Before the Course—  **Discussion forum facilitation tips**

**Content**

* Remember that the goal of the course is to serve and connect Wikipedia and US public libraries. Library staff from other library types are also participating, however the curriculum and discussion topics are focused on content that will best meet the needs of US public library staff – many who are brand-new to Wikipedia.
* Follow the course syllabus; when participants have questions about topics we will cover later, encourage them to hang tight, we’ll get to that!
* Avoid jargon – including shortcuts (e.g., WP:NOOB) and making big leaps. Be mindful of the varying levels of experience with Wikipedia and keep your responses appropriate to the level. Some may have advanced questions, however most public library staff are new to Wikipedia editing.
* Share their enthusiasm and, if relevant, don’t be afraid to direct participants to other places where they can find information or make connections. If a resource is relevant to the whole group, notify the instructors and other guides--that way everyone will benefit. We’ll compile a list of resources to share with all participants.
* If you have questions, email the instructors, project team, or guide group.

**Interaction**

* You don’t need to respond to every post. In fact, it’s better practice to allow participants the space and time to share amongst themselves.
* When you do post, try to make connections between ideas. This will help keep conversations moving and avoid parallel monologues.
* Consider setting times that you’ll check posts and respond. Introduce yourself after the live session, then spend one hour one day, one hour another, etc. This way you won’t burn out.
* Keep neutral and use netiquette -- discussions may not have a right answer. Gently correct inaccuracies or misunderstandings about Wikipedia, if needed.
* Elevate any issues of concern to the course instructors and/or your fellow guides. We’re in this together and will solve issues together. We’re here to support you as you guide the participants in our respectful and friendly learning environment where all are welcome.

*Thank you for being inclusive and modeling the many ways to participate in the Wikipedia community!*