Recruiting is hard, let's go shopping

Ilmari Lauhakangas
ilmari.lauhakangas@libreoffice.org

ALMERIA | 12 Sept. 2019
• VolunteerMatch is a US-based web platform that connects volunteers with nonprofit orgs
• TDF opportunities: https://www.volunteermatch.org/search/org1102611.jsp
Benefits

- Reaching outside the FOSS box
- Re-evaluating our tech docs
- Increased brand awareness
Shocking fact: contacts drop out without doing any work
Number of contacts since 27 Apr 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Started working</th>
<th>Did not start working</th>
</tr>
</thead>
<tbody>
<tr>
<td>C++</td>
<td>38</td>
<td>5</td>
</tr>
<tr>
<td>QA</td>
<td>84</td>
<td>5</td>
</tr>
<tr>
<td>UX</td>
<td>33</td>
<td>1</td>
</tr>
<tr>
<td>Doc</td>
<td>1</td>
<td>7</td>
</tr>
</tbody>
</table>
Accepting the reality

• A volunteer platform will not magically solve recruiting for us
• We have to adapt to the situation and trust the right approach will emerge in time
Who are these people?

- Typically professionals without LibreOffice experience
- In some ways the opposite of the typical user-turned-contributor
LibreOffice C++ development
THE DOCUMENT FOUNDATION

A group opportunity. Invite your friends. 38 people are interested

Please join us in creating the best free software office suite in the world.
We offer mentored easy hacks for newcomers.
Read this page to get started:
https://wiki.documentfoundation.org/Development/GetInvolved
“I am happy to hear from you :)  
Have you already created an account at our Bugzilla?  
https://bugs.documentfoundation.org/createaccount.cgi

Do you have experience in quality assurance?  
If you want, we can chat in real time at

https://irc.documentfoundation.org/?settings=#libreoffice-qa

(or use your favourite IRC client to connect to freenode and #libreoffice-qa).”
"Triaging (analysing) newly arrived bug reports is by far the most time-consuming activity for us. We get anywhere from 600 to 800 reports per month. Here is our guide for getting started with triaging:

https://wiki.documentfoundation.org/QA/GetInvolved

It has a quick start guide I made that is a good fit for beginners. After you have tested a bunch of bugs according to the beginner instructions, you might start studying the more complete guide to triaging:

https://wiki.documentfoundation.org/QA/BugTriage"

+ mention about chat and Jitsi Meet voice call
“Our docs are pretty good and the work can be self-starting, but I would still like to interview you. We can talk in text mode over IRC. When would be a good time for you? I am in Helsinki, Finland and available during 16:00-20:00 on weekdays and 08:00-20:00 on weekends my local time. Please use this timezone converter to find the most convenient time for you and me: https://www.timeanddate.com/worldclock/converter.html”
I am able to

• fill gaps in understanding basic concepts
• introduce a crucial tool we use (chat)
• set expectations
• convince the interviewee that it's a great idea to work with us
Interviewing provides opportunities

I tell them

• they can learn a lot, getting guidance from our skilled experts
• about our userbase, contributor community and events
• they can contact me directly via email or chat to ask for assistance or ask in public in the chat
They ask me

• how many hours we expect them to work per week

• if they can get a recommendation letter
Reasons for not starting

- QA reply after interview: “I don't think this will work. I thought I had the time and I don’t”
- Design reply, did not interview: “After reviewing all the info you provided, I do not think I am the right fit for this position.”
VolunteerMatch: “We have found that many volunteers who use our service make connections with multiple opportunities and organizations. On average, 25% of connections result in successful ongoing volunteer relationships”
Results

• One doc contributor reviewed two chapters of Getting Started guide
• Three QA contributors did meaningful work, checking 30, 80 and 420 reports
“Optional Practical Training (OPT) is temporary employment that is directly related to an F-1 student’s major area of study.”

https://www.uscis.gov/opt
https://oip.sfsu.edu/sites/default/files/f1/employment/optonlinewksp.pdf

Unfortunately TDF does not have a branch office in the USA.
Zdeněk Crhoneyk has added LibreOffice to a Czech volunteer platform:

https://www.umseumtam.cz/neziskovka/4025
Science can save us
Survey-based study to figure out, why contributors keep coming back to FLOSS projects.
Contributor benefit motives:

- I want to be recognized for my contributions.
- I want to receive a tangible acknowledgement of my contributions.
- I volunteer to get a reputation in the free/open source developers' scene.
- I volunteer to improve my job opportunities.
- I volunteer to make money.
- I volunteer to learn and develop new skills.
Thank you