When Best Practices for Mentoring and Wikipedian Culture Collide

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Abstract

Wikipedia is struggling to retain new editors. Mentoring is a practice that has been used quite successfully in real-world environments to help new organizational members adjust to their roles. Much research has been done on mentoring in the offline workplace, and there are a number of well-known best practices for it. We review the literature on offline mentoring, place it in the context of Wikipedia, and analyze the synergies and challenges within. We then look at two particular Wikipedia mentoring programs in order to study how mentoring has worked in practice. Finally, we make recommendations as to how Wikipedia-based mentoring programs can evolve in order to take advantage of offline best practices.

Please note: There is no paper to pre-read for the workshop. Thanks!