

Wikimedia Foundation



2007|2008

ANNUAL
REPORT



[ABOUT THE WIKIMEDIA FOUNDATION]

We are the non-profit, 501(c)3 charitable foundation that operates Wikipedia and other free knowledge projects. The Foundation was established by Jimmy Wales in 2003, two years after creating Wikipedia, to build a long-term future for free knowledge projects on the internet. The Foundation, now based in San Francisco, California, maintains the technical infrastructure, software, and servers that allow millions of people every day to freely use Wikipedia and its sister projects.

The Foundation also manages programs and partnerships that extend our basic mission: to expand free knowledge around the world. With just over 20 paid staff, the Foundation is the official representative for its projects, offering legal, administrative, and financial support. The Foundation is also responsible for conducting a range of fundraising activities, including the annual community giving campaign, to finance our annual plan and operations overhead.

FRONT COVER: Wikimania 2007 volunteers
photo by Everlong; CC-BY-SA from Wikimedia Commons

2007 | 2008 ANNUAL REPORT



**WIKIMEDIA
FOUNDATION**

[MISSION STATEMENT]

Empower and engage people around the world to collect and develop educational content under a free license or in the public domain, and to disseminate it effectively and globally.

wikimediafoundation.org

This annual report covers the Foundation's 2007/2008 fiscal year:
July 1, 2007 through June 30, 2008.

>> The Wikimedia Foundation is the organization behind Wikipedia, the world's largest and most popular encyclopedia, and the only website in the global top 5 that's run by a non-profit. Its impact is enormous: more than a quarter of a billion people read Wikipedia every month, and I can't turn on the TV, cross the street or go out for dinner without hearing someone talking about it.



When the Wikimedia Foundation was founded, it was little more than a legal entity to accept donations and to support the work of the volunteers. It was entirely volunteer-run until 2005, when it hired its first employees. Wikipedia grew up on a shoestring, and the non-profit organization supporting it has been too small, too under-resourced and too inexperienced to pursue partnerships, execute projects, or even to effectively fundraise.

I'm a mission-driven person who wants to make a big impact, so for me, this combination of circumstances created an irresistible challenge. When I heard last summer that the Wikimedia Foundation was looking for a new Executive Director, I jumped at it. And I've never regretted it: it's been a terrific, exciting year.

The major accomplishment of '07-'08 was unquestionably our relocation from Florida to San Francisco. We've recruited a smart, effective team of people who exemplify the organization's commitment to diversity and internationalism. Of the 13 people hired since the relocation, nine have lived or worked outside of the United States, and eight are fluent in languages other

than English (including German, Spanish, Japanese, French, Tagalog/Filipino, Dutch and Polish). Six are female and seven are male. Three are long-time Wikimedia volunteers.

We're also in good financial health, and have established a solid bedrock of administrative policies and procedures. There have been a number of important organizational firsts: the first board-approved budget, the first revenue targets and annual plan, the first dedicated fundraising team, and first-ever goals. This will allow us to speak with clarity and confidence to our supporters in assuring them that their gifts will be used wisely.

Wikipedia has proven that mass volunteer collaboration can create real social value: people will participate in large numbers, out of sheer goodwill and helpfulness, to develop great educational material that other people want and use. Beyond supporting the organization's continuing development, our goals for the next year will be to broaden participation, increase quality, and support efforts to disseminate our free educational content to people without Internet access. This is important work, and you will read about some of our progress towards it in the pages of this report.

I would like to thank the Wikimedia Board of Trustees and the staff of the Foundation for its commitment to our shared ideals. I would like to thank our donors and supporters. And of course I would like to thank the worldwide community of tens of thousands of dedicated volunteers who contribute their time, skills and knowledge to Wikipedia and its sister projects.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sue Gardner'.

Sue Gardner
Executive Director, Wikimedia Foundation

>> Welcome to the Wikimedia Foundation’s first-ever annual report.

Young organizations change and develop quickly, and the Wikimedia Foundation is no exception. During the past year, we saw that pace of change reflected in the Board itself.

In February, Domas Mituzas and I, both long-time Wikimedians, were appointed to the Board of Trustees. Domas, who works for Sun Microsystems in Vilnius, Lithuania, has been supporting Wikipedia’s technological infrastructure since 2004. I am an attorney in Seattle, Washington, and have been an active Wikipedia editor since 2003.

In April, Stuart West joined the Board of Trustees as Treasurer. Stuart has over 15 years’ financial experience, including senior executive roles at publicly-traded companies such as Yahoo! and TiVo. He replaces Michael Davis, COO of Wikia, Inc. and our founding Treasurer. Michael’s skills and experience were invaluable to us, particularly in the Foundation’s early days: we are very grateful for his help.

In June, Florence Devouard, who served as a board member beginning in June 2004, and was elected to be its chair in October 2006, stepped down after her term of office expired. An election was held to fill the seat that Florence vacated. The winning candidate was Ting Chen, an engineer with IBM in Mainz, Germany. On behalf of the Wikimedia community, I would like to thank Florence for her tireless energy and dedication, and I would also like to welcome Ting.

And finally, in July, the Board of Trustees elected me to be its new Chair. I would first like to say that I am honored and humbled by the confidence placed in me. In my new role, I am pleased to work closely with our Executive Director, Sue Gardner. In her first year with us, Sue has made great strides in helping the Wikimedia Foundation achieve its potential. She is supported by a passionate, smart and international staff.

Above all, it is truly inspiring to be part of an organization that facilitates the transformative educational work of thousands of volunteers around the planet: the Wikimedia movement. Our challenge is to help this volunteer community to touch more lives, to reach more people, to create richer educational resources.

It would be tragic if, 20 years from now, humanity were still divided into those able to afford education and those who could not. The idea of universal access to the sum of all human knowledge has been planted in the soil of history. Let us work together in nourishing it, so that it may become a garden.

Yours very truly,



Michael Snow
Chair of the Board of Trustees



WELCOME TO SAN FRANCISCO



Market Street, San Francisco



South Park

>> It's been a year of considerable growth and change for the Wikimedia Foundation, but nothing defines our change as much as the relocation from our offices in St. Petersburg Florida to San Francisco, California.

In June 2007 Sue Gardner joined the Wikimedia Foundation and began a dialog with the Board of Trustees and staff regarding a relocation strategy. Choosing a new home wouldn't be a simple process for a global organization.

A number of major centers were examined against a list of important criteria for what would ultimately become the Foundation's international headquarters. The new location would have to possess a tech-savvy and innovative work force. It should be a hub for international, like-minded organizations, academic institutions, and a place known to our volunteer community.

After lengthy discussions and reviews of locations throughout Europe and North America, the strongest candidate city had emerged. San Francisco, aside from its history and legacy as a center for technological innovation and the undisputed headquarters of modern computing, is also home to many like-minded organizations such as the Electronic Frontier Foundation, the Internet Archive, and Creative Commons.

Through December 2007 and January 2008 the Foundation's offices in St. Petersburg were packed and shipped across the United States to California. Several staff relocated to San Francisco, while one systems administrator would remain to manage the Foundation's primary data center.

The Foundation is now based in the heart of San Francisco's South of Market (or SoMa) district among dozens of start-up and long-standing technology firms. Our open-concept space reinforces the Foundation's focus on organizational transparency, communication, and collaboration.

>> Over the last reporting year the Foundation has experienced considerable growth. Since July 2000 and the relocation to San Francisco we have grown to 15 employees, culminating in the establishment of the Technology, Programs, and Finance and Administration sections. Through the end of 2008 we expect to continue growing to a total of 22 staff members.

TECHNOLOGY

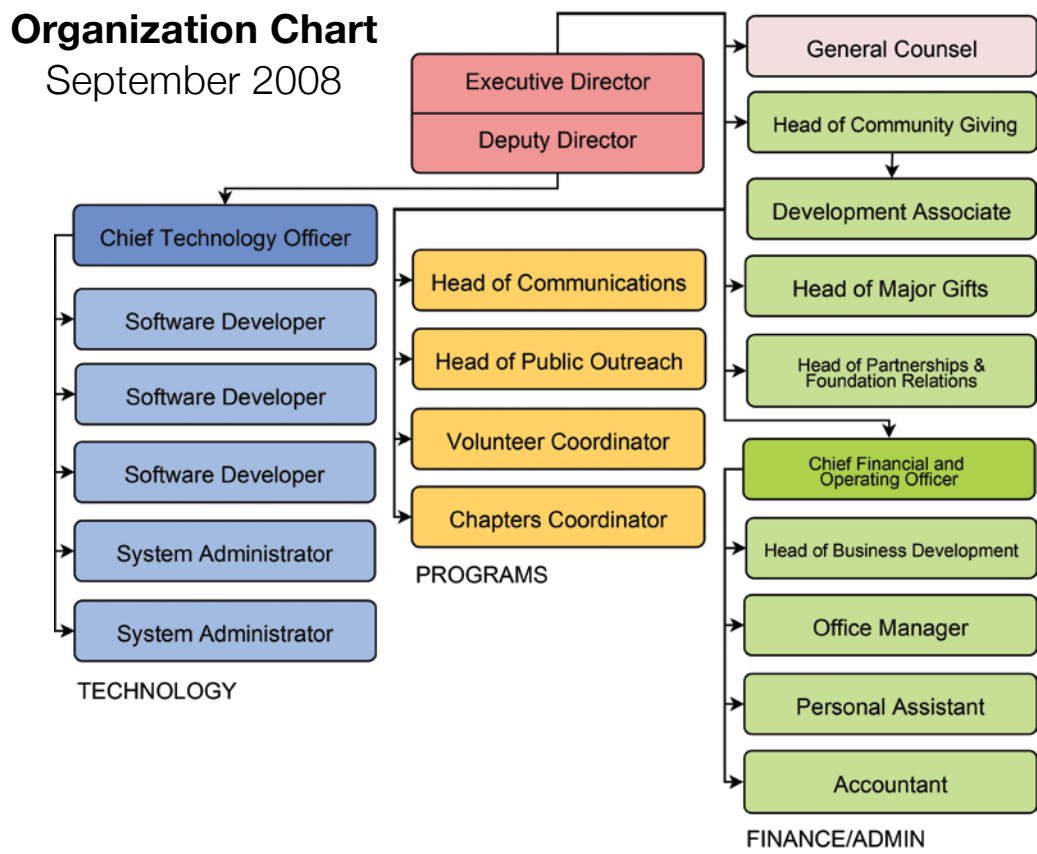
The Chief Technical Officer and the technology staff manage the entire technical infrastructure of the Foundation and the projects. The team maintains servers which experience global traffic in excess of 70,000 hits per second, while concurrently addressing complex software development issues with the most-used, open-source, wiki hosting software on the internet, MediaWiki.

PROGRAMS

Program staff work to extend the reach of Wikimedia’s projects and to increase global participation through partnerships and programs, including the Wikipedia Academies. Program staff also work directly with thousands of editors, contributors, and readers around the world, resolving challenges and acting as the interface for the public to address concerns with community editors.

FINANCE/ADMINISTRATION

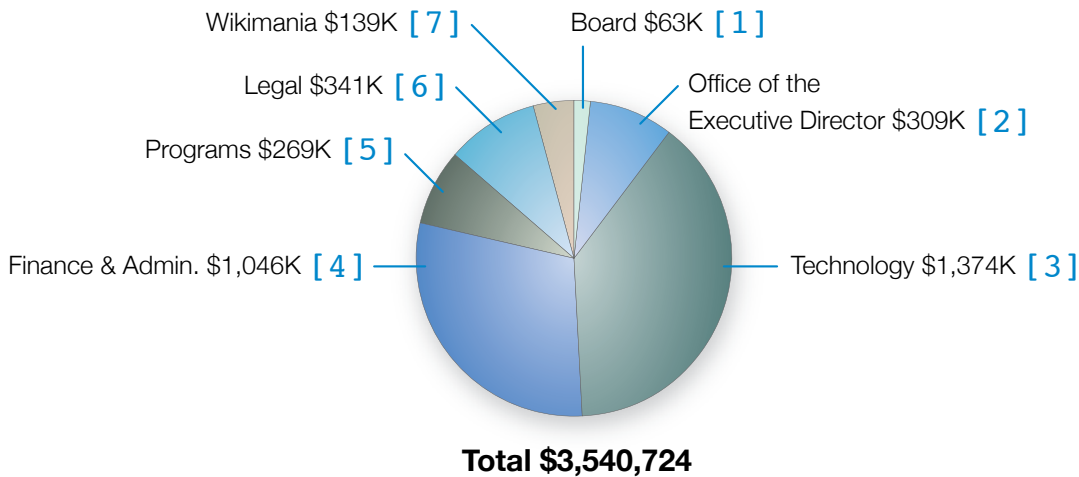
Led by the Foundation’s Chief Financial and Operations Officer, administration and finance staff are charged with managing our day-to-day finance, accounting, and administration tasks – as well as generating revenue for the Foundation through fundraising and mission-friendly business development initiatives.



2007/2008 AUDITED FINANCIALS

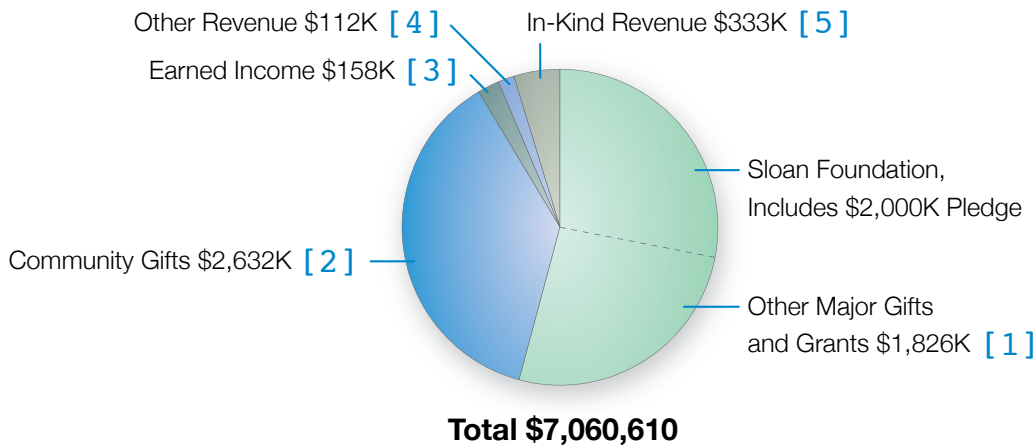
For complete financial reports, visit http://wikimediafoundation.org/wiki/Finance_report. Nearly all of the Wikimedia Foundation’s revenues come from individual donations (“major gifts” and “community giving”), foundation grants and corporate in-kind donations (e.g., gifts of technical equipment). A small amount comes from mission-friendly business activities such as the sale of live-feed data services. All figures in thousands of dollars.

[[2007/2008 Expenses]]



[1] Includes board meeting expenses, D&O insurance. [2] Includes salaries for Executive Director and Deputy Director; some fundraising and travel expenses; consultants and contractors. [3] Includes salaries for technical staff, servers, bandwidth and contractor expenses. [4] Includes salaries for finance/admin staff, audit fees, fundraising expenses, office rent, office supplies, bank fees, etc. [5] Includes salaries for program staff, public outreach expenses, communications expenses. [6] Includes salary for General Counsel, and external counsel and consultant fees, filing fees, etc. [7] Includes travel for board, advisory board and staff.

[[2007/2008 Revenue]]

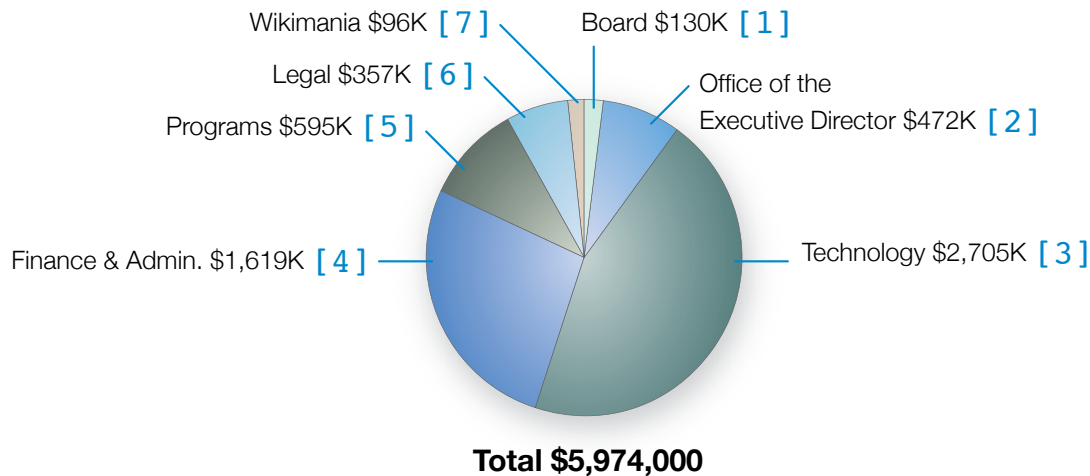


[1] Donations of more than \$10K. Includes a \$1M grant from the Sloan Foundation in 2008, and a further \$2M pledge through 2010. [2] Donations less than 10K. [3] Income from live feed deals, trademark deals, etc. [4] Includes income from sponsorships, interest, and foreign exchange gains. [5] In-kind donations.

2008/2009 ANNUAL PLAN

This year's Annual Plan includes increased spending on technical infrastructure to keep pace with Wikipedia's growing audience, the establishment of the Wikimedia Foundation's first fundraising team, and the hiring of additional software developers and staff with responsibility for public outreach and partnerships. The Annual Plan anticipates increased revenues, due to the establishment of the dedicated fundraising team. All figures in thousands of dollars.

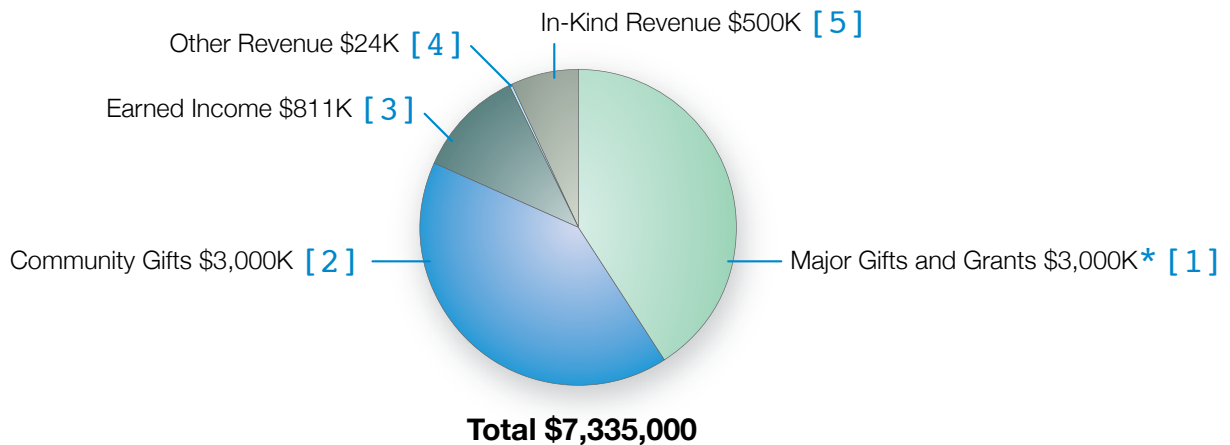
[[2008/2009 Budget]]



[1] Includes board meeting expenses, D&O insurance. [2] Includes salaries for Executive Director and Deputy Director; some fundraising and travel expenses; consultants and contractors; staff and volunteer development. [3] Includes salaries for technical staff, servers, bandwidth and contractor expenses. [4] Includes salaries for finance/

admin staff, audit fees, fundraising expenses, office rent, office supplies, bank fees, etc. [5] Includes salaries for program staff, public outreach expenses, communications expenses. [6] Includes salary for General Counsel, and external counsel and consultant fees, filing fees, etc. [7] Includes travel for board, advisory board and staff.

[[2008/2009 Projected Revenue]]



[1] Donations of more than 10K *Includes 1M from Sloan Foundation. [2] Donations less than 10K. [3] Income from live feed deals, trademark deals, etc.

[4] Includes income from sponsorships, interest, and foreign exchange gains. [5] In-kind donations.

WIKIPEDIA

Wikipedia is the largest encyclopedia in human history, with over 10.5 million articles in more than 250 languages. It is also one of the five most popular websites on the planet, according to comScore Media Metrix.

OTHER DATA POINTS AS OF JUNE 30, 2008:

- >> Number of articles: 10.7 million across 250 languages.
- >> Largest Wikipedias: English (2.4 million articles), German (765,000), French (675,000), Polish (515,000), Japanese (500,000).
- >> Up and coming: The Indonesian Wikipedia has 85,000 articles; Vietnamese and Telugu have more than 40,000; Afrikaans has more than 10,000 articles, and the Swahili edition has 7,000.
- >> More than 300 million page-views per month. 251 million unique visitors per month according to comScore, estimated to represent a reach of 29% of the total Internet audience (June 2008 data).
- >> By unique visitors in comparison to other websites: #6 in Middle East/Africa; #6 in Asia/Pacific; #5 in Europe; #5 in Latin America; #8 in North America.
- >> Approximately 100,000 active editors (defined as users who made more than 5 changes in the last month)



The ten-millionth article, a biography of 16th century painter Nicholas Hilliard in the Hungarian Wikipedia, was published on March 27, 2008.



WIKIMEDIA COMMONS

All Wikimedia projects in all languages share a single repository of multimedia content which can be used freely for any purpose: Wikimedia Commons. Launched in September 2004, by June 2008 Wikimedia Commons contained more than 2.5 million photos, illustrations, sounds, and video files. Important milestones reached in the fiscal year include:

>> September 2007: The first version of a cross-platform embedded video and audio player is enabled on all Wikimedia sites. It supports the playback of video and audio in the Ogg Theora and Ogg Vorbis formats, which are both open standards.

>> October 2007: Wikimedia Commons reaches a milestone of 1,000 “featured” pictures, photographs and illustrations. “Featured” is a designation applied by the volunteer community to work that is considered extremely high quality.

>> October 2007: The two millionth file is uploaded.

>> January 2008: Broadway Tower, Cotswolds, England is voted 2007 Picture of the Year by the Wikimedia community.

>> June 2008: An experimental new feature allows any installation of MediaWiki on the planet to access media on Wikimedia Commons as if they were locally uploaded, including all metadata.

MEDIAWIKI

MediaWiki is the open source software which runs all Wikimedia projects. It is also used by many thousands of other wiki websites world-wide, including corporate installations by Novell, Intel, Gartner, NVIDIA, Linden Lab, and many others. The software has been localized in more than 100 languages, making it one of the most widely translated software packages in existence. Several hundreds of extension modules have been created for the software.

The Wikimedia Foundation manages and coordinates MediaWiki development, with the support of other organizations, companies and individuals using the software. As of June 2008, 150 people had write access to the MediaWiki codebase. Technical improvements that have been made to support the Wikimedia community are discussed in this report.

WIKIVERSITY

A free, open learning and research environment. Wikiversity includes projects such as the School of Filmmaking, the Bloom Clock project for collecting and describing bloom times of wildflowers, and the Lunar Boom Town discussion experiment about a city on the moon.

WIKIBOOKS

A library of textbooks on a number of subjects, ranging from history to quantum physics. Wikibooks also includes a cookbook with more than 3000 recipes, and Wikijunior, a collection of learning materials for children.

WIKTIONARY

A dictionary and thesaurus in all languages. In addition to definitions and translations, Wiktionary also includes etymology information, declensions, and thousands of pronunciation sound files recorded by speakers in many different languages.

WIKISOURCE

An archive of source documents in the public domain and under free licenses, such as novels, poetry, legal treaties, court cases, interviews, and speeches. These documents are linked from the relevant Wikipedia article. Wikisource offers spoken versions of many texts, thanks in large part to the LibriVox project.

WIKIQUOTE

A repository of notable quotes from ancient history to the present day, richly structured and categorized.

WIKINEWS

A news website which includes original reporting and interviews by citizen journalists. Wikinews has published exclusive interviews with Eric Bogosian, Augusten Burroughs, Shimon Peres, Ingrid Newkirk, Al Sharpton, Gay Talese, and many others.

WIKISPECIES

A central database of biological taxonomy, supporting Wikipedia articles about species.

http://en.wikipedia.org/wiki/Australian_Green_Tree_Frog

On the ‘discussion’ page for the article you’ll find editors posing questions and comments about possible additions or edits – including recent research reports that the skin secretions of this frog may possess the ability to destroy HIV.

Number of edits since creation, 659

Article created: November 1, 2005

Tim Marskell [User: Marskell] is a Canadian citizen living in the United Arab Emirates working as a manager in the entertainment and food and beverage industry.

He made a number of significant ‘quality’ edits to this article, reverting vandalism and ensuring the accuracy of the information. Tim, one of over 1500 Wikipedia Administrators, started editing in February 2005. This is one of many Featured Articles that Tim has worked on as part of the dedicated ‘Featured Articles Review’ group on Wikipedia.

Page views in June 2008: 7071

Articles on the same topic can be viewed in 13 other languages, three of which were also selected as featured articles.

This “red link” is indicative of the unfinished nature of Wikipedia. No article has been created for this topic, an invitation to an aspiring writer to research the topic and create a ‘stub’ article.

The screenshot shows the Wikipedia article for 'Australian Green Tree Frog'. At the top, there is a navigation bar with buttons for 'article', 'discussion', 'edit this page', and 'history'. The article title is 'Australian Green Tree Frog' with the subtitle 'From Wikipedia, the free encyclopedia'. The main text begins with 'The Australian Green Tree Frog, simply Green Tree Frog in Australia, White's Tree Frog, ...'. There are several callout boxes with blue lines pointing to specific parts of the page: one points to the 'discussion' button, another to the 'Number of edits since creation, 659' text, a third to the 'Article created: November 1, 2005' text, a fourth to the 'Contents [show]' button, and a fifth to the 'Original print of the Green Tree Frog' image caption. On the left side, there are several sidebar sections: 'navigation' (Main page, Contents, Featured content, Current events, Random article), 'search' (Go, Search), 'interaction' (About Wikipedia, Community portal, Recent changes, Contact Wikipedia, Donate to Wikipedia, Help), 'toolbox' (What links here, Related changes, Upload file, Special pages, Printable version, Permanent link, Cite this page), and 'languages' (Català, Deutsch, Español, Français, עברית, Magyar, Nederlands, 日本語, Português, Suomi, Türkçe, 中文). The article content includes sections for 'Taxonomy' and 'Description'. The 'Taxonomy' section mentions the genus *Litoria* and species like 'White's Tree Frog'. The 'Description' section describes the frog's physical characteristics and its ability to destroy HIV through its skin secretions.



This article is part of the Spoken Wikipedia project. Volunteers provide spoken versions of high quality articles so those new to a language, or those with visual or reading challenges, can listen to the content.


Richard Glock [**User: Macropode**], is a Wikipedian living in Adelaide, Australia. Richard has volunteered much of his time on Wikipedia improving the quality of the Spoken Wikipedia project, with a particular interest in topics related to the Australian bush.



Australian Tree Frog is a featured article – one of over 2000 articles chosen by the Wikipedia community for its excellent writing, images, and references. Every day on Wikipedia a new Featured Article is profiled on the main page.

Log in / create account

White's tree frog



Conservation status

Least Concern (IUCN 3.1)^[1]

Scientific classification

Kingdom: *Animalia*
 Phylum: *Chordata*
 Class: *Amphibia*
 Order: *Anura*
 Family: *Hylidae*
 Genus: *Litoria*
 Species: *L. caerulea*

Binomial name

Litoria caerulea
 (White, 1790)

[edit]

[edit]

Article standards for biological topics include taxonomic, geographic, and conservation information.

Evan Pickett, [**user: LiquidGhoul**] from Newcastle, Australia, uploaded this image to the Wikimedia Commons on January 6, 2006. He is both a frequent contributor and one of the primary authors of this article. As a free, public domain image, it can be reused, modified, or duplicated for any purpose, by anyone, without any form of recognition or compensation.

Evan is in his last year of a BSc at the University of Newcastle, Australia; currently doing honors research in frog conservation. He made his first edit on Wikipedia on April 16, 2005.

PARTICIPATION The Wikimedia Foundation will lead programs and initiatives that increase global participation in its projects and decrease barriers to new users.

[[WIKIMANIA]]

Wikimania is the official conference for the volunteers, partners and enthusiasts of Wikimedia's projects. The first Wikimania, held in Frankfurt, Germany in 2005, attracted close to 400 participants, and was followed by Wikimania in Boston, Massachusetts in 2006. Wikimania's program schedule is designed by a committee of dedicated volunteers. Speakers are invited to present sessions and panel discussions on a wide range of topics, including free knowledge, internet-based collaboration, free education, software development, and volunteer activation.



>> Wikimania 2007, Taipei, Taiwan

Wikimania 2007 in Taipei attracted close to 500 participants. The conference played a pivotal role in the further growth and expansion of Wikimedia chapters in Asia, including Wikimedia Taiwan and Wikimedia Hong Kong.

Left to Right:

photo by Cary Bass; CC-BY-SA, from Wikimedia Commons

photo by Kat Walsh; CC-BY-SA, from Wikimedia Commons

photo by Gimi_Wu; CC-BY-SA, from Wikimedia Commons

[[PUBLIC OUTREACH]]

Wikimedia volunteers, staff, and Board members speak at hundreds of events and venues around the world. Some of this year’s highlights included the [Computers, Freedom, and Privacy Conference](#) in New Haven, Connecticut; [The Kroto Research Institute](#) at Sheffield, UK; and the [Future of the Internet Economy Conference](#) in Seoul, South Korea.

Earlier this year Wikimedia was also invited to present a booth at the 2nd annual [Maker Faire](#) in San Mateo, California. Volunteers and staff worked together to provide hands-on introductions to wiki-editing and to answer questions from the 60,000+ attendees.



Lee Crocker at Maker Faire

[[WIKIPEDIA ACADEMIES]]

Starting in 2007 the Wikimedia Foundation embarked on an ambitious outreach project aimed at increasing participation in Wikipedia and introducing new editors with subject-specific expertise. Wikipedia Academies were pioneered in 2006 by the German Wikimedia chapter, Wikimedia Deutschland, with the intent of collaborating with trusted institutions to deliver a focussed training and awareness session about Wikipedia and the other free knowledge projects.

Subjects include academic areas such as science, history, or the arts – or the creation of general knowledge and local history within under-represented languages.

Since the first Academy in Göttingen, Germany, others have been held in Paris, France at the Carrefour numérique, the CIDA City Campus in Johannesburg, South Africa, and in Berlin, Germany at the Berlin-Brandenburg Academy of Sciences and Humanities. Future Academies are currently being planned for Buenos Aires, Argentina, Alexandria, Egypt, and Lund, Sweden.



Wikipedia Academy, Mainz, Germany



Wikipedia Academy, Mainz, Germany

Left to Right:

photo by Brion Vibber; CC-BY-SA, from Wikimedia Commons

photo by Michail Jungierek; CC-BY-SA, from Wikimedia Commons

photo by Michail Jungierek; CC-BY-SA, from Wikimedia Commons

[14] **QUALITY** Through innovative software development and infrastructure improvements, and new research partnerships, the Wikimedia Foundation will increase the quality of content across the projects and maintain the ongoing delivery of free knowledge.



Stern Magazine, December 2007

[[STUDIES]]

Over the past year Wikipedia has been recognized by a number of media, foundation, and academic institutions for its achievements in the quality and accuracy of volunteer-written content.

In December 2007, the German magazine [Stern](#) announced in an independent study of 50 articles that the German Wikipedia was more accurate, complete and up-to-date than the longstanding German print encyclopedia Brockhaus.

The March 2007 peer-reviewed study '[Assessing the value of cooperation in Wikipedia](#)' by Dennis M. Wilkinson and Bernardo A. Huberman in 'First Monday' validated Wikipedia "as a successful collaborative effort," stating that "Wikipedia article quality continues to increase, on average, as the number of collaborators and number of edits increases."

[[TECHNOLOGY]]

The Wikimedia Foundation has supported a number of key technology initiatives throughout the fiscal year.

Together with the German Wikipedia community and the German Wikimedia chapter, the Wikimedia Foundation has developed a software feature called "[Flagged Revisions.](#)" This feature allows trusted editors to validate changes made to articles, and to show the most recently validated version. As of May 2008, the German Wikipedia is using a simple validation scheme to remove common "graffiti" type edits from view. Other languages and projects are beginning to experiment with this feature as well.

In cooperation with the Commonwealth of Learning, the Open Society Institute and PediaPress.com, the Wikimedia Foundation is developing [wiki-to-print export technology](#) for wiki articles, which is currently in active testing and expected to be put into production use by the end of 2008.

The Wikimedia Foundation has also begun working with Kaltura.com to deliver open source [collaborative video editing](#) technology based on open standards for all of its projects. Kaltura is sponsoring a full-time developer working in the Wikimedia Foundation offices for this project.

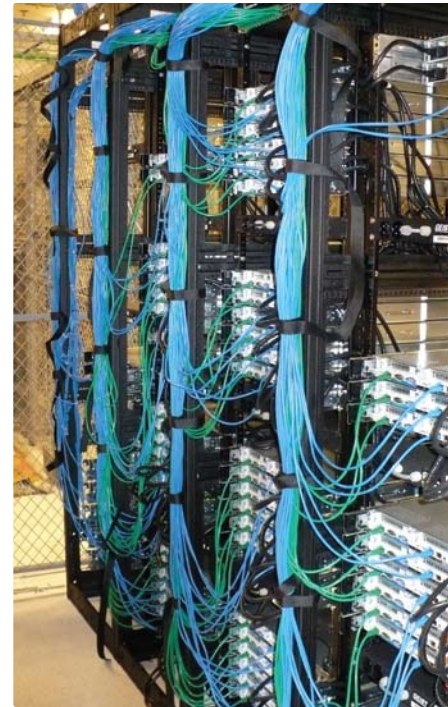
[[INFRASTRUCTURE]]

Wikipedia and the Wikimedia projects wouldn't exist without a reliable infrastructure of content servers and a complex network of traffic management, managing upwards to 70,000 views per second and billions of views a month. Our technical team is proud to maintain an almost 100% open-source software architecture, from Linux-powered servers to open-source office telephony solutions.

Although our primary data center is based in Tampa, Florida, we also take advantage of regional capacity in the Netherlands and in South Korea, using servers, space, and bandwidth donated by multiple partners, including Kennisnet, AMS-IX, and Yahoo.

The Wikimedia Foundation technology team divides its time amongst server and network administration, addressing user-reported issues, and making strategic improvements to MediaWiki, the software powering all our wiki projects, and thousands of other wikis around the world.

Although we devote the work of three full-time software developers to MediaWiki, like all other open-source software projects thousands of other volunteer developers and engineers adapt and improve the software's functionality for hundreds of different uses.



Tampa data center

[[SERVICE TO OUR READERS]]

Although most users of the Wikimedia projects may not think of themselves as 'customers' in the traditional sense of the word, we do provide traditional customer service. Thousands of people from around the world write to Wikimedia through a number of language specific queues into an email ticket management system staffed almost completely by volunteers, and managed by one member of our staff team.

"OTRS" (or the Open-source Ticket Request System) is another free-software tool the Foundation uses that lets trusted volunteers answer the most basic to the most complex questions, including those related to Wikipedia, licensing, reuse of content, and inaccuracies in content.

In many cases, requests are managed within a few minutes to a few hours. Other requests can take the form of extended exchanges with members of the public providing facts and supporting information regarding an entry, or seeking step-by-step assistance as they introduce themselves into the community of volunteer editors.

REACH Working with a global network of chapters and partners, the Wikimedia Foundation will extend the reach of its free knowledge projects to new audiences.

[[CHAPTERS]]

As of June 2008 there are 16 official Wikimedia chapters functioning on five continents. Wikimedia Chapters are independently functioning branches of the Wikimedia Foundation, operated almost exclusively by volunteers. Chapters play a crucial role in extending the influence and capacity of the Foundation around the world.

Chapters are granted official status by the Wikimedia Board of Trustees and the Wikimedia Foundation, with the primary intention of carrying out mission-related work in the chapter's specific geographic region. This work might include public, government and media relations, partnerships development, and initiatives aimed at increasing quality and participation in the Wikimedia projects.

Following a Board resolution in 2008, chapters are now responsible for choosing two of the ten seats on the Wikimedia Foundation Board of Trustees, leading to greater representation and voice from around the world.

Wikimedia Chapters as of June 30, 2008

- >> Wikimedia Argentina
- >> Wikimedia Australia
- >> Wikimedia Austria (Wikimedia Österreich)
- >> Wikimedia Czech Republic (Wikimedia Česká republika)
- >> Wikimédia France
- >> Wikimedia Germany (Wikimedia Deutschland)
- >> Wikimedia Hong Kong (香港維基媒體協會)
- >> Wikimedia Israel (ויקימדיה-ישראל, ויקימדיה ישראל)
- >> Wikimedia Italy (Wikimedia Italia)
- >> Wikimedia Netherlands (Wikimedia Nederland)
- >> Wikimedia Poland (Wikimedia Polska)
- >> Wikimedia Serbia (Wikimedia Србије)
- >> Wikimedia Sweden (Wikimedia Sverige)
- >> Wikimedia Switzerland (Wikimedia CH)
- >> Wikimedia Taiwan (中華民國維基媒體協會)
- >> Wikimedia United Kingdom



Wikimedia Germany



Wikimedia Sweden AGM



Left: Wikimedia Israel
Right: Wikimedia Italia

[[CHAPTERS AT WORK]]

Chapters have displayed considerable achievements in promoting the mission of the Wikimedia Foundation and its projects throughout the broad territory they cover.

>> Eight new chapters officially joined the Wikimedia family during the 2007/2008 fiscal year: Russia, Hong Kong, Australia, Austria, Czech Republic, Sweden, Argentina, and Taiwan.

>> [Wikimedia Deutschland](#) carried out successful Wikipedia Academies in Mainz (2007) and Berlin (2008), fostering discussion and education about Wikimedia among hundreds of academic professionals.

>> In October 2007 [Wikimédia France](#) held its own ‘Colloque’ in Paris, based on the Wikipedia Academy model. The colloque brought together close to 200 librarians, academics, and students.

>> [Wikimedia Polska](#), the Polish Wikimedia Chapter held its own Wikimedia conference in May 2008 at Rabka-Zdrój.

>> [Wikimedia Italia](#) published an off-line, DVD version of the Italian Wikipedia in May 2007. The DVD, which contains over 300,000 articles, has sold over 15,000 copies – with proceeds returning to the chapter and Wikimedia Foundation to support the projects.

>> The Chapters met for collaborative planning sessions with Wikimedia Foundation staff and Board Members in 2008 in the Netherlands. Chapter officials discussed the potential for extending their partnership and public outreach development roles, as well as fundraising and overall professionalization.



Zedler Medal



Lars Aronsson, Wikimedia Sverige

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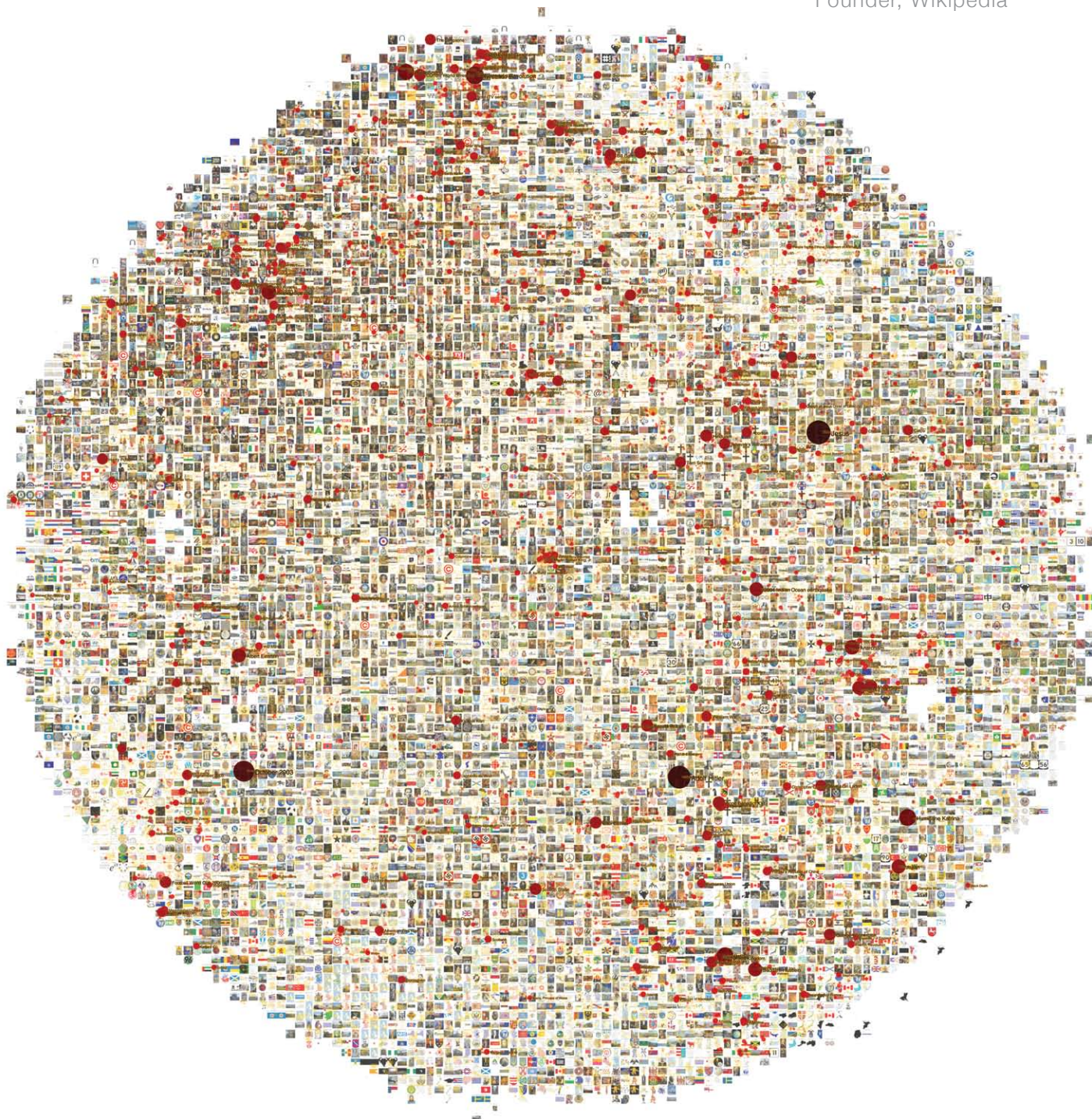
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