User feedback

Open source project – toxic user communication

I have a project that has just a bit more than 100 stars and I already have this problem so I can't imagine what projects with thousands of stars have to go through. This must be painful, unfortunately.

In my case, I took some actions to get a bit less stressful, like:

1. Add forms for open issues, this way I can get as much information as possible from the user, and if the information that I need is not there I close the issue immediately with a message saying that some info is missing.
2. I set up a GitHub action to automatically send a message to all new issues open where I explain that I work alone, with no money, and no time, so I need help and in case I don't get any help in 30 days, the issue will be automatically closed.
3. I set up a GitHub action to automatically send a message 7 days before the issue has no updates, saying that in 7 days the issue will be closed.
4. Note this down because it is the most important one. I DON'T CARE ABOUT COMMENTS CURSING ME FOR NOT HELPING. I usually answer saying that they are free to fork the repo and move on by their own.

Other things that can help are:

1. Create a discord/slack channel and let the users help each other.
2. Add more maintainers to the repo (if you trust someone)

That's it.

Or you can just quit and that is totally fine! And if you are really mad, just archive the repo or make it private for a while.

Peace!

<https://dev.to/sapegin/why-i-quit-open-source-1n2e?ref=dailydev>