Debian i18n IRC Support

Debconf9

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Outline

Debian IRC Support

#debian Channel Guidelines

Moderation Policies

Non-English Users
General Debian IRC Support

- OFTC vs. Freenode
  - Debian development almost exclusively on irc.debian.org
  - Debian user support/local communities both on irc.debian.org and irc.freenode.net
- Main support channel (#debian) problematic in the past
- Appears to be much improved now
- What about other (i18n) support channels?
My (short) Personal Story

- On #debian for short periods over the years
- Decided to get involved in #debian
- Got regular’s respect after a while
- Became Chanop after a few months
Guidelines on #debian Usage

- Support channel, not a social channel
- English language exclusively
- Being off-topic tolerated only for a short while
- Cussing allowed to some degree, but not at people or things
- Being dumb or childish is allowed to some level
- Realnames not required
Moderation Policies on #debian

- Obvious spammers get removed quickly
- Non-Chanop regulars expected to deal with low-level problems themselves
- If people are disruptive, users should invoke chanops via !ops command
- Those people are then requested to behave
- 10-minute timeout (mute)
- Kickban
- Bans are cleaned up irregularly (every couple of weeks)
What Happens to People Who Cannot Write English?

-!- koolmena (marcelo) has joined #debian
<koolmena> hola, alguien en espanol?
<sney> !es
<dpkg> Hispanohablantes: Por favor /join #debian-es, alli obtendran mas ayuda. Spanish Speakers: Please /join #debian-es, there you will get much more help.
<koolmena> thanks
<sney> de nada

- Appropriate language-code factoid gets invoked, e.g. !es
- Twice
- Reminder that channel is english-only
- IRC command ("foo: /j #debian-es") directly written
- Muted for 10 minutes "for writing non-english"
- Bans are cleaned up irregularly (every couple of weeks)
## Some Statistics on Local Channels

<table>
<thead>
<tr>
<th>Factoid</th>
<th>Language or Region</th>
<th>Channel</th>
<th>OFTC</th>
<th>FN</th>
<th>OFTC</th>
<th>FN</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>–</td>
<td>English</td>
<td>#debian</td>
<td>383</td>
<td>898</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>de</td>
<td>German</td>
<td>#debian.de</td>
<td>x</td>
<td>x</td>
<td>139</td>
<td>141</td>
<td></td>
</tr>
<tr>
<td>fr</td>
<td>French</td>
<td>#debian-fr</td>
<td>x</td>
<td></td>
<td>85</td>
<td>(110)</td>
<td></td>
</tr>
<tr>
<td>es</td>
<td>Spanish</td>
<td>#debian-es</td>
<td></td>
<td></td>
<td>30</td>
<td>88</td>
<td></td>
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<tr>
<td>it</td>
<td>Italian</td>
<td>#debian-it</td>
<td></td>
<td></td>
<td>18</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td>ru</td>
<td>Russian</td>
<td>#debian-russian</td>
<td>x</td>
<td></td>
<td>16</td>
<td>51</td>
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<tr>
<td>fi</td>
<td>Finnish</td>
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<td>37</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
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<td>dk</td>
<td>Danish</td>
<td>#linux.dk</td>
<td>15</td>
<td>25</td>
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</tr>
<tr>
<td>pl</td>
<td>Polish</td>
<td>#debian.pl</td>
<td>x</td>
<td></td>
<td>0</td>
<td>1</td>
<td>[2]</td>
</tr>
<tr>
<td>br</td>
<td>Brasil. Port.</td>
<td>#debian-br</td>
<td>20</td>
<td></td>
<td></td>
<td>(16)</td>
<td></td>
</tr>
<tr>
<td>se</td>
<td>Swedish</td>
<td>#Debian.se</td>
<td>x</td>
<td>7</td>
<td>17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ar</td>
<td>Spanish (Argentina)</td>
<td>#debian-ar</td>
<td>x</td>
<td></td>
<td>17</td>
<td>(2)</td>
<td></td>
</tr>
<tr>
<td>cn</td>
<td>Chinese</td>
<td>#debian-zh</td>
<td>x</td>
<td></td>
<td>13</td>
<td>x</td>
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<td>hu</td>
<td>Hungarian</td>
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<td>nl</td>
<td>Dutch</td>
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<td>10</td>
<td>5</td>
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<tr>
<td>tr</td>
<td>Turkish</td>
<td>#debian.tr</td>
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<td>x</td>
<td>10</td>
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<td>in</td>
<td>India</td>
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<tr>
<td>pt</td>
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<td>Indonesia</td>
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<td>bg</td>
<td>Bulgarian</td>
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<td>0</td>
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<tr>
<td>cz</td>
<td>Czech</td>
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<td>0</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>pl</td>
<td>Tagalog (Philippines)</td>
<td>#debian-tl</td>
<td>0</td>
<td>0</td>
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<td></td>
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<tr>
<td>–</td>
<td>Norway</td>
<td>#debian-no</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td>[4]</td>
</tr>
<tr>
<td>–</td>
<td>Belgian</td>
<td>#debian.be</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td>[4]</td>
</tr>
</tbody>
</table>

[1] #debian.dk has 0/8
[2] #debian-pl has 0/23
[3] incl. bubulle
[4] not a 2-letter factoid
What Next?

- Single Coordinator needed/useful?
- One person (preferably a DD or otherwise well-known) as contact per area?
  - Contact person in case problems/questions
  - Maintains/updates factoids for that language/area
- #debian-i18n-support for coordination?
- Maintain a wiki.debian.org page?
- Periodical checks for defunct channels?
Shared Guidelines?

- Some channels are also social/developer channels
- Does it make sense to have shared guidelines?
- Maybe at least some baseline guidelines?
- What are experiences/policies in other channels?