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Little Mistakes That Cost Big
Lessons Learned in Providing Open Source Software

Slides: https://goo.gl/5Peu5T

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Speaker

Julka Grodel

🐦 @jgrodel

AddThis
Senior Software Engineer
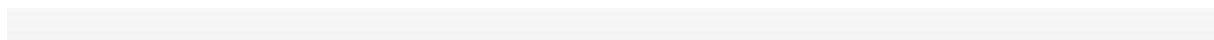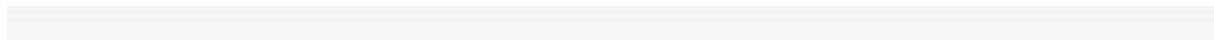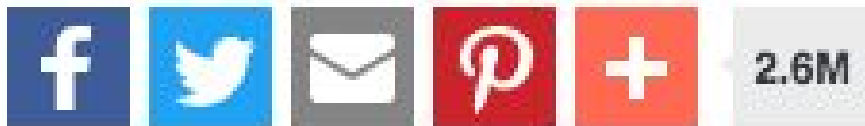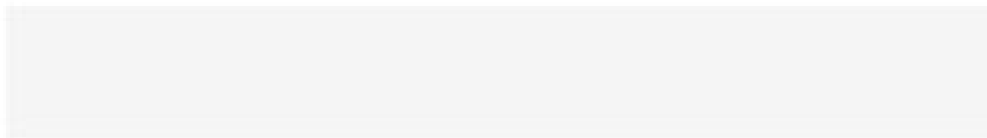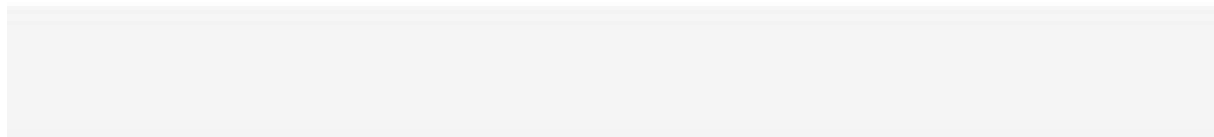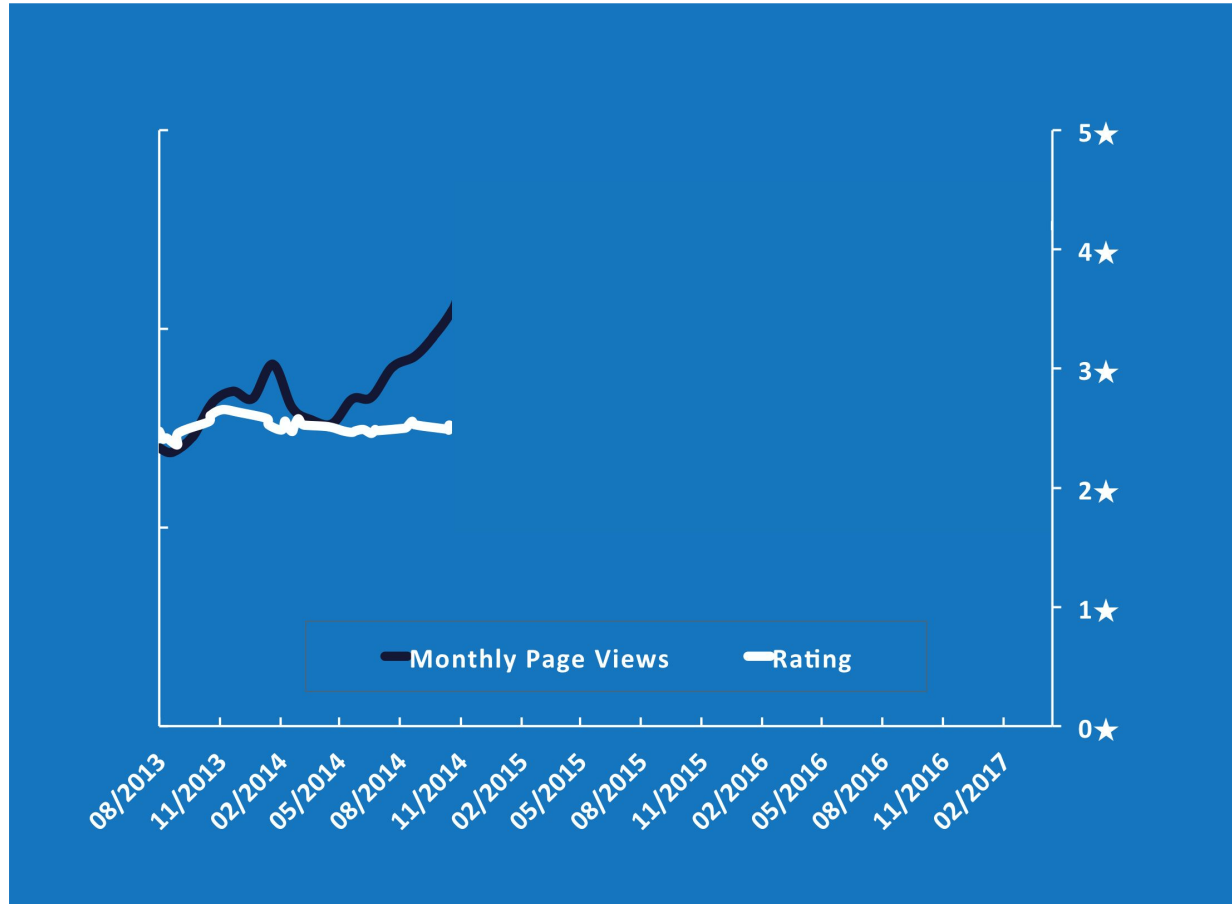
2.6M

Legend: Monthly Page Views — Rating

Legend: — Monthly Page Views   — Rating

X-axis: 08/2013, 11/2013, 02/2014, 05/2014, 08/2014, 11/2014, 02/2015, 05/2015, 08/2015, 11/2015, 02/2016, 05/2016, 08/2016, 11/2016, 02/2017

Y-axis: 0★, 1★, 2★, 3★, 4★, 5★
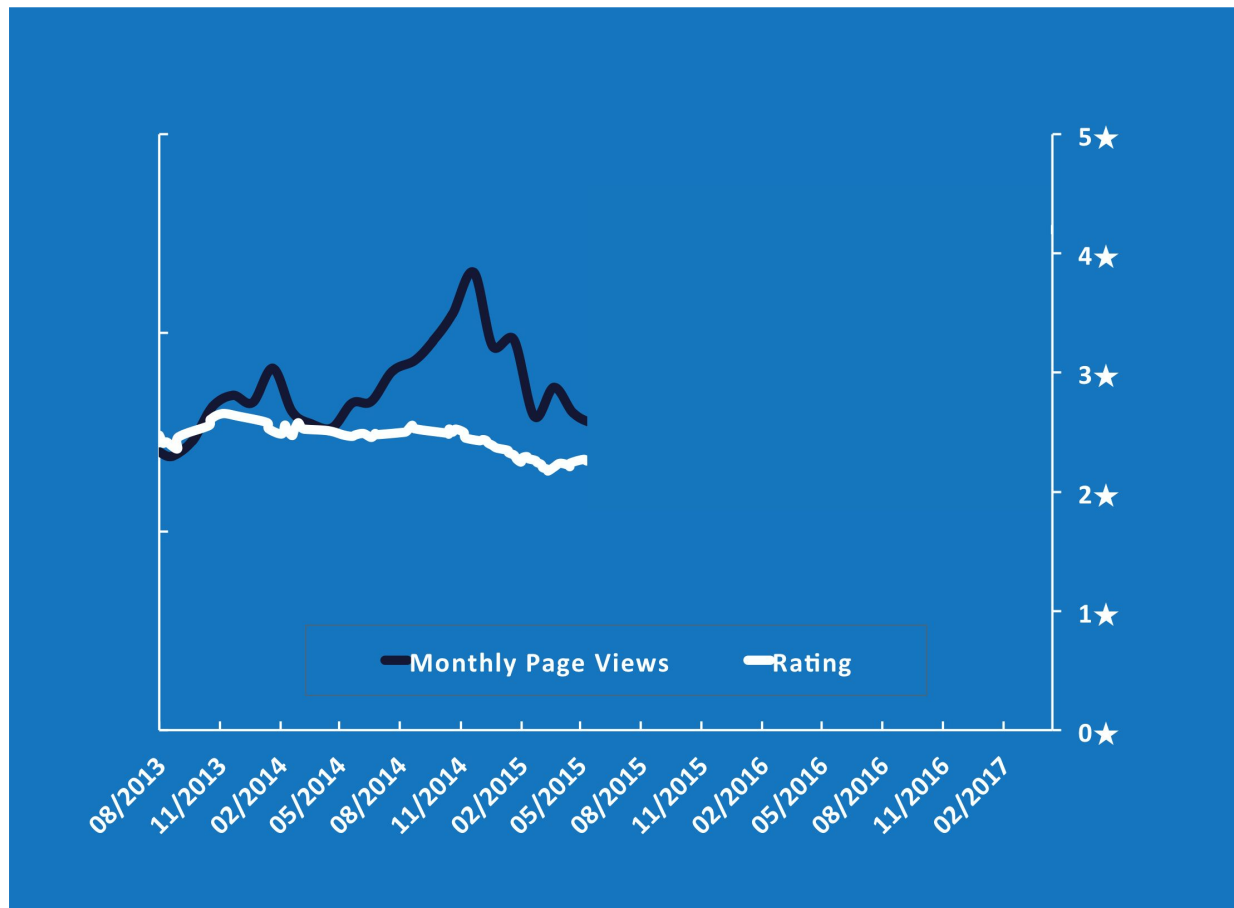
Managing Community Expectations

Website Tools by AddThis

—

Same idea

Edit all tools on AddThis.com

different results

★★★★⯨ 4.6

Takeaways

———

- Avoid changing the output

- Avoid taking a feature away from an existing user if they're using it

- Document and communicate

Semantic Version Numbers

—

1.0.1 Bug fixes only

1.1.0 New features

2.0.0 Breaking changes

Document

Oh No You Didn't

Oh No You Didn't

```
if ($password = get_option('addthis_password'))
  $addthis_new_options['password'] = $password;

...

// save settings
add_option('addthis_settings', $addthis_new_options);
```

Oh No You Didn't

—

```
if ($password = get_option('addthis_password'))
  $addthis_new_options['password'] = $password;

...

// save settings
add_option('addthis_settings', $addthis_new_options);
```

Oh No You Didn't

—

```
$url = $endpoint .
   '&username='.$username .
   '&password='.$password;
$result = wp_remote_get($url);
```

Oh No You Didn't

```
$url = $endpoint .
   '&username='.$username .
   '&password='.$password;
$result = wp_remote_get($url);
```

Oh No You Didn't

```php
function _choose_icons($options) {
    extract($options);

    if ($name == 'above') {
        $option = $above;
        ...
    }
}
```

Oh No You Didn't

—

```php
function _choose_icons($options) {
  extract($options);

  if ($name == 'above') {
    $option = $above;
    ...
  }
}
```
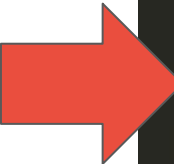
Oh No You Didn't

```php
function _choose_icons($options) {
    extract($options);

    if ($name == 'above') {
        $option = $above;
        ...
    }
}
```

```
153
154   if ($addthis_options['addthis_plugin_controls']
155       require_once 'addthis-for-wordpress.php';
156       $addThisWordPress = new Addthis_Wordpress(is
157   } else { ▱ }
2036  }
2037
2038  function _addthis_profile_setup_url() {
```

Leave the Campground Cleaner than You Found It

Bad Reviews

- **Respond**
- **Be kind**
- **Empathize**
- **Assume positive intent**
- **Treat like a support ticket**
- **It's not always about you**

Conclusion

https://goo.gl/FnAFHC

Thank you!

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