

Enabling Collaboration Through the Use of Wikis at the Library of Congress

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Executive Summary of Recommendations

It is the view of the Task Group that wikis have a role at the Library of Congress and, in fact, are already in use. A Wiki is a Web server-based application¹ often used as a collaboration tool for multiple-participant projects and currently used for various purposes by a diverse set of government agencies.

At this time, the Task Force recommends that wiki development be based around project and team use, rather than the development of a Library-wide wiki encyclopedia in the style of Wikipedia. The Task Group did not discount potential value of a wiki encyclopedia, but there are sufficient challenges to address in the current state of wiki deployment in the Library without initiating such an ambitious project at this time.

The following is a summary list of recommendations to guide Wiki implementation and wiki use at the Library:

Administration

To facilitate the administration and oversight of Library wikis, individually named wiki workspaces should be nested within a single enterprise-wide Wiki architecture. Creation of stand-alone wikis that are not part of the umbrella architecture should be the exception rather than the rule.

Web Services Division (WSD) in the Office of Strategic Initiatives (under the CIO mandate) should be designated to play to the role of the central enterprise “business owner” entity responsible for ongoing maintenance and administration responsibility of Wikis. WSD would then ensure that the software is appropriately licensed, functional, and secure (i.e., responsible for the Wiki software development lifecycle).

WSD should survey the field of available Wiki software and work with ITS to procure (if necessary) Wiki software that best meets the Library’s needs. A variety of factors should be considered, including ease of use, security, support, customization, architecture, total cost of ownership, and IT staff familiarity. This decision should be made as quickly as is reasonable to avoid creating additional wikis outside of the new architecture.

¹ This report will use Wiki (uppercase W) when referring to an enterprise-wide software solution and wiki (lowercase w) to refer to the workspaces where users can add and edit content.

Legacy wikis

To implement a standardized approach that will ensure the institutional ability to upgrade and secure wikis, a plan should be created to address the multiple installations of various Wiki application packages and the individual wikis developed using these packages currently in production throughout the Library. Existing staff intranet site wikis that were not created in the institution-approved software should be retired. If they are active, new replacement wikis should be created using the Library's currently supported software, MediaWiki. Migration of existing pages from the archived edition to the MediaWiki edition is likely to be deemed too resource-intensive, and would be the responsibility of the wiki owner, if desired. The ability to add content and further edit the pages on inactive wikis would be discontinued, and content owners would determine if they need to remain readable. Existing MediaWiki wikis should be migrated to the enterprise Wiki. To prevent abandoned wikis from proliferating on the staff intranet, it is recommended that wiki owners be required to re-certify annually either that their wiki is still active or is no longer being maintained, and if the latter, can be removed or retired.

Authorization to Create New Wikis

Each service unit will determine the appropriateness of authorizing a wiki depending on the mission of that service unit and the nature of the work performed. To request authorization to begin a wiki on the staff intranet, the potential Responsible Content Owner must provide a justification to his/her supervisor as to why a wiki is the most appropriate communication tool. Elements that must be addressed in the justification are specified in the report. Each wiki on the staff intranet must have the authorization of the division (i.e., the division of the responsible content owner) and service unit that owns the wiki, which may delegate this process to the division.

Creation of Library-hosted externally accessible closed community wikis should continue to require approval by the Office of General Counsel (OGC) and the Chief Information Officer (CIO), with input and review from the Office of Communications. In the event these service units approved a Library-hosted externally accessible wiki whose contents could be read by the general public, it should not be hosted on a .gov property held by the Library, as inappropriate content placed on such a wiki by non-Library staff could have negative consequences for the Library.

Creation of Wiki Accounts

Ability to write or edit content of Library wikis must always require a login. No anonymous postings should be allowed. No self-registration should be allowed on any wiki.

When registering to obtain an account, registrants must be presented with and affirm their agreement to OGC approved terms of use language prior to account confirmation.

System administrators should use the GroupWise username of LC staff when creating new wiki account usernames to ease identification between account holders. Usernames for those without GroupWise accounts should be created from full names.

Content

All wikis must have a Responsible Content Owner who will monitor content on a weekly basis and overwrite or remove any content that is inappropriate (a list of what constitutes inappropriate content is specified in the report). If the Library were to host a publicly accessible wiki, (i.e., one whose content is readable by the general public), daily monitoring of the wiki's content would be required.

A wiki must not be used for confidential or sensitive information. If the confidentiality or security of the information is a top priority, then a wiki is not the proper tool. Other tools that are designed to be more secure should be employed.

Disclaimers and Legal Notices

All Library wikis, on the staff intranet or on the extranet, must be configured to carry Office of General Counsel (OGC) approved disclaimer language. Wiki templates should be modified by WSD to place the appropriate OGC-approved language on those pages before initial delivery to the content owners.

Training

Training in the use of the authorized wiki application software should be available and provided to staff. To this end, Human Resources should be tasked to obtain an online course on the basic skill set required to use the wiki software selected by the institution, and make this course available via the Online Learning Center.

Introduction

A Wiki is a Web server-based application. A wiki allows individuals using a simplified interface to collaborate on Web site content. With a wiki, any user can edit the site content, including other users' contributions, using a regular Web browser. It operates on a principle of collaborative trust. Visitors can also create new content and change the organization of existing content. The simplest wiki programs allow editing of text and hyperlinks only. More advanced wikis make it possible to add or change images, tables, and certain interactive components. At any time, contributors can conveniently view the Web page as it looks to others, before and after the changes they have made. It is not necessary to know hypertext markup language (html) or perform work in html code to simply add or edit text.²

It is the view of the Task Group that wikis have a role at the Library of Congress and, in fact, are already in use. Wikipedia, the online encyclopedia written collaboratively by volunteers, is one of the most accessed sites on the Internet. The popularity of this Web site translates into a broad familiarity with wiki technology and its potential use as a communications tool. Organizations are experimenting with using wikis as a way to improve communications and share knowledge. In the private sector, IDC research reports that 35% of companies have employees using wikis.³ In government, the National Institutes of Health held a one-day WikiFair in February, 2007, describing various wiki initiatives in the government's scientific communities, several articles have been written on the intelligence community use of wikis, and in the judicial branch, the 7th Circuit Court of Appeals has made its Practitioners Handbook available on a publicly accessible and editable wiki where it is asking members of the bar for revisions.⁴

The Task Group interviewed State Department and National Geographic staff on their use of wikis and visited these agencies to view their intranet wiki installations. National Geographic has several wiki installations; they focus on topics, such as Women

² Definition derived from the Searchwebservices.com article, "SearchWebServices.com Definitions-wiki." July 7, 2006. <http://searchwebservices.techtarget.com/sDefinition/0.290660.sid26_gci943070.00.html>.

³ Sharon Gaudin, "Younger Workers Demanding Web 2.0 Tech On The Job." InformationWeek, June 19, 2007. <<http://www.informationweek.com/story/showArticle.jhtml?articleID=199905440>>

⁴"7th Circuit's Wiki Lets Practitioners Contribute." Newsletter of the Federal Courts, June 2007. <<http://www.uscourts.gov/ttb/2007-06/circuits/index.html>>.

Explorers. The State Department wiki implementation is a single unified wiki, entitled “Diplopedia.” Employees are invited to write contribute, edit, or read articles. State Department staff noted that this type of wiki allows for asynchronous communication among staff that are separated by time zone and geography.

At this time, the Task Force recommends that wiki development be based around project and team use, more in the style of the National Geographic model, rather than the development of a Library-wide wiki encyclopedia in the style of Wikipedia or Diplopedia. Creation of a Library-wide wiki encyclopedia would raise issues of service unit ownership and content moderation and while the Task Group did not discount potential value of such a wiki, there are sufficient challenges to address in the current state of wiki deployment in the Library without initiating such an ambitious project at this time.

Without an institution-wide development strategy, wiki deployment and availability at the Library has been uneven. The Library’s current disparate wiki installations complicate technical support, security and functionality upgrades when necessary, and training initiatives. Wikis are relatively easy to use, particularly in comparison to learning html. However there is a misconception that this ease of use translates into low administration costs. This is not the case. Wikis require maintenance and customization; resource costs grow with the number of implementations. Staff should be able, with supervisory permission, to have access to this tool when working on teams and multi-staff projects. However, administration and maintenance requirements must be facilitated and not overburdened; management controls must be in place to ensure that the number of wikis on the site do not proliferate to the extent they cannot be administered and monitored.

To that end, the Task Group recommends that future wiki deployment be part of a common umbrella architecture (i.e., existing as individual wikis workspaces or namespaces⁵ nested within a larger whole) to facilitate maintenance, administration, and the ability to ensure that the software is appropriately licensed, functional, and secure. Depending on the requirements, a wiki may need to reside on the staff intranet (i.e., on Library Web property that may only be accessed by those with Library accounts) or on

⁵A wiki namespace is uniquely named set of pages on related topics. See Appendix 1, “Wiki Administration /Structure” for more details.

the extranet (i.e., on Library Web property that may be accessed by those outside the Library).

Wikis as a Collaborative Tool: Advantages and Disadvantages

Wikis can be useful tools that can encourage collaboration and communication on projects involving multiple participants within and outside the institution. They can circumvent the limitations of threaded email communications between group members that can be difficult to read chronologically over time; they keep conversations in sync. Unlike email, wiki communication resides in a location accessible to all members. Group members do not risk getting dropped from email threads when members respond to individuals rather than the group. Wikis have the potential to inform interested staff beyond immediate project participants or email recipients. Like blogs, wiki software provides an easy method to post content to the Web; users who are not adept at publishing html documents often find wiki software to be a user-friendly way to collaborate. Finally, they provide a medium to retain, unify, and organize communications, thoughts, and records that would otherwise be inaccessible (i.e., buried in individual email accounts), automatically control versions, and provide audit trails of changes.

It is important to remember, however, that wikis are just a tool; wiki creation does not guarantee a project's success or that collaboration will occur. Their success will be determined by the level of participation and adoption by the wiki account holders. Wikis, like bulletin boards and forums, can be easily abandoned or have pages devolved into an unread document repository if not embraced by their users. In addition, a wiki traditionally allows content contributions by its community of reader/editors, rather than following the typical Web page model that rests content quality responsibility upon a single Web page owner. This ease with which content can be edited and posted can be viewed as a disadvantage by those uncomfortable with the fact that information can be posted that has not gone through regular review channels and may not be authoritative. This risk is not unique to wikis. Inaccurate or inappropriate information can be spread by email and other applications. The risk can be mitigated by a clear set of policy standards on what is and is not acceptable communication in these forums. This issue will be discussed further below (see the Content Moderation section below). Finally, content on a wiki must not fall into a sensitive or confidential category as, by design, wikis do not

have the security safeguards in place. Educating wiki users to this will be critical.

Legacy Wikis

A plan should be created to address the multiple installations of various Wiki application packages currently implemented throughout the Library and the individual wikis developed using these packages (see Appendix 2 for specific information on existing Library wikis). This report is advocating a standardized approach that will ensure the institutional ability to upgrade and secure the wikis developed and maintained in a single approved software. It is important, even with the use of open-source software, to use applications that have an active development and support community. Maintaining applications for which there is no current support or update (Wikirootry software, for example, has not been updated since April 18, 2004) is not in the best interest of the institution. Further customization of these legacy wikis to ensure their compliance with the recommendations in this report (umbrella architecture, legal disclaimers, affirmation of terms of use agreements upon account creation, etc.) would not be a wise use of resources. Older software may also present challenges for gathering metrics and administrative information and may not allow for easy export of data. Metrics for Wikirootry, for example, must be done through the wiki interface or its text-based auditing systems, in contrast to applications like Mediawiki that use a database on its backend, allowing for the use of standard querying tools such as SQL.

Consequently, the Task Group recommendation is that upon approval of this report, staff with existing wikis that are not in MediaWiki, the standard institutionally-supported software, be asked to retire them. Automated content migration in most cases is likely to be deemed too resource intensive (though that should be determined by the service unit that owns the wiki, and which will be responsible for the content migration if they deem it necessary). It should be made clear that there will be no Library resource expenditures for wikis in software other than MediaWiki. The Task Group recommends that the Internet Operations Group (IOG), with service unit input, put in place a plan to retire other wiki packages and their individual wikis. In addition, existing wikis that are in MediaWiki will need to migrate to the enterprise Wiki in order to centralize and facilitate support such as software upgrades.

Re-certification and Retirement

To prevent abandoned wikis from proliferating on the staff intranet, it is recommended

that Responsible Content Owners (i.e., wiki owners) be required to re-certify annually either that their wiki is still active or is no longer being maintained, and if the latter, can be removed or retired. This should be done via the Contact Us form on the Web Production Portal. Retirement in this context would mean that the ability of account holders to edit and add content would be removed and a statement placed on the main page of the wiki that it was no longer active. The Responsible Content Owner could determine whether the content (read only) will remain accessible, if needed, for historical information. If no content deemed of value remains on the wiki, it can be removed entirely. Formal archiving of wiki content should comply with the Library's record retention policy and schedules for Web content. The National Archives and Records Administration has begun to address records management responsibilities for institutions that host wikis and this can provide guidance. (see "*Implications of Recent Web Technologies for NARA Web Guidance*," January 12, 2007, accessible at <http://www.archives.gov/records-mgmt/initiatives/web-tech.html>).

Training

The Task Group recommends that Human Resources be tasked to obtain an online course on the basic skill set required to use the wiki software selected by the institution,⁶ and make this course available via the Online Learning Center. Training is needed for users and content owners who may need to make additional pages, format content, create links, and perform basic tasks. A simple standard training class on wiki basics (how to edit content, create links, upload files, etc.), accessible to any new wiki account holder, would encourage likelihood of adoption by team members. Wiki "Help" pages are a resource for account holders but do not replace training.

Resource Requirements/Technology Issues

Wiki software is a Web server-based application that operates as part of the ITS-supported enterprise infrastructure. While the Web Production Portal policy states that OSI's Web Services Division (WSD) will be responsible for creation of new wikis, there

⁶At present, wiki training in the Library is limited to a section of a classroom course on Web 2.0 technologies ("Web 2.0: The Next Generation: Part. II: Using Web Technology") taught by the IDTD (http://www.loc.gov/staff/idt/course-descriptions/WWW_Web20_UsingWeb20Technologies.html) and available through the Center for Online Learning and Development. <<http://www.loc.gov/staff/cld/SkillSoftCourseCatalogv25-20-05.pdf>>.

is no central enterprise “business owner” entity identified for the different wiki implementations at LC; ongoing maintenance and administration responsibility is unclear. The Task Group recommends that WSD play this role (under the CIO mandate). WSD will ensure that the software is appropriately licensed, functional, and secure (i.e., responsible for the Wiki software development lifecycle). This is complicated at present by the disparate installations of Wiki software throughout various service units in the Library. Recognizing that resources will be required, budget responsibility (there will be costs even though the software itself is open source), should be clarified as we move forward. WSD would work with ITS to ensure all aspects of the IT infrastructure operation and support are covered.

ITS is responsible for overall security policies and procedures related to all server-based applications, and in the case of Wikis, would review and address change requests related to the application software itself, and address integration and support within the enterprise infrastructure. WSD would be designated as the responsible “business owner” responsible for maintenance, procurement, licensing (if any), and be responsible for planning and coordinating software version upgrades in conjunction with ITS. They would create new stand alone wikis when necessary as well as have responsibility for the architecture of the enterprise umbrella Wiki. Individual service unit technical support would be responsible for Wiki administration and account creation within any stand alone wikis created by WSD, and namespace customization under the enterprise Wiki in coordination with WSD.

Customization cost issues have not been addressed by the Library. If wikis are to be a more accessible tool for staff, then more thought and development needs to take place on the look and feel/branding at the enterprise level. This does not mean that each installation should have highly customized look and feel. Increased customization can easily translate into increased difficulty in upgrading and maintaining the software. However, the Task Group recommends that WSD identify templates and determine the permitted amount of customization that may be undertaken so as not to affect maintenance and administration.

As mentioned previously, MediaWiki is at present the institutional solution for Wiki applications, but this report makes no recommendation regarding its suitability for future deployment in the newly envisioned architecture. Before implementing the new Wiki enterprise umbrella architecture, the Task Group recommends that WSD survey the field

of available Wiki software and investigate those which seem most likely to fit the Library's needs. A variety of factors should be considered, including ease of use, security, support, customization, architecture, total cost of ownership, and IT staff familiarity. This decision should be made as quickly as is reasonable to avoid creating additional wikis outside of the new architecture.

Content Management

One of the advantages of wiki use is their automatic version control of edited content and the audit trail provided. To ensure that the author of any content placed on a wiki is easily identified, Library wiki use should always require registration and login to post or edit content (i.e., WikiEditor rights). No self-registration should be allowed on any wiki, just as no anonymous postings should ever be allowed. Ideally, account creation should be part of a single sign-on directory infrastructure that recognizes each user; however it is recognized that at present, this cannot be provided. Therefore, wiki administrators should be directed to use GroupWise usernames when creating their wiki usernames to standardize account naming conventions and ease identification when necessary.

Usernames for those without GroupWise accounts should be created from full names, as non-Library email addresses could have easily have no relation to their actual name and not serve as identifiers.

Regardless of the shared responsibility of wiki reader/editors to ensure content quality on the wikis in which they participate, each wiki must have a Responsible Content Owner (RCO) who will monitor and overwrite inappropriate content if found on their wiki. Institutional risk is that content on wiki pages may bypass quality assurance, authorization, and review mechanisms, may include confidential or sensitive information, and may not be authoritative. Controls must be maintained to ensure that inappropriate content, if posted, does not remain available. The Task Group recommends that this person be accountable for monitoring of the content of the wikis for which they are responsible on a weekly basis depending on the activity level of the wiki, and overwriting (or if necessary, removing with system administrator assistance) any content that is inappropriate. (See the Authorization section below for more information on RCO responsibilities).

Participants in a wiki must not post the following types of comments:

- Obscene, defamatory, profane or otherwise offensive or inappropriate language

- Personal attacks or threats
- Political campaigning
- Product endorsement
- Confidential, sensitive, or proprietary information
- Personal, private information relating to an individual
- Work exclusively performed for or at the request of the Congress that is not already part of the public record
- Material that infringes another's copyright (to protect against using infringing materials, it is usually better to link to the content rather than actually lift the content).

With respect to confidential, sensitive, or proprietary information, according to Mediawiki.org, Mediawiki “does not support full featured, air-tight protection of private content. It is not designed to be a CMS, or to protect sensitive data. To the contrary, it was designed to be as open as possible.”⁷ A wiki is not an appropriate venue for information deemed to be sensitive or confidential, and an evaluation of the level of confidentiality or sensitivity of the content and use of the information to be placed on the wiki is part of the authorization process detailed in the Authorization Section of this report.

Of course, any other irrelevant or off-topic material should be discouraged and overwritten or removed if necessary. This is particularly important in public facing wikis. In cases where content or links are found to contain the above, the Responsible Content Owner (RCO) shall overwrite the content; in the event the RCO seeks to delete the content, it must contact OGC first (note: this is not a typical wiki function and would require a system administrator).

Authorization for Staff Wikis on the Intranet (Staff Site Wikis)

Each service unit will determine the appropriateness of authorizing a wiki depending on the mission of that service unit and the nature of the work performed. To request authorization to begin a wiki on the staff intranet, the potential Responsible Content Owner (i.e., acting as the business owner) must provide a justification to his/her supervisor as to why a wiki is the most appropriate communication tool. This

⁷“Extension: Lockdown.” Mediawiki.org. August 6, 2007.

<<http://www.mediawiki.org/wiki/Extension:Lockdown#read-restriction-warning>>.

justification should include:

1. The subject/project of the proposed wiki and its expected use (note: only subjects related to the mission of the Library are appropriate subjects). This would become a Scope Statement for the wiki that outlines in general terms the wiki's expected scope of content. This statement will appear adjacent to the Terms of Use Agreement (See the Registration and Disclaimer section below).
2. The LC community (e.g., team, group, organizational unit) that will be the primary target audience to read and post to the wiki (note: these may be different).
3. Whether the wiki is open or closed (i.e., contents can or can not be read by all staff).
4. The expected duration for which the wiki will be needed (e.g., ongoing, until X project deadline, etc).
5. Confirmation that the information which is to be placed on the wiki has low risk to the institution if unauthorized disclosure or alteration should occur. The wiki owner should be aware that wikis are not designed to ensure the security of their content. If security or confidentiality of the information is a mandate or priority, then other, more secure methods of communication should be employed.
6. Determination of whether the information on this wiki is going to be authoritative and if not, what appropriate disclaimers should appear. Generally, content on staff site wikis should not be considered authoritative as they will not have gone through regular review mechanisms but they will be informative.

The authoritativeness of a wiki is going to vary depending on the permission settings and the scope of the wiki. A wiki designed for collaboration on a project may or may not be authoritative as to the current state of that project. However, when the project is completed and if a final report is issued, the draft documents placed on that wiki are no longer authoritative. Care should be taken, if the wiki remains available, to reference the location of the authoritative information; (e.g., in this case a final report.)

Similarly, a wiki to which any staff member may contribute content may not have the same level of authority as a wiki with restricted WikiEditor permissions. The State Department's Diplopedia Wiki is accessible only on the State Department intranet. All staff may contribute new content or edit articles to share their professional knowledge with others within the State Department community. Diplopedia takes care to inform readers that "Articles should be considered

informative but not authoritative, and are not intended to substitute for official regulations and guidance.” This does not mean the information provided on Dikipedia is of lesser value. This disclaimer signals to all readers that contributions to the wiki have not undergone the departmental procedures that would authorize them to speak as an official source. This type of disclaimer may be appropriate for some Library wikis when questions of authoritativeness could occur.

Once supervisor authorization is obtained, each wiki on the staff intranet must have the authorization of the division (i.e., the division of the responsible content owner) and service unit that owns the wiki, which may delegate this process to the division.

In the case of proposed wikis related to Library-recognized organizations, such as the Library of Congress Professional Association, the Office of Human Resources (as the Library organization that sponsors such Library groups), must own the wiki. In these circumstances, the supervisor of the responsible content owner must be aware of the new responsibility which will become part of the employee’s activity related to the group, as his/her time commitment to the group will increase with this new responsibility.

Upon division/service unit approval, the request may be submitted to Web Services via the Contact Us form (<http://www.loc.gov/staff/webproduction/contact/>) on the Web Production Portal (note: a form specific to wikis is currently in development).⁸ When these conditions are met, WSD will develop the wiki within the institution’s umbrella Wiki architecture, in consultation with the service unit’s system administrator.

Authorization for Wikis on the Extranet (Public Facing Wikis)

In addition to the above requirements, creation of Library-hosted externally accessible closed community wikis should continue to require approval by OGC and the Chief Information Officer, with input and review from the Office of Communications. These wikis may need to stand alone rather than be part of the enterprise Wiki (or be part of an umbrella extranet Wiki) depending on the level of security required; this should be evaluated. These wikis will require service unit sponsorship and review in the same way

⁸ CRS staff would contact the CRS Office of Communications.

that Web pages do.

The Task Group discussed the desirability of approving Library-hosted externally accessible wikis in which WikiEditor permissions (i.e., allowing the posting and editing of content) would be restricted to a closed community, but whose contents could be read by any member of the public. While team members could envision the business case for such a wiki, daily monitoring of content would be a requirement. Inappropriate content placed on a public facing wiki could have more consequences for the Library if the wiki were to be hosted on one of its .gov Web properties. Therefore, if such a wiki were approved, it should not be hosted on a .gov property held by the Library. These types of wikis in government are not unprecedented; the GSA supports such a wiki. It is not hosted on their .gov domain.⁹ The 7th Circuit Court of Appeals, however, does host a publicly accessible and editable wiki on their .gov domain; users must create an account to edit the wiki.¹⁰

Registration

Registration Procedure

All wikis must be configured to require account registration and login to be granted WikiEditor rights (i.e., the ability to add or edit content on the wiki). Depending on the requirements, some wikis may be configured to require login just to read the content on the wiki.

Wiki owners may request that their wiki be configured to allow the appropriate level of content visibility: i.e., no account required to access and read content, access is restricted to selected staff/account holders, or access is restricted to a closed community consisting of public and Library staff account holders (the later requires OGC/ CIO approval and Office of Communications review).

When creating an account, the following elements must appear, either on a request for account page or on a confirmation email sent from the wiki administrator:

⁹“COLAB: An Open Collaborative Work Environment (CWE) to Support Networking Among Communities of Practice.” <<http://colab.cim3.net/cgi-bin/wiki.pl?WikiHomePage>>.

¹⁰“Wiki of The United States Court of Appeals for the Seventh Circuit.” <http://www.ca7.uscourts.gov/wiki/index.php?title=Main_Page>.

1) Terms of Use Agreement

This wiki is governed by the general rules of respectful civil discourse. I agree that I am fully responsible for everything I post. I understand that my posted content is released into the public domain unless clearly stated otherwise. I also understand that the Library of Congress does not control the content posted. Nevertheless, the Library of Congress reserves the right to remove content for any reason whatever, without consent. The Library of Congress further reserves the right, in its sole discretion, to remove a user's privilege to post content on the Library wiki.

2) Affirmation performed via check box for the registrant to actively signal agreement:

I have fully read, understand and agree to the above Terms of Use Agreement.

The registrant will be asked to provide the wiki administrator with a full name and email address. This will allow the wiki administrator to create an account. The account username will mirror the GroupWise name or in the case of the public, their full name. In the event the wiki owner wants to prompt the user to provide additional personal information, they must obtain approval from the Office of General Counsel.

In response to submission of the above elements, an email will be sent requiring response to confirm registration. This process will ensure that the registrant has given a valid email address that he or she can access.

Disclaimers/Legal Notice

All Library wikis, on the staff site or on the extranet, must carry Office of General Counsel (OGC) approved disclaimer language. "Disclaimer" and "Privacy Policy" pages are part of the standard MediaWiki footer but at present, these pages are almost always blank on existing Library wikis. That practice must be discontinued. Wiki templates should be modified by WSD to place the appropriate OGC approved language on those pages prior to initial delivery to the content owners.

Wikis to which only Library staff may contribute content

Wikis limited to the staff site must contain the following disclaimer text on the Disclaimer page (accessible via link in the footer):

This wiki is for internal Library staff use only and does not represent official Library of Congress communications.

Some wikis may require additional disclaimer language depending on the subject of the wiki. The wiki owner should consult with OGC to determine if additional disclaimer language is required on a case-by-case basis.

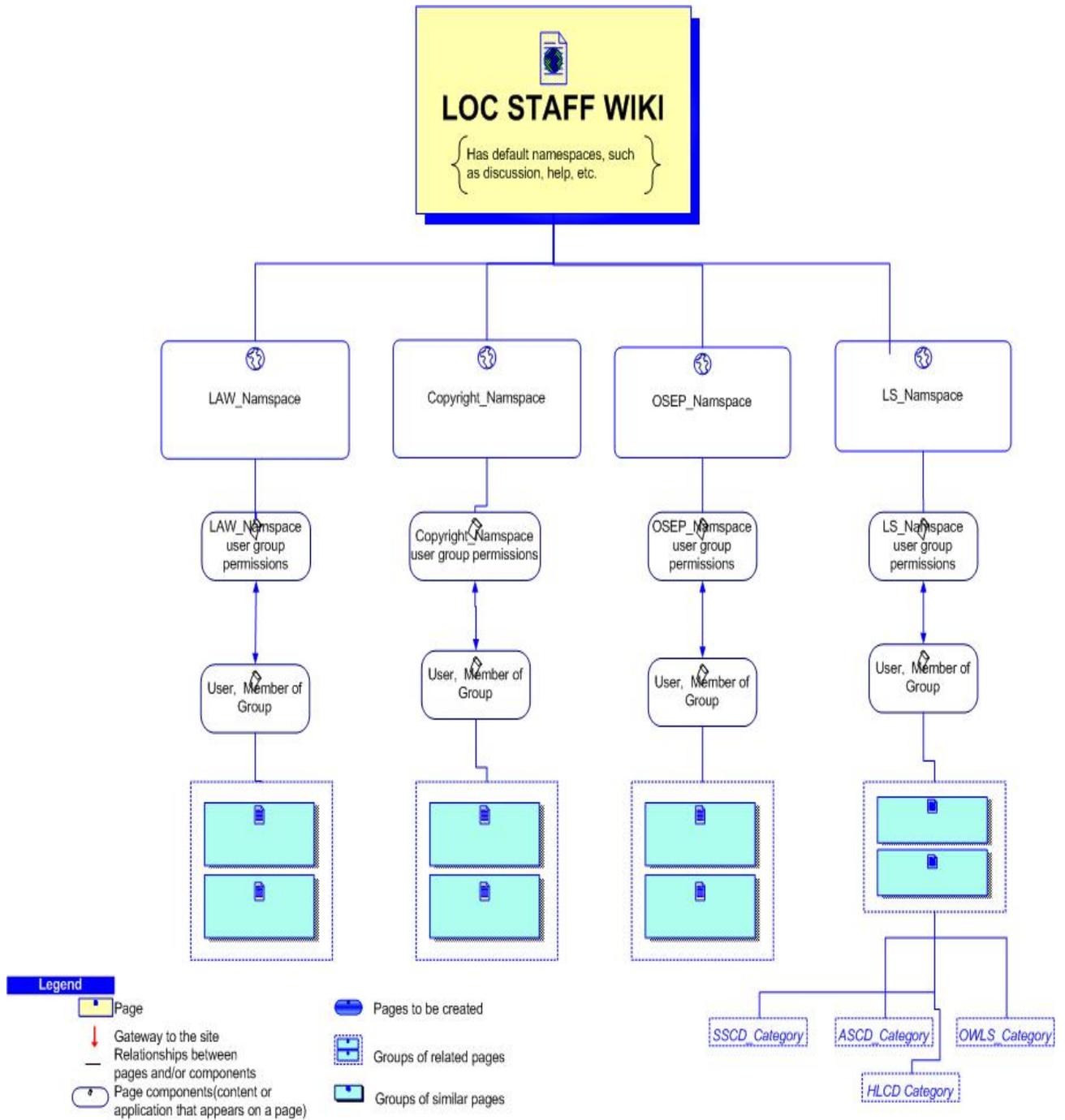
Wikis to which non-Library staff may contribute content

All public facing Wikis on the Extranet that operate within a closed community must contain the following disclaimer text on the Disclaimer page accessible via footer link:

This wiki does not represent official Library of Congress communications. Any links to external Internet sites on Library of Congress Web pages do not constitute the Library's endorsement of the content of their Web sites or of their policies or products. Please read our [Standard Disclaimer](#)" *[or link to disclaimer icon]*.

Additionally the wiki must have a link in the footer to the Library's Web legal policy, currently at <http://www.loc.gov/homepage/legal.html>.

Appendix 1: Wiki Administration/Structure



Appendix 2: Current Use of Wiki Software Found on the Staff Site

The Task Group identified 15 wikis using WikiRooty software currently accessible on the staff site and 22 using MediaWiki (see below for an inventory of specific wikis.) Aside from the underlying software, these wikis can be categorized as open or closed. Open wikis' content is viewable to anyone with access to the staff site. Closed community wikis' content can only be viewed by the authorized account holders for that wiki. A small number of external facing wikis have been created, (with OSI Chief Information Officer and Office of General Counsel permission), for closed community use-- projects that involve Library partner institutions or projects with non-Library staff members. These closed community wikis are not crawled by search engines or linked to from public facing Library Web pages. Their contents can not be viewed except by account holders.

Staff site wikis are generally created around a single topic, project, or staff audience. At least one division is using this software as the underpinnings of their division intranet. Some are apparently inactive as no new postings have been made since 2006; some are active and relate to ongoing projects, e.g., the Digital Projects Construction Site Wiki. One wiki is currently located on the test server. Note: the test environment is not the proper location for a wiki in production and this wiki should be moved.

Externally Facing Closed Community MediaWiki Sites)

- World Digital Library Wiki
- Teaching with Primary Sources Wiki
- NDSAB Wiki
- Teaching with Primary Sources Advisory Board Wiki
- Program for Cooperative Cataloging Wiki

Wikis on the Staff Intranet: MediaWiki

- American Memory Development Team Wiki
- Digital Projects Construction Site Wiki
- Discovery Team Wiki
- IDTD Wiki
- Geography and Map Division Wiki
 - Geography and Map Division Cataloging Team

- Geography and Map Division Collections Management Team
- Geography and Map Division Digital Team
- Geography and Map Division Reference Team
- Library Services Strategic Plan wikis (13 in total)
- OSI Digital Services Conversion Group Wiki
- OWLS Wiki
- Photoduplication Service Wiki
- Tubman Group Wiki

Wikis on the Staff Intranet Site: WikiRooty

- ABA Reorganization Wiki
- ASCD Wiki
- Class Wiki (Goal Objective 4)
- CIP Wiki
- CONSER Wiki
- Electronic Resources Information Wiki
- Goal Objective 1 Wiki
- HLCD Wiki
- Music Division Wiki
- SMCD Wiki
- SSCD Wiki
- STARS Wiki
- User Needs Group Wiki
- WikiCat Wiki
- WikiCATS Wiki