Developing community norms for vital bots and tools
Don't let your brother-in-law's niece be the only person who keeps your community running
Language Norms
Wikimedia Labs

An OpenStack cloud that hosts 218+ projects, and 712+ VM instances. WMF staff work in coordination with a wide variety of engineers to keep it all going.
Wikimedia Tool Labs

A PaaS environment of 100+ instances that provides accessible computing resources to 1200+ tool maintainers who manage 1500+ tools
Tool

A bot, webservice, scheduled job, adhoc process, or other programmatic entity powered by Wikimédia Tool Labs. Usually, written and maintained by volunteer(s).
Open Source

Denoting software for which the original source code is made freely *available* and may be redistributed and modified.
Community **Norms**

The set of behaviors expected in a community, based on the Community's Values, Traditions, Policies, etc.

Tools are a vital resource for on-wiki content creation and curation activities
24.67%

Percentage of total edits made to Wikimedia wikis originating from tools and services hosted in Wikimedia Labs, September-November 2016
3.8 Billion

Number of API requests made to Wikimedia wikis originating from bots and services hosted in Wikimedia Labs, September-November 2016
# Time-to-revert by ClueBot NG's status

<table>
<thead>
<tr>
<th>CLUEBOT NG STATUS</th>
<th>TIME-TO-REVERT, GEOMETRIC MEAN</th>
<th>TIME-TO-REVERT, MEDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up</td>
<td>941 seconds (15.7 minutes)</td>
<td>744 seconds (12.4 minutes)</td>
</tr>
<tr>
<td>Down</td>
<td>1674 seconds (27.9 minutes)</td>
<td>1286 seconds (21.4 minutes)</td>
</tr>
</tbody>
</table>

*When the Levee Breaks: Without Bots, What Happens to Wikipedia's Quality Control Processes?*  
All Tools are unique snowflakes
Some ways that things can go wrong
It's the little things
A perfect storm
Finding norms to help
Open Source practices

➔ Pick a license
➔ Publish the code
➔ Have multiple maintainers
➔ Write some documentation
➔ Participate in the Community
Wikimedia Labs Community

➔ Join our mailing lists:
  ◆ labs-l
  ◆ labs-announce

➔ Visit #wikimedia-labs
➔ Use wikitech
➔ Annual survey
Tool Labs policies

➔ Right to fork policy
➔ Abandoned tool policy
Inspect & adapt
Possible increments

- Tools and Bots Committees
- Phabricator project creation
- Default licensing when creating a Tool
- toolinfo.json replacement
- Hay's Directory++
- User reviews of tools
- User tagging of tools

- Incentives for documentation
- Email alias to contact maintainers
- Audit wikis for links to tools
- Connect maintainers to users
- Connect maintainers to each other
- ???
- ???
Credits

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