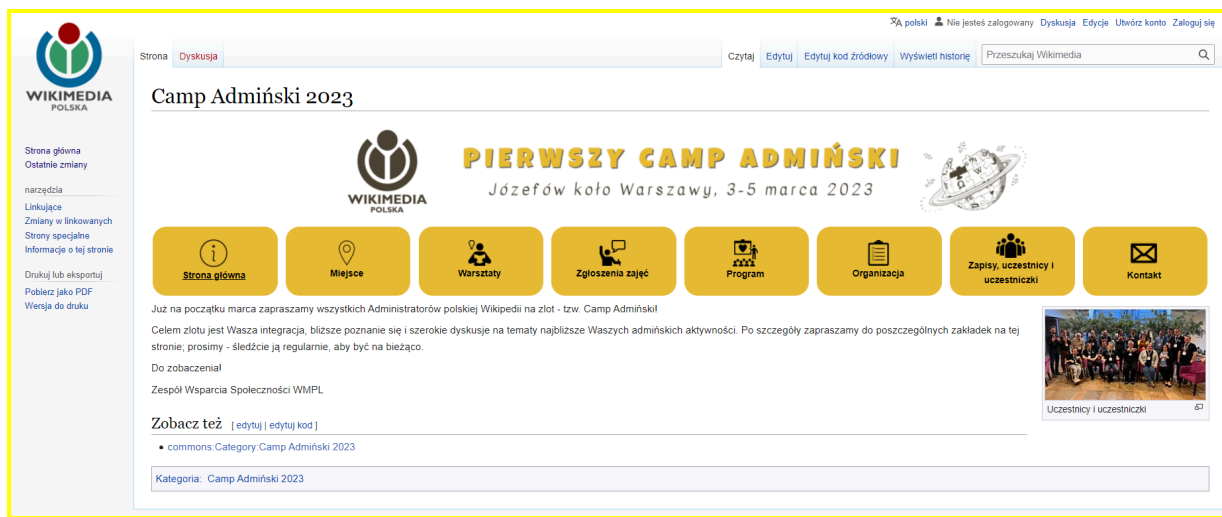
[The event's page on the Wikimedia Polska Association's wiki.](#)

The vast majority of participants in the admin project (94%) had previously taken part in Wikimedia-related gatherings, training sessions, or conferences. Among those surveyed, 6% chose not to respond to this question.

Have you ever participated in Wikimedia workshops or conferences?

Participants of the event evaluated most aspects of the gathering positively. They rated accommodation, meals, pre-conference communication with organizers, and accessibility of conference information the highest. Areas that require improvement include the conference room, communication with organizers during the conference, and training materials.
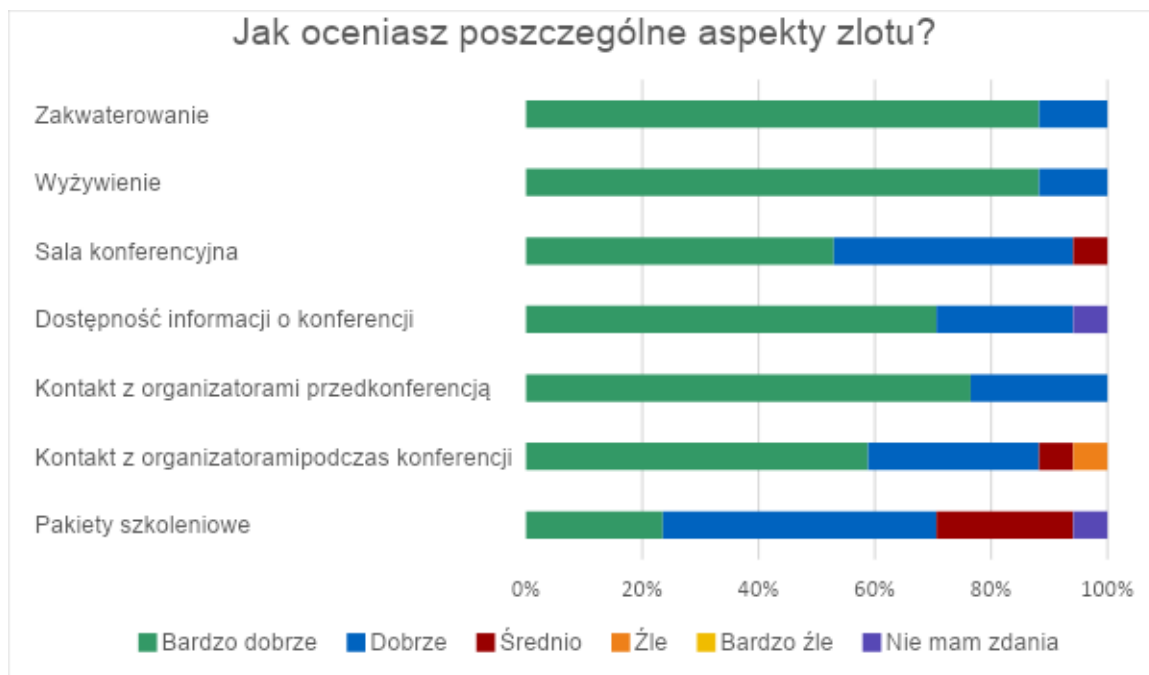
Rank the aspects of the camp.

![Wikimedia Polska logo] **WIKIMEDIA** P O L S K A

Report from the project of support and integration for administrators of the Polish-language Wikipedia.

The overwhelming majority of Camp Admin participants expressed a desire to repeat such an experience in the future (94%), with only 6% considering otherwise. Most administrators (69%) would like to take part in a similar event, while one in five remains undecided, and 11% stated that they are not interested in this form of meeting.
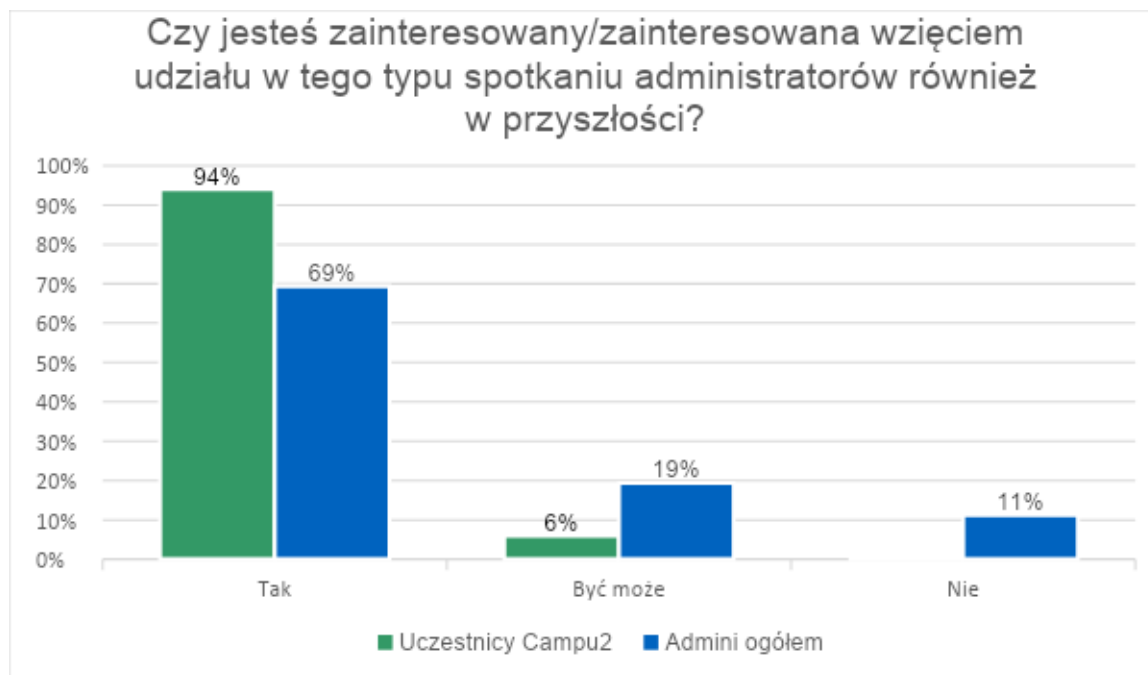
Are you interested in participating in an event like this in the future?

Individuals who attended Camp Admin appreciated the flexibility to tailor their leisure time activities to their preferences. Both late-night integration and quiet relaxation in the hotel rooms were accommodated without conflicting with each other, thanks to the conditions provided by the trip's organizers.

> *The solution for enabling us to integrate until late at night or even into the early morning was great, as it allowed us to feel comfortable without having to constantly hush each other and at the same time, we didn't disturb the peace of other hotel guests.*

The poll also included comments on what organizers could improve in future similar events. Two areas for improvement were highlighted: shifting certain online trainings to offline spaces to encourage interesting discussions, and organizing activities for Sunday, a day free from training, for administrators participating in the event. Here are both comments:

- It seems to me that a more technically oriented training could make sense at Camp Admin, for example, a cybersecurity training could work even better in person due to the potential for discussion.

- The lack of plans for Sunday is very negatively evaluated. In my opinion, the conference organizer wasted a lot of potential by leaving it as it was.

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Accessibility of the Event

Camp Admin, like other events organized by the Wikimedia Polska Association, was planned with consideration for the special needs of people with disabilities (including accommodations, transportation, and medical care). To reduce other participation barriers, we also introduced a scholarship program. We strive to ensure that our events are inclusive, and participation is possible and comfortable for every Wikimedian.

Robert Drózd,Camp Admin Participants, CC BY-SA 4.0

Remote Meetings and Training:

October – Internal Admin Meeting

In October, the remote meeting for administrators was focused on discussing the results of the survey for admins. Participants of the meeting engaged in conversations about the implications of the survey results and the potential actions that could be taken within the admin project. The meeting also allowed for casual discussions on admin-related and Wikimedia-related topics.

December – Year-end Internal Admin Meeting

In December, administrators of the Polish Wikipedia once again gathered for a remote meeting! During this meeting, they summarized the year 2022, answering the question "What good happened in Wikipedia in 2022?" They also had the opportunity to commend the work of other administrators, providing examples of commendable actions.

January – Increasing Technical Knowledge among Administrators of the Polish Wikipedia. Training on Range Blocking and IP Masking.

In the next meeting as part of the admin program (in January), administrators of the Polish Wikipedia came together to enhance their technical knowledge and skills.

A special guest, experienced steward and administrator in various Wikimedia projects - DerHexer, conducted training on range blocking and discussed IP masking. The training (attended by 15 individuals) was simultaneously translated from English to Polish thanks to the assistance of volunteer administrator Wojciech Pędzich. For those unable to participate in the meeting, training materials were sent to all administrators of the Polish Wikipedia. This ensures that knowledge about range blocking and IP masking can be revisited at any time!

We sincerely thank Martin for preparing the materials and conducting the training, as well as Wojtek for translating it.

IP range blocks training

Martin Rulsch
martin.rulsch@wikipedia.de
plwiki peer support for administrators
31 January

Slide from the presentation on IP Range Blocking.

Martin Rulsch, IP range blocks training, plwiki admin training, CC BY-SA 4.0

Martin Rulsch

- active in Wikimedia projects since 2005
- photographer, admin, author, organizer, mentor, software developer and lecturer
- Wikimedia Steward since 2007
- Wikimedia Deutschland: board 2011–13, employee since 2015
- Classical philologist (M.A. 2014)

License: Sandro Halank (WMDE), 2019-09-04 Martin Rulsch by Sandro Halank (WMDE), crop by Martin Rulsch, CC BY-SA 4.0

Martin Rulsch, IP range blocks, plwiki admin training 2023

2

Slide from the presentation on IP Range Blocking.

Martin Rulsch, IP range blocks training, plwiki admin training, CC BY-SA 4.0

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Rank the training with Martin. Blue: good, Green: very good, Red: neutral.

March – Cybersecurity Training

On March 9th, another remote meeting was held for administrators, featuring an expert. This time, the lecture and discussion centered around the topic of cybersecurity. Through this training, members of the admin community learned how to protect their accounts and devices against various cyber threats. The training was led by Janusz Pietraczuk from CQURE.

Rank the training with Janusz. Blue: good, Green: very good, Red: neutral.

WIKIMEDIA POLSKA

Report from the project of support and integration for administrators of the Polish-language Wikipedia.

May – Meeting for Administrators Regarding Blocking Policies, Block Justifications, and New Admin Feature

On May 22nd, a meeting for administrators of the Polish Wikipedia took place. The first part of the meeting focused on interpreting blocking policies and the Arbitration Committee's decisions. The second part involved a discussion about block justifications, their validity, and the presentation of a gadget authored by Msz2001. This gadget added a feature to the Special:Block interface, enabling direct messaging to blocked users after applying a block (simplifying the process of providing justifications). The meeting was part of support programs for administrators and conflict resolution, and it was led by Wikipedian Openbk.

Rank the training with Msz2000. Blue: good, Green: very good, Red: neutral. Yellow: very bad
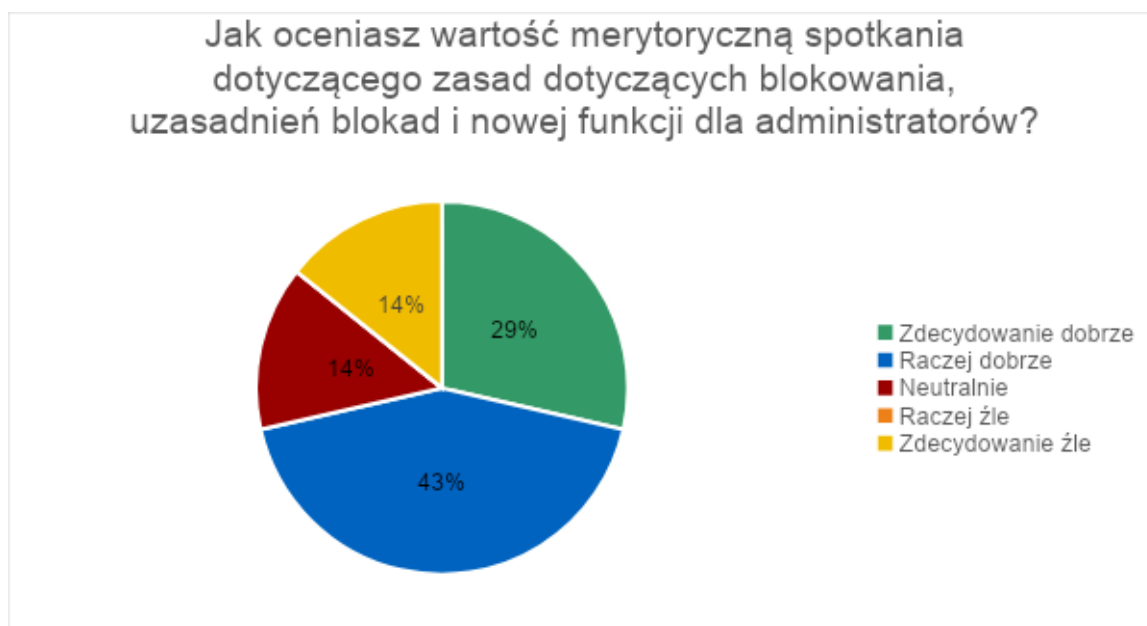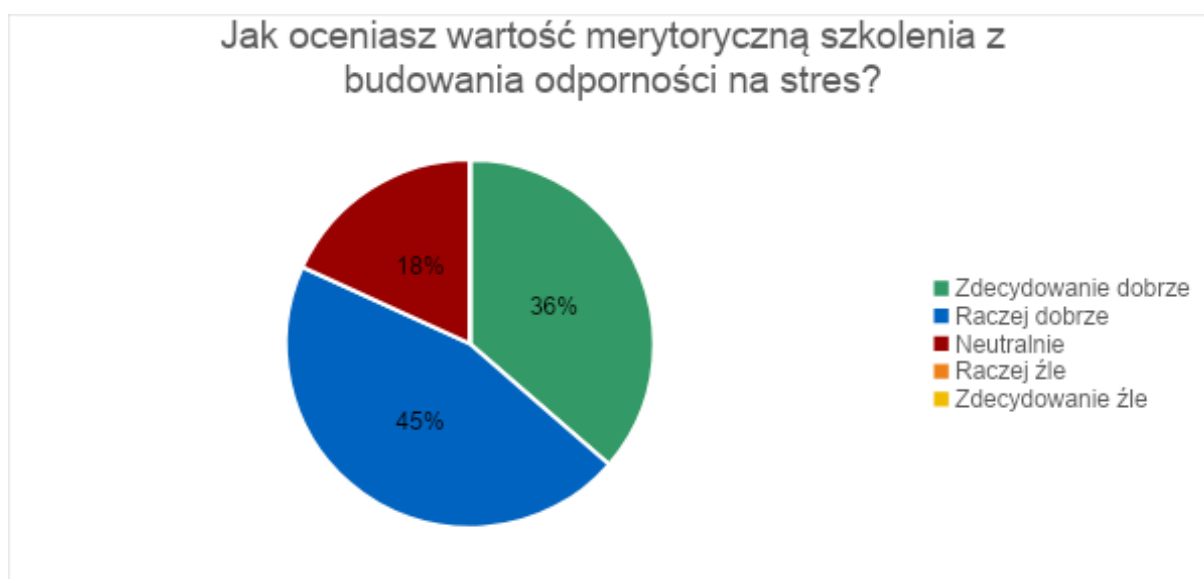

June – Workshop "Building Resilience to Stress – Coping with Challenges and Pressure in Professional Life and Volunteer Roles"

On the last Friday of June, a workshop titled "Building Resilience to Stress – Coping with Challenges and Pressure in Professional Life and Volunteer Roles" was conducted by Krystyna Kornas. The role of a Wikipedia administrator is often associated with exposure to stress. In response to the needs expressed by administrators, it was decided to conclude the project with workshops focusing on mental resilience – an individual's ability to handle stress, challenges, and the pressures of today's world.

The workshop aimed to provide participants with knowledge and practical skills in dealing with stressful situations and reducing stress tension. The training program included understanding the scientific concept of building mental resilience based on the 4C Model and practical guidance on managing one's mind and reactions to better equip individuals with methods to control emotions in crucial moments. As part of the workshop, participants received a dedicated presentation and workbook containing practical knowledge, implementation exercises, and further guidance on developing personal stress resilience. The workshop was conducted by Krystyna Kornas – a trainer in psychosocial skills, a certified consultant in the Resilience Model, psychotherapist, and MBA academic lecturer.

This marked the final meeting organized under the project of mutual support for administrators of the Polish Wikipedia, funded through a grant for the implementation of the Wikimedia Movement strategy. However, the last meeting in the project does not signify the end of Wikimedia Polska's efforts for the admin community. Following positive feedback on the March Camp Admin and the expressed desire for continued meetings – including in-person ones – we will strive to provide administrators with such opportunities in the future as well.

Rank the training with Krystyna . Blue: good, Green: very good, Red: neutral.

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Additional Activities:

Admin Packages

As part of the project, we appreciated the work of the admin community by presenting them with the second edition of admin packages. The first edition included a T-shirt (male or female version), tea, personalized card, personalized diploma, and candies.

Maciej Nadzikiewicz, *Wikimedia Poland Admin Package 2021*, *CC BY-SA 4.0*

The second edition of admin packages featured a T-shirt with the Wikipedia logo and the text "I am a Wikipedia administrator" (or "I am a Wikipedia administratrix"), a mug, and a bag. Participants of Camp Admin received these items on-site, while other admins received the T-shirts later via courier.

Nostrix,Graphics for T-shirts for Administrators, CC BY-SA 4.0

Nostrix,Graphics for T-shirts for Administrators, CC BY-SA 4.0

WIKIMEDIA
POLSKA

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

Wikimedian Spring Reunion Program

In April 2023, the annual Spring Ascent, also known as WZlot, took place. Among nearly 40 different activities planned for participants, several sessions were tailored specifically for administrators.

One of these sessions was the presentation "Permission Errors: Processes We Know About but Don't Know How They Look." During the demonstration, Msz2001 used a test wiki and an account with maximum permissions to showcase various processes, including user blocking, page protection, page and version deletion, permission changes, mass deletion (nuke), history merging, reviewer actions, and checkuser investigations. The presentation received positive feedback from event participants.

Workshops titled "Conflict Potential: Sources and Conflict Resolution Strategies" led by Paweł Grzesik from the Jagiellonian University were another program proposal primarily aimed at Polish-language Wikipedia administrators, members of the Arbitration Committee of pl.Wiki, and others interested in the topic. The main goal was to provide knowledge about various conflict resolution approaches so participants could independently manage conflicts they are involved in.

Another proposal targeting administrators was a presentation and discussion about changes in the Wikimedia project's Terms of Use, conducted by one of pl.Wiki's administrators, Nadzika. The presentation highlighted introduced changes, including the implementation of the Universal Code of Conduct, content licensing update to Creative Commons BY-SA 4.0, proposals for addressing undisclosed paid editing, and aligning Terms of Use with regulations like the European Digital Services Act. Discussions revolved around the potential impact of these changes on project administrators and regular users.

New Feature for Admins: Direct Messaging to Blocked Users

The gadget developed by Msz2001 allows for the addition of a feature to the Special:Block interface, enabling the direct sending of messages to a blocked user after applying the block (facilitating the writing of block justifications). This gadget adds an extra text field to the blocking screen. An administrator can input a message into it, which will be transmitted to the user. Ready-made templates with typical explanations for the block are also available. The primary purpose behind the creation of this gadget was to make it easier for administrators to inform users about the reasons for their block.

This function can also be fulfilled by the block description visible in the log, but it is brief and might not provide much information to someone unfamiliar with Wikipedia's operations. Hence the idea to facilitate the composition of longer messages that will be delivered to the user's talk page. This gadget, if utilized, could contribute to reducing the percentage of new users being discouraged from Wikipedia after a short-term block (as they might comprehend its basis or what actions they can take). The gadget was presented at the admin meeting in May.

When planning the support and integration project for Polish Wikipedia administrators, we did not anticipate the creation of the aforementioned gadget. It was one of the resources we were previously unaware of possessing. The idea originated from the initiative of one of the administrators during preparations for a meeting on best practices in block justifications. Furthermore, the Wikipedia editor who created the gadget was not an administrator on pl.Wiki at that time. The development of the gadget (in May), as well as its successful presentation during the Spring Wikimedia Conference (in April), could have significantly contributed to the submission of Msz2001's candidacy for the administrator rights vote, which concluded with unanimous support from the pl.Wiki community.

Permission Showcase: A series of instructional videos presenting administrative tasks and actions reserved for narrower groups.

Following the success of the presentation "Permission Errors: Processes We Know About But Don't Know How They Look," conducted by Msz2001 during the Wikimedia Spring Conference, the community support team received numerous requests for a repeat of this remarkable session! However, Msz2001 decided to transform the presentation into a series of short videos, during which various processes are demonstrated and discussed on test MediaWiki software. These processes include, among others: user blocking and page protection, page and version deletion, permission changes, mass deletion (nuke), history merging, reviewer actions, and checkuser investigations.

All tutorials are available on the wiki (link), and they will soon also be featured on the Wikimedia Polska YouTube channel. We hope that this video series will aid future administrators in Polish Wikimedia projects in adapting to their new role. It may also encourage members of our community to consider applying for higher permissions.
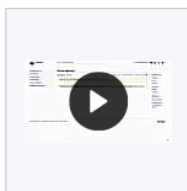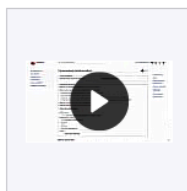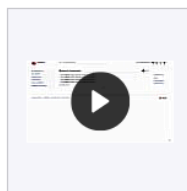
Czynności administratorskie [edytuj | edytuj kod]
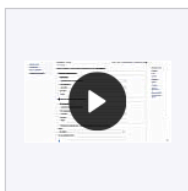
Zabezpieczanie stron	Blokowanie użytkowników	Usuwanie stron	Ukrywanie wersji	Zmiana uprawnień użytkownika	Masowe usuwanie stron
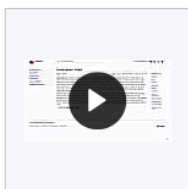
Łączenie historii (stroną specjalną)   Łączenie historii (kasuj-odtwórz)   Masowe wiadomości   Zmiana modelu zawartości
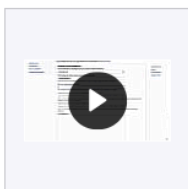
Czynności zastrzeżone dla węższych grup [edytuj | edytuj kod]

Ukrywanie wersji przez rewizora   Dochodzenie checkusera   Dochodzenie checkusera (na stronie Specjalna:Investigate)

Wikipedysta:Msz2001/Permission Showcase

Meeting with Hektor Absurdus, a member of the Arbitration Committee of Polish Wikipedia.

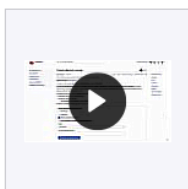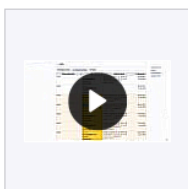On May 29, a meeting with Hektor Absurdus, a member of the Arbitration Committee of Polish Wikipedia, took place. The meeting focused on the topic of resolving disputes before they escalate. The discussion also covered the topic of submitting requests in a way that reduces the likelihood of rejection. Hektor prepared a presentation highlighting the benefits of mediation. During the discussion, the idea of emphasizing these benefits on Wikipedia's pages was proposed. Experiences of participants in the mediation process and potential changes were discussed. Interest in participating in future mediation workshops was expressed. Opportunities for improving the new request form for the Arbitration Committee were also discussed. A total of 12 individuals attended the meeting. The meeting was organized as part of the conflict prevention project.

Evaluation of the Project by Polish Wikipedia Administrators.

Conducting research among the community of administrators, we posed several open-ended questions, including an overall evaluation of the admin project, takeaways from participation in project events and meetings, as well as its strengths and weaknesses. It's worth noting that these questions were answered not only by project participants but also by the entire community of Polish Wikipedia administrators.

How do you generally evaluate the implementation of the admin project?

It's a good initiative that should continue.

Respondents to our survey after the admin project had varying opinions about the implementation of this endeavor. Some chose not to answer this question, primarily because they didn't participate in all events. Others pointed out both the strong and weak aspects of the initiative.

I think the idea of supporting administrators is valid and should be continued.

According to respondents, what did not succeed and would require improvement includes enhancing the quality of certain training sessions to ensure consistency and high standards across all of them, better communication about online events, and adjusting the initiative to cater to the needs of individuals facing challenges in Wikimedia projects, not just administrators.

I'm glad that after years, WMPL notices community members who are often very busy and accommodates them; it might be challenging, but no one will say that it's not meaningful.

The project's execution was appreciated due to a well-prepared program, high-quality training sessions, and expert preparation; the opportunity to acquire new knowledge; session diversity – both online and offline; WMPL's recognition of administrators' work and their needs; as well as providing them with opportunities for meetings and integration. Admins highlighted that

participating in the project provided them with a wealth of new information. Several individuals emphasized the need to continue this initiative in the coming years.

The project is valuable, and it would be beneficial to regularly expand it, repeat some thematic workshops, add new ones, and encourage the participation of individuals who haven't yet been involved in the project.

What did you gain from participating in the meetings/events you attended?

Participants in the meetings organized as part of the admin project highlighted various benefits they gained from attending the events. The primary value for administrators was the integration of the admin community. They found it valuable to engage with people who shared similar experiences, building a sense of community and group solidarity, exchanging experiences, and gaining better insights and understanding of other administrators.

I gained a lot of knowledge from participating in the training sessions, as well as a sense of being part of a professionally organized community.

Participation in meetings and training allowed the respondents to organize their knowledge and acquire new information; learn something about themselves; get acquainted with tools related to cybersecurity, including those that administrators can use; learn to manage stress. Some also became aware of the responsibility that rests on people in administrative roles and contributed to understanding the need for collaboration.

The project enabled the expansion of knowledge about certain aspects and allowed participants to exchange experiences and insights related to the work of an administrator.

Administrators emphasized that they value the opportunity to acquire knowledge about new, potentially valuable tools, gadgets, and programs. They also mentioned awareness regarding the proper justification for blocks and the creation of a tool to facilitate writing justifications. They also mentioned that participating in meetings and events gave them positive reinforcement, as well as enthusiasm and the belief that together they can achieve more.

What I gained from participating in the project is building connections with other administrators, exchanging views and experiences, and enriching knowledge about administrative tools (concerning range blocking, for example).

What do you think could be improved in the meetings/events you attended?

As noticed by the survey participants, certain aspects of the admin project would require improvement. The most common concern revolved around the fact that meetings were not recorded and made available remotely for absent participants to watch after the event. Administrators also suggested inviting a greater number of active administrators to live meetings, diversifying such events, and ensuring broader accessibility. They emphasized the need to inform about meetings through multiple channels.

Certainly, efforts should be made to engage a larger group of admins in these meetings, especially live ones. If meaningful and actionable agreements are to be reached, it's not possible within the scope of 30% or 40% of active admins.

Administrators also called for the continuation of meetings and the development of further steps in line with the foundation set by the training offered by WMPL. Concrete proposals included discussing examples of proper and improper admin actions, emphasizing the rules and guidelines in the context of specific admin activities, and discussing various ways of resolving requests on the administrator request page.

What did you like the most during the meetings/events you attended?

Almost all responses to this question related to interpersonal interactions with other administrators. They particularly appreciated the opportunity to engage in discussions with individuals with similar experiences and to gain insight into their perspectives. They found value in the integration within a pleasant atmosphere, live communication in a trusted circle, enjoying good times, and initiating better future collaborations. Additionally, respondents mentioned knowledge expansion and the substantive aspect of the training.

Such meetings offer the advantage of better collaboration with people you've met. It adds value.

What did you like the least during the meetings/events you attended?

According to administrators, what they didn't like included low attendance, low level of substance in some presentations and comments by volunteers, and insufficiently advanced knowledge presented during technical training sessions.

*Encouraging more people to participate would be beneficial.*

Would you like to continue participating in such meetings/events?

The vast majority of administrators are generally interested in continuing to participate in the meetings and events organized as part of the admin project (36% answered definitely yes, followed by 33% rather yes). Around 17% of the admin community is uncertain about participating in such events, while only 14% of admins are not interested (8% rather no, 6% definitely no). Interestingly, all individuals who are not interested in participating in meetings and events have not attended any of them in the past year. Among this group, precisely half do not intend to participate (30% rather no, 20% definitely no), 30% are unsure about participating in future events, and 20% are somewhat interested in participating in such events in the future. This implies that among Polish Wikipedia

administrators, there is a group that, due to various reasons (such as lack of time, high introversion), does not plan to participate in integrating meetings, training, and other events organized specifically for them.

> *I am not a highly active admin, I work in a narrow scope, so I don't need support myself, but I believe the idea is good and training is necessary. If I have the opportunity, I would gladly join something. Previously, the timings didn't align with personal matters :-)*

Among those who have participated in meetings and events under the support of the admin project so far, a significant 88% are interested in continuing (50% definitely yes, 38% rather yes). The remaining 12% of project participants are unsure (but also don't rule out future participation in meetings).
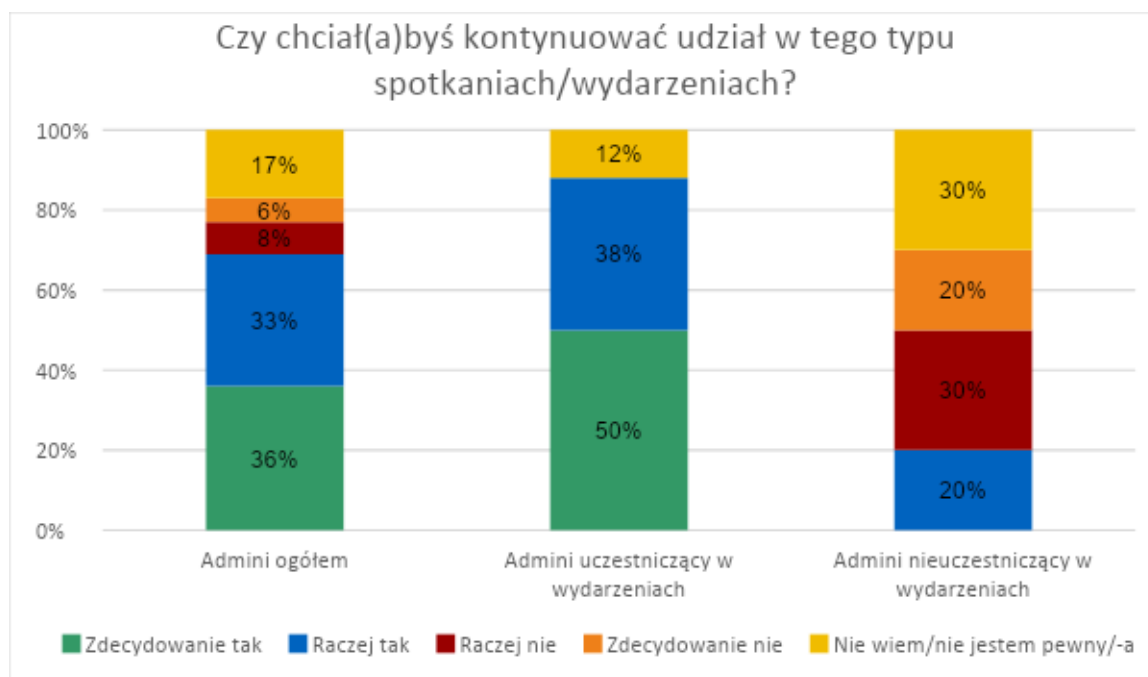
Would you like to keep participating in events like this? Left column: administrators in total; middle column: administrators participating in events; right column: administrators not involved in events. Green: definitely Yes; blue rather Yes, red rather No.

The analysis of the above data, as well as responses to open-ended questions in the survey and individual interviews, confirms that the Polish Wikipedia administrators' community is interested in participating in future meetings, training, and especially another edition of the Admin Camp.

Therefore, considering this, the Wikimedia Poland community support team has decided to continue the support and integration project for administrators.

Report from the project of support and
integration for administrators of the
Polish-language Wikipedia.

What was challenging? What didn't work out for us?
The most challenging aspect was... communication.

One of the main premises of the project's implementation was to ensure high confidentiality in communication between administrators of the pl.Wiki and admin project members. We aimed to create an atmosphere of trust without the presence of external parties during meetings. Certain meetings, for obvious reasons, involved external experts who were not part of our community and who conducted training and workshops for admins.

Prior to the project and during its initial months, this wasn't a problem because the project coordinator - who was also the head of the community support team at WMPL - was a volunteer administrator on pl.Wiki. The difficulties arose when she changed her job and ceased to coordinate the project. None of the remaining employees of Wikimedia Poland had administrator privileges, which meant that the new project coordinator and the team members from WMPL could not participate in the meetings and training they were organizing.

Communication between administrators of pl.Wiki took place solely through closed communication channels: a mailing list and an admin channel on the Polish Wikimedia server on the Discord platform. These channels were accessible only to verified admins, both for reading content and sending messages. This meant that none of the WMPL staff could use these channels to directly inform the admin community about project activities.

Our communication options were limited. We could communicate through wiki pages, which we utilized, for instance, during the organization of the Admin Camp. For direct contact with administrators, we could use the option of sending individual emails via Wikipedia. However, this required sending each message to almost a hundred administrators individually, which was extremely time-consuming. Sending individual messages through Wikipedia's mechanism (if you don't have the necessary higher privileges) is also limited to a few messages per day per user. This made it impossible to send messages to all pl.Wiki administrators in one day. Consequently, we chose an alternative approach: whenever we wanted to send a message to the admin community, we asked one of the volunteers to relay it (on the mailing list and the admin channel on Discord). However, this was not an ideal solution as it extended the communication path between the project organizers and its participants, complicating contact with administrators. When they clicked the "reply" button, they responded to the person who relayed the message, not its author.

We found a solution to the problem of sending messages to pl.Wiki administrators after the project ended, while discussing the difficulties during its implementation. We plan to implement this solution before starting the next actions for the admin community, later this year. We decided to create an additional mailing list for pl.Wiki administrators, which would be used to inform about WMPL activities for the admin community. Subscription to this list will not be mandatory. Additionally, we intend to continue working with volunteers to relay information on the admin channel on Discord.

Thanks to this new approach, we'll be able to fulfill the requests of the admin community and provide better information about online meetings and other events.

Providing a safe space and organizational matters

Similar to the problematic communication issues with the admin community, some of the organizational difficulties stemmed from the concern to ensure a safe space for administrators. The absence of external parties was meant to ensure a sense of trust during meetings. However, based on individual interviews, some administrators didn't view WMPL employees involved in community support as external parties and didn't object to their participation in meetings. This could be useful, especially during the organization of online meetings (particularly those with simultaneous translation or external experts) to provide necessary technical support. An employed person within the Association could help avoid some of the technical issues that arose during remote meetings (which happened during the project) and address them in real time. Additionally, this person could present the Safe Space Policy at WMPL-organized meetings (and if agreed upon by meeting participants, they could be responsible for moderating and enforcing it).

For future meetings with the admin community (especially training and workshops with external experts), we plan to have a WMPL employee present at the beginning of each meeting to address potential technical issues and present the Safe Space Policy. If all meeting participants agree, the WMPL employee can remain for the remainder of the event (with the provision that administrators can request their departure during sensitive discussions).

For the comfort of participants and out of concern for the confidentiality of discussions, we decided that project meetings would not be recorded. However, the results of the survey conducted at the end of the project indicated that, in the opinion of administrators, meetings - especially those with

external experts - should be recorded. This would allow those who cannot attend a particular meeting to view the recording without missing out on the substantive value of the training. Therefore, as we continue activities for the admin community, we plan to record meetings and training sessions to make them available to absent administrators.

What are our plans for the future?

Continuing the admin meetings is important, and it would be good to have monthly online meetings and an in-person meeting once a year.

The reception of the community support project for administrators and administratrices of pl.Wiki has been unequivocally positive. Therefore, we have decided to continue these efforts. In 2024, we plan to organize one weekend in-person meeting – the next edition of the Admin Camp – as well as four themed online meetings.

We hope that in addition to the meetings organized for the admin community by Wikimedia Poland, administrators will decide to organize grassroots internal meetings. We can provide support in their organization, such as providing access to a platform for remote meeting organization, technical support, or providing refreshments for participants of events (including online meetings).

The project supporting administrators on pl.Wiki connects on multiple levels with the Conflict Resolution Program organized by WMPL. This year, three trainings will take place, aimed particularly at administrators of the Polish-language Wikipedia:

- Certified mediation training (Warsaw, October 21-22)
- Facilitation training (Warsaw, November 4, 2023)
- Remote meeting facilitation training (November 25, 2023, online)

We also intend to assist administrators in creating an internal platform for administrators (for purposes including material collection and information exchange).

Ideas from administrators for various forms of support.

We asked administrators whether there are things that could help them in their admin roles. The most frequently mentioned needs were greater integration within the admin community, creating a more supportive atmosphere, and more support in making tough decisions. Administrators point out that they have too little time and receive no monetary compensation for their work, hence the necessity to increase the number of individuals with administrator rights (which would require developing a strategy, changing the approach to the authorization process, etc.). Administrators also emphasized the need for better communication among administrators. To achieve this, the

functionality of the discussion list could be improved, an internal wiki for admins could be created, or mandatory presence on Discord could be introduced. Some individual suggestions included the need for assistants for administrators, who could also learn about the admin role, or access to data held by checkusers (or expanding their group).

Administrators stressed the importance of reaching out to admins who do not participate in meetings and trying to establish how they could engage in shared activities or decisions. They highlighted the challenge that even if they develop something collaboratively during remote or in-person events, those agreements might not persist when they return to work on Wikipedia, as not all administrators participate in such meetings.

Ideas for meeting and training topics for administrators on pl.Wiki:

In a survey at the end of the project, we asked admins about the topics and subjects they believe would be worth addressing within the community of administrators on pl.Wiki, as well as the skills that could be developed through meetings and workshops. Below, we've compiled their responses:

- Computer ergonomics: Since we spend a lot of time at computers, it's important to remind ourselves how to work in a way that won't negatively impact our health.
- Discussing strategies for attracting new users, particularly the youngest and oldest ones.
- Resilience to psychological manipulation.
- Legal safety for administrators.
- Training on less commonly used admin tools.
- Creating an FAQ – answering common questions from newcomers.
- Dealing with persistent vandals – recognition, differentiation, and response methods.
- Mutual support and appreciation among administrators.
- Meetings with interesting people and other Wikipedians who can share useful life hacks.
- Examining examples of proper and improper admin actions, highlighting guideline and recommendation references in the context of specific admin activities.
- Discussion on different ways to handle reports on the Administrator's Noticeboard.
- Training in various technical aspects (not necessarily related to admin activities), such as MediaWiki operations, popular templates, etc.
- Developing strategies for recruiting new administrators and methods for their introduction to the role.

The ideas mentioned above will help us create a meeting plan for the next several months, ensuring the best possible support for the community of administrators on the Polish-language Wikipedia.

Team

Individuals responsible for project implementation

The project was carried out by the Community Support Team at Wikimedia Poland.

June 2022 – December 2022

- project management, facilitation of the pl.Wiki administrators' group, communication management with project participants– Natalia Szafran-Kozakowska (head of the community support team at WMPL until the end of October 2022, then her responsibilities were taken over by Paulina Studniczka).

- administrative and logistical tasks– Grzegorz Kopaczewski (head of the WMPL office)

- minor organizational tasks– Paulina Studniczka (junior specialist in community support at WMPL)

January 2023 – June 2023

- project management – Paulina Studniczka (coordinator for community support at WMPL)

- administrative and logistical tasks– Grzegorz Kopaczewski (COO of WMPL) and Marek Lewandowski (event organization coordinator at WMPL)

- minor organizational tasks – Małgorzata Gramatnikowska (junior specialist in community support at WMPL)), Ada Jakubowska(junior specialist in technical support at WMPL)

- facilitation of peer support groups - collaborating volunteers - administrators of the Polish-language Wikipedia.