

[staff name redacted]

From: [staff name redacted]
Sent: Tuesday, 10 September 2019 11:53 AM
To: [staff name redacted]
Subject: RE: User moderation of Trove user DonnaTelfer: first warning

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you [staff name redacted]. Please go ahead with the first warning.

Cheers, [staff name redacted]

From: [staff name redacted]
Sent: Tuesday, 10 September 2019 11:48 AM
To: [staff name redacted]
Subject: User moderation of Trove user DonnaTelfer: first warning

Good morning [staff name redacted],

We have received a complaint from a Trove user regarding DonnaTelfer as RSref136732

I don't think this is fair or right, I do all the work and Donna gets 232 lines of my work, [The Courier-Mail \(Brisbane, Qld. : 1933 - 1954\), Fri 12 Jan 1945, Page 6 - Family Notices](#) check her history and you will find that I am not the only one she is doing this to in my opinion this is cheating at other correctors expense.

Checking the article, this would appear to come under the category of nuisance edits as we have identified in several other cases. We have previously received complaints about this user, RSref81825 and 86878, which resulted in no action being taken.

Our ongoing user moderation reports have identified a further 624 articles where DonnaTelfer has made minor edits on articles edited by multiple users. These edits are all of an edit distance of less than five, indicating minor punctuation, single character, or whitespace edits.

With this volume and pattern of behaviour I believe that DonnaTelfer is in breach of section 4.4(c) of the [Trove Terms of Use](#): *You agree, in using Trove, not to use Trove, or post any User Content that interferes with, impacts, harasses or intimidates other users of Trove or members of the public*

In line with the above points I propose issuing the following first warning to user DonnaTelfer in line with the User moderation three-strike policy (attached for your reference):

Dear Trove user DonnaTelfer,

Trove Management has received a report that actions carried out on the Trove website attributed to the username DonnaTelfer have contravened the Trove [Terms of use](#). On investigation, Trove staff have determined that these actions are in contravention of the Terms.

The actions in question are making minor corrections to articles edited by other users without adding value to the transcription.

The Terms of use for the Trove service require under section 4.4(c) that you not use Trove, in a way that interferes with, impacts, harasses or intimidates other users of Trove. The Terms of Use are available in full here: The Terms of use are available in full here: <http://trove.nla.gov.au/general/termsfuse>

This is your first warning, if Trove receives another report of actions attributed to the username DonnaTelfer that contravene the Trove Terms of Use, you will be issued a second warning. At the third warning you will receive advice that the user account DonnaTelfer is being revoked, and all content that you contributed that contravenes the Trove Terms of Use will be removed from Trove; and the associated email address deactivated in Trove.

To avoid a second warning you should review and moderate past actions attributed to the username DonnaTelfer to ensure they comply with the Trove Terms of use.

This incident is covered by Trove's Terms of Use, which give us the right to withdraw or suspend the use of Trove by any person who uses Trove in breach of these terms and conditions.

To contact Trove Management about this matter fill out the [Contact form](#) or use the [Contact us](#) button at the top of all web pages on the Trove website. Please note this TroveSupport account is not monitored. Thank you for your compliance and cooperation with this matter.

Trove Management

Please let me know how you would like me to action this.

Regards,

[staff name redacted]

[staff name redacted]

Trove User Support Officer | National Library of Australia
catkinson@nla.gov.au | 02 6262 1408