

Note for File

File: R18/76665

Date opened: 15/8/18

Subject: Reported harassment of Trove user AD [name redacted] (Yelnod). Reports and actions taken.

Known usernames of Mr R [name redacted]. For IP address details see 6/12/18 in running commentary below

User Name	Action	Notes
GJReid-B.Sc.M.Mgmt.	Banned	Warning process then banned
GJReid.B.SC.M.Mgmt.	Banned	Banned under continued moderation of user behaviour policy
GJReid.B.SC-M.Mgmt.	Banned	Banned under continued moderation of user behaviour policy
ArticleCorrected	Banned	Banned 11/9 under continued moderation of user behaviour
science.war.trains.etc.	Banned	Two warnings issued, then banned under continued moderation of user behaviour policy
TroveCorrectionStandards	Banned	Banned under continued moderation of user behaviour policy
ModernHistory1788-	Active	Moderation proposed under continued moderation of user behaviour policy. Same IP address as MR [name redacted], other accounts and exhibits the same pattern of behaviour
Gato.	Active	Moderation proposed under continued moderation of user behaviour policy IP associated with Mr [name redacted]'s other accounts and same pattern of behaviour demonstrated
AWMvolunteer1	Terminated	Demonstrating same pattern of behaviour as other accounts
AWMvolunteer2	Terminated	Believed to be associated with AWMvolunteer1 due to IP address, contact details, and pattern of articles being worked on.
AWMvolunteer3	Terminated	Believed to be associated with AWMvolunteer1 due to IP address, contact details, and pattern of articles being worked on.
AWMvolunteer4	Terminated	Believed to be associated with AWMvolunteer1 due to IP address, contact details, and pattern of articles being worked on.

AWMvolunteer5	Terminated	Believed to be associated with AWMvolunteer1 due to IP address, contact details, and pattern of articles being worked on.
AWMvolunteer6	Terminated	Believed to be associated with AWMvolunteer1 due to IP address, contact details, and pattern of articles being worked on.
TheWorldAtWar	Terminated	Same IP address as Radioactive
NewGuineaWarHistorySociety	Terminated	Same IP and pattern of behaviour
Cauli.Flower	Terminated	Same IP. No behaviour demonstrated directly
G..F.....	Terminated	Same IP as AWMVolunteer!- AWMVolunteer6, and other accounts associated with Mr [name redacted]

Date	Report
6/8/18	<p>Reftracker enquiry RSref98664 opened:</p> <p>I notice that apparently you have suspended the account of userid "GJReid-B.Sc.M.Mgm" some little time ago, presumably for his egregious behaviour over the last two years. What you may not be aware of is that this person has started up another userid of "science.war.trains.etc" which he is again using for the same anti-social behaviour, namely trolling other userids (myself included) and immediately making spurious edits - as shown by these two examples (of the very many):</p> <p>https://trove.nla.gov.au/newspaper/article/3279392 https://trove.nla.gov.au/newspaper/article/68210643</p> <p>It would be very much appreciated if you could resolve what has yet again become an irritant to people who value this site.</p> <p>Kind regards.</p> <p>6/8/18 – Allocated to [staff name redacted] who dealt with previous incidents</p>
8/8/18	<p>Additional information provided by client:</p> <p><i>Here are some examples of further trolling behaviour by "science.war.trains.etc" from the last 24 hours:</i></p> <p><i>Spurious edits (i.e. adding and removing the same character):</i></p> <p>https://trove.nla.gov.au/newspaper/article/68252155 https://trove.nla.gov.au/newspaper/article/50361961</p> <p><i>Malicious edits (i.e. no useful change made)</i></p> <p>https://trove.nla.gov.au/newspaper/article/10149149 https://trove.nla.gov.au/newspaper/article/10149158 https://trove.nla.gov.au/newspaper/article/10149118</p> <p><i>These "changes" are being made by this individual for two reasons only:</i></p> <ul style="list-style-type: none"> - To assume "ownership" of the "Last corrected" attribute - As a means of low-level intimidation and harassment to warn other users off from re-correcting these articles. <p><i>This can also be seen in the way that other userids are also trolled, for example: SheffieldPark, jeri, Besure, Gato and others who have the temerity to re-correct these articles.</i></p>

	<p><i>This individual is completely out of control, and as far as I can tell nothing is being done to address the situation - which he appears to well and truly appreciate, given his continuing behaviour. In my opinion this sort of behaviour should be stomped on the first time it rears its head.</i></p> <p><i>Rgds... [name redacted]</i></p> <p>8/8/18 [staff name redacted] escalated response to [staff name redacted] seeking advice on response. See HPRM R18/76412</p>
<p>9/8 /18</p>	<p>Additional information provided by client:</p> <p><i>Here is another example of a user behaving badly - in this case user "paryan" - who seems to have discovered that if you hit the "Send" button after every keystroke it will increase your line count dramatically, as can be seen in this example:</i></p> <p>https://trove.nla.gov.au/newspaper/article/121222748 -- 634 corrections to amend a handful of lines.</p> <p><i>As can also be seen, this user is also fighting it out with user "science.war.trains.etc" as can be seen in this example:</i></p> <p>https://trove.nla.gov.au/newspaper/article/62221991 -- a battle between a pair of juvenile delinquents.</p> <p><i>In my opinion, Trove will continue to degenerate into a cesspit as more and more miscreants become aware of both the significant vulnerabilities in your application, plus your preparedness to tolerate or ignore this appalling trolling behaviour.</i></p> <p><i>Which is a shame, as it is rather a unique asset.</i></p> <p><i>Rgds... [name redacted]</i></p>
<p>13/ 8/1 8</p>	<p>Advice received from [staff name redacted], with approval from Alison Dellit, to issue first warning to user science.war.trains.etc (R18/76412)</p> <p>Enquiry re-allocated to [staff name redacted] to respond in consultation with [staff name redacted]</p>
<p>14/ 8/1 8</p>	<p>First warning issued to user science.war.trains.etc (see HPRM R18/76401)</p> <p>[staff name redacted]and [staff name redacted]met with [staff name redacted]for advice on response to AD's [name redacted] enquiry. Response sent out at 1600 on 14/8/18</p>
<p>15/ 8/1 8</p>	<p>Mr D [name redacted] reopened enquiry RSref98664</p> <p><i>Hi [staff name redacted],</i></p> <p><i>Thank you for the response.</i></p> <p><i>I would be interested to learn what "appropriate action" constitutes.</i></p> <p><i>I note that your response is time-stamped 3.59PM yesterday afternoon.</i></p> <p><i>And yet here he is, still carrying on this same behaviour at 23:07 (i.e.7 hours later).</i></p> <p>https://trove.nla.gov.au/newspaper/article/139806312</p> <p><i>Regards... [name redacted]</i></p> <p>And opened two additional enquiries RSref98873</p> <p>Pls see the the most recent update made to these articles - they are a clear case of abuse:</p> <p>https://trove.nla.gov.au/newspaper/article/4154007</p> <p>https://trove.nla.gov.au/newspaper/article/227835926</p> <p>https://trove.nla.gov.au/newspaper/article/14931192</p> <p>https://trove.nla.gov.au/newspaper/article/72161612</p> <p>https://trove.nla.gov.au/newspaper/article/238170569</p> <p>Even though the user id is masked as "anon" this is clearly part of the ongoing trolling and harassment by user "science.war.trains.etc" which in turn is a reincarnation of user "GJReid-B.Sc.M.Mgt" who is using this new userid to continue this appalling behaviour.</p>

Note also the following inappropriate edit made to this article at the same time:
<https://trove.nla.gov.au/newspaper/article/139806312>

I have complained about his disgraceful behaviour last week (which apparently has been ignored) and as a result he continues to troll and trash other peoples work with impunity.

At the very least can I please have these abusive comments deleted out of the articles noted above.

Regards.. [name redacted]

And RSref98874

Good morning,

I would like to draw to you attention the following userid that appears to have been set up in the last day for purposes of trolling and harassing me:

<https://trove.nla.gov.au/userProfile?user=user:public:nlacorrectionstandards>

Can I please have this removed and the edits deleted - I believe this is part of the ongoing trolling and harassment of myself being conducted by GJReid / science.war.trains.etc

Thanks... [name redacted]

Service desk Ticket#2018081510000049 lodged with IT checking IP address for changes made to the articles listed by [name redacted] response received 1048

All activity seems to appear against one IP address, 101.190.69.90

Some countermeasures we can do is

1. ban IP address 101.190.69.90 for a set period (however if they restart their router or move to a different mobile phone tower they'll get a new one)
2. block access to page <https://trove.nla.gov.au/userProfile?user=user:public:yelnod> so that the offending user can't find contributions for user yelnod

The user following user yelnod in article 64658497 was from 101.190.69.90

The user following user yelnod in article 4154007 was from 101.190.69.90

The user following user yelnod in article 227835926 was from 101.190.69.90

The user following user yelnod in article 14931192 was from 101.190.69.90

The user following user yelnod in article 72161612 was from 101.190.69.90

The user following user yelnod in article 238170569 was from 101.190.69.90

101.190.69.90 corresponds to the last IP addressed used to log in to user account user:public:science.war.trains.etc in UMS at which occurred today

1220 Enquiries and IT response forwarded to [staff name redacted]for advice.

1338 IT identified other accounts active from the same IP address
user:public:corrector.namedeleted on 2018 08 12 23:35:38
user:public:science.war.trains.etc on 2018 08 15 00:45:43
user:public:Cauli.Flower on 2018 08 12 18:56:48

	<p>user:public:nlacorrectionstandards on 2018 08 15 00:45:01 user:public:radioactive on 2018 08 15 07:35:30</p> <p>1400 Inappropriate comments removed from Trove and documented in R18/76667</p> <p>Proposed second strike for user science.war.trains.etc</p> <p>1430 additional information provided my Mr D [name redacted]RSref98896</p> <p>Please review the edited articles returned under the following search criteria for abusive edits directed at me: https://trove.nla.gov.au/newspaper/result?q=yelnod&exactPhrase=&anyWords=-\Words=&requestHandler=&...etc</p> <p>I would appreciate it if these can be deleted.</p> <p>In case you have any doubts as to the author of these disgraceful examples, please check out the "corrector" of the first and the last two articles.</p> <p>Regards... [name redacted]</p> <p>Proposed response to Mr D [name redacted] sent to [staff name redacted]for approval at 1555</p> <p>Approval for second warning received at 1655 (R18/76856)</p>
16/8/18	<p>Two additional RefTracker enquiries logged</p> <p>RSref98914</p> <p>Good morning, I am still subject to trolling abuse by GJReid/science.war.trains.etc -- but now under the cloak of anonymity.</p> <p>Please review my last 10 edits, were this harassment is apparent: https://trove.nla.gov.au/userProfile?user=user%3Apublic%3Ayelnod%23textcorrections</p> <p>In particular, these 7 edits are completely spurious, and should be reversed out: https://trove.nla.gov.au/newspaper/article/10650836 https://trove.nla.gov.au/newspaper/article/10676853 https://trove.nla.gov.au/newspaper/article/10345079 https://trove.nla.gov.au/newspaper/article/8462438 https://trove.nla.gov.au/newspaper/article/8463030 https://trove.nla.gov.au/newspaper/article/8465493 https://trove.nla.gov.au/newspaper/article/8466387</p> <p>I am in a difficult position - clearly I cannot continue contributing while I am subject to this constant abuse, for which, apparently, Trove has no effective means of dealing with. One wonders what one has to do to actually get their account suspended?</p> <p>Regards... [name redacted]</p> <p>RSref98915</p> <p>Good morning, Here is the latest crop of abusive trolling edits directed against me last evening by GJReid / science.war.trains.etc. https://trove.nla.gov.au/newspaper/result?q=yelnod&exactPhrase=&anyWords=-\Words=&requestHandler=&...etc</p> <p>I would appreciate it if these could be reversed out.</p> <p>Thanks... [name redacted]</p>

[staff name redacted] removed the offensive posts at 0900 (R18/76667)

0930 Meeting with [staff name redacted] and [staff name redacted], and Ca[staff name redacted] thie in relation to the anonymous abusive comments

- Due to the abusive nature of the comments, and the comments all coming from a single IP address with one comment stating that “Due to Yelnod's well-known bullying activities on Trove, their articles will be systematically vandalised” but that account. IP address matches science.war.trains.etc and the other anonymous comments. It was proposed that we temporarily block the IP address. This was put up to Alison Dellit for delegate approval.

Second warning sent to user science.war.trains.etc at 0955 (R18/76874)

Reftracker enquiry RSref98910 logged with complaint about user yelnod

Great to see that there has been little or no action stopping yelnod from harassing and systematically re-correcting users corrections since last year.

Several members have had enough and will be fixing corrections made by user yelnod themselves going forward.

From this point onwards, I am happy to not make additional corrections to other users' works.

However, the actions of me have been continuing because of the systemic and continued bullying and harassment of me and my work by user yelnod. This user has for MONTHS continued to act in a way which has been annoying and uncomfortable to me.

They have been correcting articles of mine which also have not needed further correcting, just so they can erase details of me as last corrector. In addition, they also log onto the system anonymously and carry out the same activities in such a way as to not be seen to be done by them.

I have has further correspondence from another user, ((user name redacted)), who has also been targeted by this user being annoying. Their forum message to me is:

Thank you so much

Hi fellow trove member,

I would like to give you my deep appreciation for keeping a certain Trove member busy, which I have noticed for some time.

I have been for some months been hounded by this member and she (assuming it's a her) will not give up, except when she is busy with you.

I have even gone to the extent of keeping a record of when she is on & off, so I can hide what corrections I am really want to pay attention to.

I note she takes out your name on as many notices as she can find, in Qld.

I am only interested in Qld corrections, but have ventured to ACT and S.A.

doing some limited family research over the years.

Thank you, keep up the good work.

((name redacted))

Because this member has done over a million corrections, somehow they seem to have become a law unto themselves.

They have continued to harass and cause discomfort to me since June, when I posted visible comments on articles requesting them to stop their unnecessary corrections.

I could list numerous other examples of their activities, but this enquiry page times out too soon. If you look at my comments from the time of May / June 2017, you will see the activities of harassment and annoyance which have led me to take the actions that I have done.

Email address associated with this refracker enquiry is not associated with any Trove user accounts. IP address matches that of science.war.trains.etc and the anonymous comments.

1135 Interim ban issued to IP address 101.190.69.90 for abusive anonymous comments after delegate approval granted (R18/76995)

Response to Mr D [name redacted] sent to RSref98915

Dear [name redacted]

Thank you for following up on your previous enquiry and reporting these additional breaches of the Trove Terms of Use.

I have removed the anonymous activity including the abusive comments and corrections from all the articles you have identified. Trove staff have investigated this matter further and determined that the actions are in contravention of the Trove Terms of Use and taken action in relation to the behaviour.

In relation to your experience of being targeted by another user we have investigated options which may alleviate the situation and have a temporary solution. With your approval, we can suppress access to your Trove user profile [<https://trove.nla.gov.au/userProfile?user=user:public:yelnod>]. This will prevent all users, including yourself, from being able to view your profile and your recent activity on Trove. This will not impact on your statistics or ability to continue making corrections on Trove. Please let us know if you would like us to do this as a short-term solution.

The National Library is deeply appreciative of the time and effort you have spent correcting text on Trove. In the past Trove's text correctors have worked collegiately, for the greater good by providing valid corrections. While we can provide the short term solution mentioned above, we are now investigating a permanent long term solution. This may take some time but we are committed to providing a Trove community where everyone feels comfortable.

	<p>If you encounter any further malicious, abusive or upsetting posts please contact us know immediately.</p> <p>Kind Regards, [staff name redacted] Trove Support Team</p> <p>Other enquiries RSref98914, RSref98896, RSref98664, RSref98874, RSref98873 closed as duplicate to RSref98915</p>
<p>17/ 8/1 8</p>	<p>0815 performed check for comments and edits targeting user Yelnod, none identified – [staff name redacted]</p> <p>RSref98915 reopened by Mr [name redacted]</p> <p>Hi [staff name redacted], Thanks for the follow-up. Please suppress access to my user account as you describe, and let me know when this is done so that I can resume normal editing.</p> <p>Regards... [name redacted]</p> <p>0830 discussed AD's [name redacted] request for suppression with [staff name redacted] – will contact IT and request suppression for 2 weeks, initially, to be reassessed at that stage.</p> <p>Also discussed RSref98910. As no user name has been provided and the email address is not associated with any account we are unable to take any action. [staff name redacted] to draft a response to indicate that we need the account details to investigate and take action as required</p> <p>0840 service desk ticket 2018081510000049 reopened to request suppression of the Yelnod user page for 2 weeks (until 31 August 2018) where we will then reassess the situation.</p> <p>1138 [staff name redacted] suggested three alternative countermeasures. To be discussed on Monday with [staff name redacted], [staff name redacted], and [staff name redacted].</p> <p>1345 spoke to [staff name redacted] about service desk ticket 2018081510000049. User profile will be blocked for 2 weeks and then reassessed. User profile blocked at 1430</p> <p>Response to RSref98915 sent at 1435</p> <p>Dear A [name redacted],</p> <p>Thank you for providing your permission to suppress your user page.</p> <p>We have now done so and are monitoring the situation.</p> <p>If you encounter any further malicious, abusive or upsetting posts please contact us immediately.</p>

Kind Regards,
[staff name redacted]
Trove Support Team

Response to RSref98910 approved by [staff name redacted] and sent at 1450

Dear [name redacted],

Thank you for your correspondence of 15 August 2018 regarding the actions carried out on the Trove text correcting service by another Trove user.

Unfortunately I was unable to identify any account registered with the email address you have provided. If you are able to provide the email address you registered with, or your Trove user name, we can investigate the activity of the user and take action if required.

We appreciate the feedback you have provided on Trove. Please contact us again if you have any further questions about Trove.

Kind Regards,
[staff name redacted]
Trove Support Team

1650 RSref98915 reopened by Mr D [name redacted]

Thanks [staff name redacted],

FYI - when I logon, I can still see my profile (which, I believe you indicated would not be the case.) - which is OK.

I can't see it if I am not logged on, though.

Cheers... [name redacted]

18/
8/1
8

0840 RSref98964 opened – anonymous complain against user Yelnod. No name or contact details provided

Funny how you lay down the law to some users, and yet yelnod sits on here all day and night making corrections in the same way as other users were cautioned about doing to their corrected articles...and gets away with it.

Trove double standards!
-annoyed Trove User

1832 RSref98968 opened – anonymous complaint against user Yelnod. No name or contact details provided

Good to see Yelnod still sitting on the site, selectively targeting certain usernames to delete them from the last corrector.

If one person gets banned from doing this, other should be banned, or at least warned (again).

Disappointed to see bias in a Government organisation; stopping one person and discriminating against others.

Perhaps a formal complaint may be in order. Please remember that there has already been complaints about Yelnod put in before all this latest stuff occurred, which would not have happened if they had also desisted in re-correcting articles.

-unhappy user

20/
8/1
8

0756 RSref98978 opened – Anonymous complaint against user Yelnod. No name or contact details provided

It's Monday morning, and yet again user Yelnod is again targeting specific user names and correcting a few lines to make that users' name disappear as the most recent corrector.

Funny how this activity is tolerated for this particular user name, but others have been banned from doing it.

Does Dr Marie-Louise Ayres approve of this selective discrimination?
-Mr X

0920 [staff name redacted] checked comments and corrections. No unsuitable comments left. Several anonymous changes made to articles corrected by user Yelnod, white space or similar minor changes. User Yelnod corrected some of these back.

1000- checked details on RSref98978, 98964, 98968. Differing IP addresses, but matching version of windows and firefox.

RSref98964

■ Your name	Annoyed Trove User
■ How would you like us to contact you	Email
■ Email address	enquiries@trove.nla.gov.au
■ Phone number (Including area code)	000
■ Post code	2600
■ Country	Australia
■ Client location	Trove
■ Client language	English
■ Browser Name	firefox
■ Browser version	52.0
■ Library URL	WinNT
■ IP Address	178.17.170.194
■ Browser user agent	Mozilla/5.0 (Windows NT 6.1; rv:52.0) Gecko/20100101 Firefox/52.0
■ URL of referring page	http://help.nla.gov.au/trove/trove-support/send-message-trove
■ Device Type	Desktop
■ Locale	English(UnitedStates) (1033)

RSref98968

Client data	[Client's 2 total questions] [Client options]
■ Your name	Unhappy User
■ How would you like us to contact you	Email
■ Email address	enquiry@trove.nla.gov.au
■ Post code	2601
■ Country	Australia
■ Client location	Trove
■ Client language	English
■ Browser Name	firefox
■ Browser version	52.0
■ Library URL	WinNT
■ IP Address	185.220.101.34
■ Browser user agent	Mozilla/5.0 (Windows NT 6.1; rv:52.0) Gecko/20100101 Firefox/52.0
■ URL of referring page	http://help.nla.gov.au/trove/trove-support/send-message-trove
■ Device Type	Desktop
■ Locale	English(UnitedStates) (1033)

RSref98978

Client data	[Client's 2 total questions] [Client options]
■ Your name	Mr X
■ How would you like us to contact you	Email
■ Email address	enquiry@trove.nla.gov.au
■ Post code	2601
■ Country	Australia
■ Client location	Trove
■ Client language	English
■ Browser Name	firefox
■ Browser version	52.0
■ Library URL	WinNT
■ IP Address	195.176.3.19
■ Browser user agent	Mozilla/5.0 (Windows NT 6.1; rv:52.0) Gecko/20100101 Firefox/52.0
■ URL of referring page	http://help.nla.gov.au/trove/trove-support/send-message-trove
■ Device Type	Desktop
■ Locale	English(UnitedStates) (1033)

0930 RSref98979 opened – request for contact details for DG. Matching system information to RSrefs 98978, 98964, and 98968

Good morning,

I was wondering if you could confirm for me the address to which I should send an email to the Director of the National Library.

Is the best one still lschemedding@nla.gov.au ?

Thanking you in advance.

[name redacted]

Client data	[Client's 1 total questions] [Client options]
■ Your name	Lance
■ How would you like us to contact you	Email
■ Email address	lance.boyle@hotmail.com
■ Post code	0000
■ Country	United Kingdom
■ Client location	Trove
■ Client language	English
■ Browser Name	firefox
■ Browser version	52.0
■ Library URL	WinNT
■ IP Address	51.15.43.205
■ Browser user agent	Mozilla/5.0 (Windows NT 6.1; rv:52.0) Gecko/20100101 Firefox/52.0
■ URL of referring page	http://help.nla.gov.au/trove/trove-support/send-message-trove
■ Device Type	Desktop
■ Locale	English(UnitedStates) (1033)

1145 Meeting between [staff name redacted] and [staff name redacted] to update on latest enquiries. [staff name redacted] to send text of enquiries and associated metadata to [staff name redacted] to pass on to Alison and [staff name redacted]. Anonymous enquiries to be closed and a reference to this document added. Request for contact details for DG to be actioned later as a standard enquiry.

1205 requested confirmation from IT that behaviour identified in RSref98915 is expected.

1215 response provided by IT to servicedesk ticket 20180515100000049

I blocked requests that search for userid user:public:yelnod

<https://trove.nla.gov.au/userProfile?user=user:public:yelnod>

When the user looks at their own profile they see a different link

<https://trove.nla.gov.au/userProfile>

When they're logged in and looking at <https://trove.nla.gov.au/userProfile> nobody else can see what they can see. We don't need to block that.

the path

<https://trove.nla.gov.au/userProfile?user=public:yelnod>

still works, but isn't linked to anywhere in Trove. I've been using that to try to identify the bad text corrector. The bad text corrector is using Tor, and is also text correcting on an account called radioactive.

The bad text corrector is spamming the recent corrections page to try to find Yelnod, but can't find them that often, as it's very hit and miss. I also slowed down page loads of that page to once every 30 seconds per IP address so as to make it harder for them to sit there and try to find yelnod appear in the recent corrections page.

1320 Anonymous enquiries RSref98978, 98964, 98968 closed, no response required

	<p>1400 advice received from [staff name redacted] to provide the online feedback form to RSref98979 and to circulate the compliments complaints and other user feedback procedure.</p> <p>1645 RSref98915 closed.</p>
<p>21/ 8/1 8</p>	<p>0745 RSref98915 reopened</p> <p>Thanks [staff name redacted], I see our friend has started up another account this morning: GJReid.B.Sc.M.Mgmt. (i.e. the old one with a "." instead of a "-" after the name. I guess we can look forward to a whole new round of trolling from this latest incarnation.</p> <p>Cheers... [name redacted]</p> <p>0800 [staff name redacted] checked most recent activity on user profile Yelnod, no harassing comments or edits to his most recent corrections identified.</p> <p>0815 [staff name redacted] and [staff name redacted] discussed RSref98979 and RSref98915. RSref98915 and the reopening of a GJReid account has been forwarded to [staff name redacted] for advice on whether we need to apply the three strikes rule. RSref98979 will have a response sent with the link to the feedback form.</p> <p>0950 [staff name redacted] asked by [staff name redacted] to check IP address for new GJReid account: 101.190.72.100</p> <p>1100 [staff name redacted] contacted IT to check if IP and system details for user GJReid.B.Sc.M.Mgmt. match other anonymous behaviour. Response at 1135: not a TOR exit node, and a different browser to the anonymous posts.</p> <p>1210 [staff name redacted] advised by [staff name redacted] to monitor the user profile GJReid.B.Sc.M.Mgmt. for behaviour, with a decision to be made accordingly.</p> <p>1415 response to RSref98915 sent</p>
<p>22/ 8/1 8</p>	<p>0940 morning checks of comments and corrections for user accounts yelnod, science.war.trains.etc, and GJReid.B.Sc.M.Mgmt found nothing of concern –[staff name redacted]</p> <p>1645 RSref99065 opened, complaint against user Yelnod</p> <p>Dear Trove,</p> <p>My name is [name redacted] and I am writing on behalf of my father.</p> <p>I am asking that you stop a Trove user from targeting this account with unwanted re-corrections.</p> <p>My father is not very well at the moment, as he suffers from an illness as well as [medical information redacted]. I set up this Trove account in order to help him in his recovery; as his previous account had been closed, I wanted to get him back to his old surrounds by making him a new account.</p> <p>Unfortunately, the first day of this account being used, it is already being targeted by a Trove user who has already caused previous issues for him. I know that there have been other Trove users targeted by this person.</p>

	<p>Please ask that user to stop their behaviour.</p> <p>Thank you,</p> <p>[name redacted]</p>		
<p>23/ 1/1 8</p>	<p>0800 morning checks of comments, corrections and forums for users identified nothing of concern –[staff name redacted]</p> <p>1005 discussion RSref99065 with [staff name redacted] and [staff name redacted]. Enquiry forwarded to [staff name redacted] to draft a response. Corrections by yelnod are all proper corrections in line with guidelines.</p> <p>1725 – advice from [staff name redacted] to draft response</p> <ol style="list-style-type: none"> 1. Thank you for your correspondence et etc. 2. After a monitoring and warning process your father was banned for contravening the Terms of Use. If these contraventions continue the ban will be extended to all use of Trove where the same patterns occur...we want everyone on Trove to be comfortable. 3. Trove text correction is a collective activity and other users will always have the opportunity to make valid text corrections. 4. All Trove users much comply with the terms of use (this goes to the point about his father being targeted) 5. Include the number for Lifeline 		
<p>24/ 8/1 8</p>	<p>0800 Morning checks. No new RefTracker enquiries. Nothing of concern identified in corrections or comments. –[staff name redacted]</p> <p>1130 RSref99099 opened</p> <p>Still user Yelnod continues to target new articles being corrected under this new username.</p> <p>Please take action!</p> <table border="0" data-bbox="379 1368 1337 1610"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Email address ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale </td> <td style="vertical-align: top; padding-left: 20px;"> <p>Zach Reid</p> <p>Email zreeeeeid@outlook.com</p> <p>2148</p> <p>Australia</p> <p>Trove</p> <p>English</p> <p>chrome</p> <p>68.0.3440.</p> <p>WinNT</p> <p>101.190.72.100</p> <p>Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36</p> <p>http://help.nia.gov.au/truve/truve-support/sent-message-truve</p> <p>Desktop</p> <p>English(British) (2057)</p> </td> </tr> </table> <p>[name redacted]</p>	<ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Email address ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale 	<p>Zach Reid</p> <p>Email zreeeeeid@outlook.com</p> <p>2148</p> <p>Australia</p> <p>Trove</p> <p>English</p> <p>chrome</p> <p>68.0.3440.</p> <p>WinNT</p> <p>101.190.72.100</p> <p>Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36</p> <p>http://help.nia.gov.au/truve/truve-support/sent-message-truve</p> <p>Desktop</p> <p>English(British) (2057)</p>
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<p>25/ 8/1 8</p>	<p>1420 RSref99104 opened. Screenshots of Yelnod edits attached. All undertaken several days after initial edits by GJRedi.B.Sc.M.Mgmt. All are actual corrections</p> <p>Please tell user Yelnod to refrain from correcting articles which my username is in the process of re-correcting.</p> <p>This users actions in recent days are making me feel intimidated and harassed.</p> <p>I have requested their actions to cease with comments in Trove, yet they persist.</p>		

	<ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Email address ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale 	<p>Zachary Reid Email zreeeeeid6@outlook.com 2148 Australia Trove English chrome 68.0.3440. WinNT 101.190.72.100 Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36 http://help.nla.gov.au/trove/trove-support/send-message-trove Desktop English(British) (2057)</p>
<p>26/ 8/1 8</p>	<p>RSref99109 opened. Screenshots of Yelnod edits attached. All undertaken 4-6 days after GJReid.B.Sc.M.Mgmt. edited the article. One correction is borderline irrelevant, but is still a correction.</p> <p>Dear Trove,</p> <p>Attached are another 3 screenshots of user Yelnod interfering with my text corrections.</p> <p>Despite repeated requests in the comments sections of articles and a PM to them to request the activity to stop, they still persist.</p> <p>Can you please tell them to STOP! This harassment is enough!</p>	<ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Email address ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale <p>Zachary Reid Email zreeeeeid6@outlook.com 2148 Australia Trove English chrome 68.0.3440. WinNT 101.190.72.100 Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36 http://help.nla.gov.au/trove/trove-support/send-message-trove Desktop English(British) (2057)</p>
<p>27/ 8/1 8</p>	<p>Response to RSref99065 sent with [staff name redacted] and [staff name redacted]'s approval</p> <p>Dear [name redacted],</p> <p>Thank you for your correspondence regarding your father and his work on Trove.</p> <p>After a monitoring and warning process your father was banned for contravening the Trove Terms of Use. If contraventions continue the ban will be extended to all users of Trove where the same pattern of behaviour occurs. Trove is a community in which we want everyone to feel comfortable and that their contributions are valued.</p> <p>Trove text correction is a collective process and other users will always have the opportunity to make valid text corrections in line with the text correction guidelines. [http://help.nla.gov.au/trove/digitised-newspapers/text-correction-guidelines]</p> <p>All users of Trove must comply with the Trove Terms of Use[https://trove.nla.gov.au/general/termsfuse]. When a complaint is registered in relation to an account we will investigate the activity and take action if required.</p> <p>Text correcting is a great therapy and I would like you to know that your father's efforts are appreciated. If you or your father need to talk to someone about his wellbeing the number for Lifeline is 13 11 14, they also have useful information on their website at: https://www.lifeline.org.au/</p> <p>Kind Regards, Trove Management Trove Support Team</p> <p>0915 discussed RSref99099, 99104 and 99109 with [staff name redacted]. Draft a response stating corrections are in line with correction guidelines so will not be taking any action at this stage. Will however continue to monitor the situation for the next few days. Draft cancelled after later comments found.</p>	

0945 Morning checks of comments and corrections identified several comments by [name redacted] asking yelnod to stop correcting articles he is correcting.

By	About	Comment
GJReid.B.Sc.M.Mgmt.	Article: Break of Railway Gauge on the Queensland Border. (Article). Darling Downs Gazette (Qld. : 1881 - 1922), Saturday 13 March 1886 [Issue No.5.899] page 3	Dear previous corrector. As per previous requests, please do not interfere with articles of which I am correcting. 7th request. Screenshot of your activity forwarded to Trove for investigation.
GJReid.B.Sc.M.Mgmt.	Article: FEDERATION. The Convention. The Railway Gauge Question. Work of the Committees. Dispute Between the Larger and Smaller States. [BY TELEGRAPH].ADELAIDE, April 7. (Article). Toowoomba Chronicle and Darling Downs General Advertiser (Qld. : 1875 - 1902), Saturday 10 April 1897 [Issue No.5510] page 3	Dear previous corrector. As per previous requests, please do not interfere with articles of which I am in the process of correcting. 6th request. Screenshot taken and forwarded to Trove.
GJReid.B.Sc.M.Mgmt.	Article: NARROW-GAUGE RAILWAYS. (Article). The Tasmanian (Launceston, Tas. : 1861 - 1895), Saturday 4 May 1895 [Issue No.18] page 48	Dear previous corrector. Please do not interfere with articles of which I am in the process of correcting. 5th request. A screenshot has been taken of your activity and forwarded to Trove. 5th request.
GJReid.B.Sc.M.Mgmt.	Article: NARROW GAUGE RAILWAYS. (Article). Rockhampton Bulletin and Central Queensland Advertiser (Qld. : 1861 - 1871), Tuesday 24 January 1871 [Issue No.1327] page 2	I don't understand the need for the insertion of an article link of another article I have corrected into the body of text by another user.
GJReid.B.Sc.M.Mgmt.	Article: THE LAST OF "THE BREAKER". (Article). Mudgee Guardian and North-Western Representative (NSW : 1890 - 1954), Thursday 3 April 1902 [Issue No.1020] page 14	Breaker Morant.
GJReid.B.Sc.M.Mgmt.	Article: NO RADICAL CHANGES THE SENATE WARNING TO NEW GOVERNMENT HIGHER TARIFFS IMPORTED GOODS UNIFORM RAILWAY GAUGE WORK URGED TO ABSOR[?]. THE UNEMPLOYED CANBERRA, Thursday. (Article). The Daily Express (Wagga Wagga, NSW : 1919 - 1930), Friday 22 November 1929 [Issue No.14.030] page 1	Dear previous corrector. Please desist in correcting articles which I am in the process of re-correcting. 4th request. Details of your behavior have been submitted to Trove for investigation.
GJReid.B.Sc.M.Mgmt.	Article: UNIFORM RAILWAY GAUGE A GREAT UNDERTAKING COMMENCEMENT AT KYOGLE. MR. THEODORE'S SPEECH. DEVELOPMENT OF THE NORTH A VAST PROJECT OUTLINED. Brisbane, Jan. 18. (Article). Kalgoorlie Miner (WA : 1895 - 1950), Tuesday 20 January 1925 [Issue No.7885] page 4	As per previous requests, please do not interfere with articles I am correcting. 3rd request. Notification sent to Trove.
GJReid.B.Sc.M.Mgmt.	Article: THE RAILWAY GAUGE QUESTION. (Article). Benalla Standard (Vic. : 1901 - 1925), Tuesday 24 October 1911 [Issue No.3636] page 2	As previously requested, please do not touch articles which I am in the process of correcting. A note has been forwarded to Trove.
GJReid.B.Sc.M.Mgmt.	Article: SIR REDVERS BULLER. (Article). The Rivertine Herald (Echuca, Vic. : Moama, NSW : 1869 - 1954, 1998 - 1999), Thursday 7 November 1901 [Issue No.8.419] page 2	erecting two statues, should read erecting two STATUES.

[staff name redacted] and [staff name redacted] contacted for advice.

1105 – Advise received from [staff name redacted] in line with new policy, GJReid.B.Sc.M.Mgmt. Account is to be banned. [staff name redacted] is drafting a response. [staff name redacted] to draft a response to user Yelnod advising that further action has been taken, but also warning that is he continues his behaviour following accounts and editing he may risk receiving an official warning.

1050 RSref99115 opened. Screenshots attached. All undertaken days after GJReid.B.Sc.M.Mgmt. edited the article.

What else am I supposed to do?

I start correcting a new article.

Then user Yelnod comes along and interferes with the correcting.

I request them to stop.

And they keep on doing the same thing.

Please assist in helping me from being made uncomfortable, bullied and harassed by this Trove member.

Regards,

[name redacted]

1155 Approval via [staff name redacted] to not send warning message through the Trove Forum and ban account GJReid.B.Sc.M.Mgmt. (R18/78975). Anonymous users with TOR will also be unable to post comments (R18/78973). Servicedesk ticket logged to ban account GJReid.B.Sc.M.Mgmt (2018082710000133)

1605 service desk ticket 2018082710000133 closed. Account GJReid.B.Sc.M.Mgmt. banned

28/
8/1
8

0820 morning checks identified no problematic posts or comments. User account GJReid.B.Sc.M.Mgmt was still active at 1900 we assume the account was still logged in. Service ticket 2018082710000133 reopened and requested to end the session cookie.

1055 request to ban associated accounts to GJReid.B.Sc.M.Mgmt passed to [staff name redacted] for approval

1110 RSref98915 reopened to update Mr D [name redacted]
Dear [name redacted],

I'm getting in touch to apprise you of the progress of the situation we have been managing with you for the past two weeks. Thank you for the regular updates and information you have provided us, they've been used to help make some crucial decisions. We are now actively taking measures to prevent any anonymous text corrections that exhibit this nuisance behaviour. We're also taking action to immediately ban any subsequent user accounts that try to regain access after its been revoked.

I ask that you now steer clear of any articles that have been previously edited by this user, or any username that could possibly be the same person. This will allow us to monitor and appropriately deal with the situation as it happens. We expect to continue to apply intense scrutiny for at least the next month, so your assistance in leaving these articles without further corrections would be appreciated as it helps us track patterns of behaviour.

I know your text correction contribution would definitely be appreciated elsewhere. For example, [VicFix](#) is a campaign run by the State Library of Victoria, [PitchIn!](#) is run by the State Library of Queensland and [To Be Continued](#) is a research project running out of the Australian National University. They're all looking for more volunteer Text Correctors to help them reach their goals.

If you do continue to correct articles previously corrected by these users it could be construed as harassment, and you run the risk of being issued a warning.

We deeply appreciate the time and effort you put in to correcting text on Trove. Please contact us again if you have any further questions.

Kind Regards,
[staff name redacted],
Trove Support Team

1100 IT identified another account associated with same IP as GJReid.B.Sc.M.Mgmt:
NLacomplaintinvestigation

1205 response received to RSref98915

Hi [staff name redacted],

Thanks for the update.

I would point out that it is almost impossible for me to make any updates without being trolled by this unpleasant individual, for at least two reasons:

- 1) If you look at the articles that I have "Tagged" in the course of my editing, you will see that GJReid has comprehensively trashed almost the entire body of work (at least the ones that were small enough to escape the attention of The WorldsGreatestTroveCorrector - who was allowed to run amok for some months before being finally closed down).
- 2) Anything that I correct is almost immediately trashed by him in any event. And yet apparently I am the one who runs the risk of being construed to be the "harasser." Go figure.

Since Trove seems to have difficulty in promptly identifying and dealing with people who display such grossly inappropriate trolling behaviour, I will do as you suggest and retire from Trove.

Which is a shame, because it will hand a "win" to this unpleasant individual, since (as far as I can tell) I am one of the very few to challenge his appalling behaviour.

	<p>Regards... [name redacted]</p> <p>1250 associated accounts banned</p> <p>1530 removal of spurious edits and comments by GJReid.B.Sc.M.Mgmt, and NLAcomplaintinvestigations</p>		
29/8/18	<p>0820 morning checks identified no problematic comments or activity.</p> <p>1400 RSref98915 closed, no question or statement needing to be addressed. Copy forwarded to [staff name redacted] for reference.</p> <p>1410 [staff name redacted] contacted for approval to close or preferred response to RSref99099, RSref99104, RSref99109, RSref99115</p>		
30/8/18	<p>0815 morning checks identified no comments of concern</p> <p>RSref99188 submitted: Now that username yelnod has disappeared, they have now re-appeared under username Ivan.Idea and Knuckle.Head.</p> <p>Doing similar things as previous.</p> <p><i>Concerned Citizen</i></p> <p>Closed: No name or contact information provided. System details below</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale </td> <td> <ul style="list-style-type: none"> Concerned Citizen No response required 7000 Australia Trove English chrome 68.0.3440. WinNT 101.190.92.113 Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36 http://help.nia.gov.au/trove/trove-support/send-message-trove Desktop English(British) (2057) </td> </tr> </table> <p>Checked activity for accounts Ivan.Idea and Knuckle.Head</p> <p>Ivan.Idea: previously active in 2016, and again now. All corrections are to articles previously edited by science.war.trains.etc and GJReid.B.Sc.M.Mgmt. IP 14.200.9.184 (same use user Yelnod)</p> <p>Knuckle.Head user not active since 2016</p> <p>0825 new GJReid account identified: GJReid.B.Sc-M.Mgmt. same IP address as 'concerned citizen'. Correction activity identifiable is all in line with guidelines, and on articles where this account is the only corrector</p> <p>1105 RSref99099, 99104, 99109, 99115 closed with approval from [staff name redacted]. No response required.</p>	<ul style="list-style-type: none"> ■ Your name ■ How would you like us to contact you ■ Post code ■ Country ■ Client location ■ Client language ■ Browser Name ■ Browser version ■ Library URL ■ IP Address ■ Browser user agent ■ URL of referring page ■ Device Type ■ Locale 	<ul style="list-style-type: none"> Concerned Citizen No response required 7000 Australia Trove English chrome 68.0.3440. WinNT 101.190.92.113 Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36 http://help.nia.gov.au/trove/trove-support/send-message-trove Desktop English(British) (2057)
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3/9/18	<p>Morning checks identified no problematic comments or corrections. Although I note at every correction viewable by Ivan.Idea has been of articles by GJReid.B.Sc.M.Mgmt (in various guises) or science.war.trains.etc -[staff name redacted]</p>		
4/9/18	<p>Morning checks identified no recent activity from GJReid or Ivan.Idea. no problems identified. -[staff name redacted]</p>		
5/9/18	<p>Morning checks identified no recent activity from GJReid or Ivan.Idea. no problems identified. -[staff name redacted]</p>		

6/9 /18	<p>Morning checks identified no recent activity from GJReid or Ivan.Idea. no problems identified. – [staff name redacted]</p> <p>1034 – Rsref98915 reopened</p> <p>Hi [staff name redacted], I suspect that this is the latest reincarnation of our friend. https://trove.nla.gov.au/userProfile?user=user%3Apublic%3AArticleCorrected%23textcorrections</p> <p>Rgds... [staff name redacted]</p> <p>Initial checks of account ArticleCorrected indicate similar pattern of minor corrections to articles previously edited by a specific user. In this case Gato and MuseumOfPerth. IP address: 45.248.78.46. Servicedesk ticket 2018090610000181 lodged asking for list of all articles corrected by this account. Details forwarded to [staff name redacted] for reference.</p> <p>1410 – Rsref98915 additional comment by user</p> <p>And so it all begins again: https://trove.nla.gov.au/newspaper/article/88498602 ...put a spurious character in - take a spurious character out</p>
10/ 9/1 8	<p>Close daily monitoring of account activities has stopped. Investigation still ongoing into RSref98915 and activities of ArticleCorrected. – [staff name redacted],</p> <p>Results of investigation submitted to [staff name redacted] and [staff name redacted],</p>
11/ 9/1 8	<p>0935 Approval received to ban account ArticleCorrected for breach to terms of use (R18/81832)</p> <p>1035 Servicedesk ticker 2018091110000081 logged requesting banning of account ArticleCorrected.</p> <p>1100 Servicedesk ticker 2018091110000081 closed after banning of account ArticleCorrected.</p> <p>1300 response sent to RSref98915 informing Mr D [name redacted],that action has been taken.</p>
14/ 9/1 8	<p>Morning checks indicated science.war.trains.etc is active again. Corrections assessed and documented on [staff name redacted]'s advice. Multiple breaches to Terms of use identified.</p>
23/ 1/1 9	<p>RSref102027 lodged by Mr R [name redacted],at 1745 (see also R18/97522)</p> <p>I am sick and tired of the behaviour of user yelnod again. Logging in on to Trove, and making nuisance corrections - inserting spaces where not required and carrying on like a tool. eg: https://trove.nla.gov.au/newspaper/article/17813357/1092392 just to get their name on top of the last corrected by list.</p>

	<p>Given that this user is the same person as Gato, just how many times does this idiot have to be reported before they are banned from use of this site.</p> <p>They target particular users, and given that I was banned under my previous user names for lesser activities than what this fool is doing, I am almost at the point of lodging a formal complaint with the Government Department whom the NLA reports to.</p>
24/1/19	<p>RSref102027 referred to [staff name redacted] for advice</p> <p>Advice from [staff name redacted] for RSref102027: investigate past 48 hours of activity by Yelnod for any further breaches. Send standard response, thanking for raising the issue and advise that we will investigate and take action as required.</p>
29/1/19	<p>RSref102095 opened by Mr D [staff name redacted], (see also R18/76665)</p> <p>I wish to bring to your attention that some miscreant has created a tag called "yelnod and gato are the same person."</p> <p>Apart from the obvious fact that this is clearly incorrect, the subject of this tag is malicious and inflammatory.</p> <p>It would be appreciated if this tag and its contents be removed.</p> <p>Regards... [name redacted]</p> <p>Completed assessment of 100 most recent corrections in 48 hour period for RSref102027. Advice forwarded to [staff name redacted], to be discussed on her return to work. About 10% were a touch borderline, being whitespace edits or minor punctuation changes but the others were all legitimate corrections. In these cases Yelnod had also been the original corrector for most of the article.</p> <p>In all except 2 of the articles corrected the previous corrector was GJReid.B.Sc.M.Mgmt or one of the associated accounts.</p> <p>In [staff name redacted]'s absence RSref102095 to be discussed with [staff name redacted] on 30/1/19</p>
30/1/19	<p>Met with [staff name redacted] at 0845 decision reached to rollback the tags identified in RSref102095, and the whitespace edits identified in RSref102053</p>
2/2/19	<p>RSref102163 lodged by Mr [name redacted], contact email bounced.</p> <p>Given the rules of the Trove community are to not continuously make corrections for the sake of obtaining the status of last corrector, why can user yelnod get away with tageting certain users and not be banned from the site?</p> <p>Spoke with [staff name redacted] for advice as no valid contact information provided. Add response, do not send, closed.</p>
9/3/19	<p>RSref133056 lodged by Mr D [name redacted]</p> <p>Good afternoon,</p> <p>I wish to bring to your attention that user "Awmvolunteer1" (which is just the latest incarnation of "G.J.Reid" and his multiple aliases) is resorting to the same behaviours as in the past - namely making spurious changes, which are then immediately reversed out).</p>

	<p>Here is the most recent example: https://trove.nla.gov.au/newspaper/article/11656662/383027</p> <p>I would appreciate it if this user could be blocked from this disgraceful behaviour.</p> <p>Thank you, [name redacted]</p>
12/ 3/1 9	<p>RSref133056 forwarded to [staff name redacted] for advice at 0824</p> <p>0955 [staff name redacted] forwarded request to ban account AWMvolunteer1 to Alison Dellit</p>
13/ 3/1 9	<p>Alison seeking advice from legal on approach with new terms of use.</p> <p>RSref133056 closed: advised we are investigating and will take appropriate action</p>
14/ 3/1 9	<p>RSre133056 reopened at 0942</p> <p>Hi [staff name redacted],</p> <p>Thanks for the update.</p> <p>I believe that NLA also needs to consider the issue of the appropriation by this individual of a userid such as "Awmvolunteer1" -- the clear intention being to indicate that this individual is a volunteer working in furtherance of the interests of the Australian War Memorial, when in fact nothing could be further from the truth.</p> <p>The AWM jealously (and rightly) protects its branding, and I am sure that if this lapse were brought to their attention, they would be horrified at the appalling behaviour that continues to be exhibited by this individual and the reputational damage that this must occasion. I am equally sure that in this instance they would regard this as unauthorised infringement of their intellectual property rights - particularly as it is being used for such anti-social purposes.</p> <p>In my view, this "Awmvolunteer1" (plus the other "shelf" userids of #2, #3, and so on) should be suspended or deleted immediately.</p> <p>Regards... [name redacted]</p> <p>Forwarded to [staff name redacted] for advice 0946</p>
16/ 3/1 9	<p>RSref133056 updated 1645</p> <p>Good afternoon,</p> <p>Here is yet another recent example of the same appalling behaviour by this individual - in this case simply adding and deleting a spurious character to overwrite Last Corrected status: https://trove.nla.gov.au/newspaper/article/10726409/356470</p> <p>I am wondering how many examples Trove requires of this sort of activity before they are prepared to take some actions ?</p> <p>Regards... [name redacted]</p>

17/3/19	<p>RSref133056 updated</p> <p>Good morning, And yet another example. https://trove.nla.gov.au/newspaper/article/15770469/1259807 This user clearly displays an attitude that he can behave as he pleases with impunity. Rgds... [name redacted]</p>																		
18/3/19	<p>[staff name redacted] followed up with Alison and Legal regarding RSref133056, advised to resubmit with the request to ban the account in line with advice from legal:</p> <ul style="list-style-type: none"> • Confirm and have evidence that AWMvolunteer1 is [name redacted] beyond the behaviour displayed • Confirm activities took place 5 days after new terms of use were posted to Trove (clause 15.2) <p>Checking of details: present IP address in use by AWMvolunteer1: 120.152.23.121 Previous address used by AWMvolunteer1: 43.245.163.176, 43.245.163.176, known VPN service, also previously used by anonymous poster harassing users Yelnod and Gato</p> <p>Terms of use posted 5/3/19. Activity in breach reported by Mr D [name redacted] posted on 9/3/19, 16/3/19, 17/3/19. Additional posts of AWMvolunteer1 making similar edits targeting user Basilisk also identified in checks.</p>																		
20/3/19	<p>IT helpdesk ticket 201903201000028 lodged: requesting IP address details for AWMvolunteer1 – AWMvoluneteer6 and any other accounts that have used aid IP addresses.</p> <p>IP addresses retrieved from Trove users listing</p> <table border="1" data-bbox="284 1126 1366 1384"> <tr> <td>AWMvolunteer1</td> <td>120.152.23.121 43.245.163.176</td> <td></td> </tr> <tr> <td>AWMvolunteer2</td> <td>58.96.148.198</td> <td></td> </tr> <tr> <td>AWMvolunteer3</td> <td>221.120.163.251</td> <td></td> </tr> <tr> <td>AWMvolunteer4</td> <td>58.96.148.198</td> <td></td> </tr> <tr> <td>AWMvolunteer5</td> <td>120.152.23.121</td> <td></td> </tr> <tr> <td>AWMvolunteer6</td> <td>221.120.163.251</td> <td></td> </tr> </table> <p>Response from IT to help desk ticket 201903201000028</p> <p>user:public:AWMvolunteer1: 120.152.23.121 user:public:AWMvolunteer2: 58.96.148.198 user:public:AWMvolunteer3: 221.120.163.251 user:public:AWMvolunteer4: 58.96.148.198 user:public:AWMvolunteer5: 120.152.23.121 user:public:AWMvolunteer6: 221.120.163.251</p> <p>120.152.23.121 is a residential Telstra IP address58 58.96.148.198 is an open proxy server operated by Cirrus Communications 221.120.163.251 is an open proxy server in Cambodia</p> <p>user:public:AWMvolunteer1 last logged in via UMS on 17 March 2019 user:public:AWMvolunteer2 last logged in via UMS on 14 January 2019 user:public:AWMvolunteer3 last logged in via UMS on 10 January 2019 user:public:AWMvolunteer4 last logged in via UMS on 11 January 2019 user:public:AWMvolunteer5 last logged in via UMS on 9 February 2019 user:public:AWMvolunteer6 last logged in via UMS on 10 January 2019</p> <p>The following users have recently logged into UMS with these IP addresses</p>	AWMvolunteer1	120.152.23.121 43.245.163.176		AWMvolunteer2	58.96.148.198		AWMvolunteer3	221.120.163.251		AWMvolunteer4	58.96.148.198		AWMvolunteer5	120.152.23.121		AWMvolunteer6	221.120.163.251	
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AWMvolunteer3	221.120.163.251																		
AWMvolunteer4	58.96.148.198																		
AWMvolunteer5	120.152.23.121																		
AWMvolunteer6	221.120.163.251																		

	<p>120.152.23.121: * user:public:radioactive * user:public:AWMvolunteer1 * user:public:AWMvolunteer5 * user:public:StrangerintheHouse</p> <p>58.96.148.198: * user:public:AWMvolunteer4 * user:public:AWMvolunteer2</p> <p>221.120.163.251: user:public:ChickenChowmein user:public:ModernHistory1788- user:public:AWMvolunteer3 user:public:AWMvolunteer6</p> <p>None of these users are banned.</p> <p>These are all the user science.war.trains.etc They're the same usernames we saw science.war.trains.etc using.</p>
21/ 3/1 9	Advice received from Legal, can terminate additional AWMvolunteer accounts under Terms of use. Legal also suggested contacting Mr [name redacted] through a known email address alerting him to the decision.
22/ 3/1 9	Request to terminate AWMvolunteer accounts submitted to Alison Dellit. R19/15385
29/ 3/1 9	<p>RSref133496 lodged by Mr [name redacted] at 1545</p> <p>Good afternoon, Another article that has had its entire content deleted by the Trove Village Idiot. https://trove.nla.gov.au/newspaper/article/9660358</p> <p>I would appreciate it if you could reset the article.</p> <p>Thanks... [name redacted]</p>

<p>31/ 3/1 9</p>	<p>RSref133511 opened by Mr [name redacted] at 1016</p> <p>Good morning,</p> <p>And here we go - yet again - another example of improper edits being made by the individual purely for the purposes of trolling and harassing other users. https://trove.nla.gov.au/newspaper/article/10031985/342348</p> <p>This is in addition to the (at least) three examples that I forwarded to you over the last couple of weeks.</p> <p>I am curious as to just why this one individual is able to repeatedly get away with this appalling behaviour with impunity?</p> <p>Please let me know how many examples of this egregious behaviour you need before your are spurred into action, and I will collect them for you.</p> <p>Rgds... [name redacted]</p> <p>RSref133512 opened by Mr [name redacted] at 1025</p> <p>Yet another example of inappropriate and abusive behaviour from this individual https://trove.nla.gov.au/newspaper/article/10037065/342635</p> <p>Rgds.. [name redacted]</p> <p>RSref133514 opened by Mr D [name redacted] at 1751</p> <p>Yet another example of this individual behaving badly. https://trove.nla.gov.au/newspaper/article/163568120/20134417</p> <p>Clearly he feels he can behave in the most appalling fashion whenever he feels like it, as no one will do anything to reprimand him.</p> <p>Is this to be the standard of behaviour generally tolerated by Trove?</p> <p>Regards... [name redacted]</p>
<p>1/4 /19</p>	<p>Article identified in RSref133496 rolled back 0855. No response sent.</p> <p>Details for RSref 133496, RSref133511, RSref133512, and RSref133514 forwarded to [staff name redacted] for advice at 0900</p> <p>RSref133521 lodged by Mr D [staff name redacted] at 1000, forwarded to [staff name redacted] for advice.</p> <p>Good morning,</p> <p>Yet another example of appalling behaviour from this individual. https://trove.nla.gov.au/newspaper/article/10046837</p> <p>I would appreciate it if you could delete the last two extraneous edits.</p> <p>Regards... [name redacted]</p>

2/4 /19	<p>Advice received from [staff name redacted] to re-draft request for account termination and draft proposed correspondence to [name redacted] regarding AWMvolunteer 1 through AWMvolunteer6</p> <p>Draft request and correspondence sent to [staff name redacted] for advice/input.</p>
3/4 /19	<p>[staff name redacted] has contacted Legal for advice on response and approach to AWMvolunteer accounts</p> <p>RSref133630 lodged my Mr [name redacted] at 2128 Good evening,</p> <p>Yet again, two more examples of abusive and inappropriate edits by this individual. https://trove.nla.gov.au/newspaper/article/10165051 https://trove.nla.gov.au/newspaper/article/10181904</p> <p>This makes something like 8-10 examples of this sort of behaviour reported to Trove in the last couple of weeks, and still no action is taken to remove this user, or even any response to my notifications. Unbelievable.</p> <p>At the very least, I would appreciate if the inappropriate edits were removed from these (and the other) articles.</p> <p>Regards... [name redacted]</p>
4/4 /19	<p>RSref133630 forwarded to [staff name redacted]. Asked about ending a holding response to Mr D [name redacted], and confirming whether or not to remove the worst of the corrections.</p> <p>RSref133637 lodged by Mr D [staff name redacted] at 0945. Forwarded to [staff name redacted] for reference.</p> <p>Good morning, Another example of the nonsense we have to put up with from this deranged individual.</p> <p>The new tactic apparently is to re-introduce all the incorrect characters, and then to reverse them out.</p> <p>https://trove.nla.gov.au/newspaper/article/219625691/24336679</p> <p>Not that anything will be done by Trove to address this appalling behaviour, of course, but I felt you should be aware of it.</p> <p>Regards... [name redacted]</p> <p>1400 reported spurious edits rolled back and documented in R19/2682 on advice of [staff name redacted]</p>
6/4 /19	<p>RSref133699 Lodged by Mr D [name redacted] at 1525 Good afternoon, Yet another example of appalling behavior by this individual, which apparently he alone is able to carry on with as often as he likes, with absolute impunity:</p>

	<p>https://trove.nla.gov.au/newspaper/article/10181904/355599</p> <p>Rgds... [staff name redacted]</p> <p>RSref133700 lodged by Mr D [name redacted] at 1529 And another one https://trove.nla.gov.au/newspaper/article/10158186/348479</p>
8/4 /19	<p>RSref133710 lodged by Mr D [name redacted] at 0705</p> <p>Yet another example of inappropriate editing https://trove.nla.gov.au/newspaper/article/9044095</p> <p>[staff name redacted] informed of enquiries. Edits rolled back and documented in R19/2682</p> <p>Approval received from Alison to terminate AWMvolunteer accounts (R19/19050). [staff name redacted] to speak with IT for advice on monitoring.</p> <p>IT contacted to confirm timeline for setting up monitoring report.</p> <p>Plan of action</p> <ol style="list-style-type: none"> 1. Confirm timeline with IT for monitoring report 2. Contact AWMvolunteer accounts through RefTracker informing of termination of account. See letter approved by legal in R19/19050 3. Request termination of accounts 4. Begin monitoring report 5. Respond to Mr [name redacted] <p>RSref133742 lodged by Mr D [name redacted] at 1635 ...and another one https://trove.nla.gov.au/newspaper/article/11656662</p>
9/4 /19	<p>Article identified in RSref133742 rolled back</p> <p>RSref133798 lodged by Mr D [name redacted] at 2110</p> <p>And yet another inappropriate edit from this individual. https://trove.nla.gov.au/newspaper/article/10181904/355599</p> <p>Given the frequency, this is clearly nothing short of intimidation by this individual, and the fact that Trove continues to turn a blind eye to it is nothing short of staggering.</p> <p>RSref133799 lodged by Mr D [name redacted] at 2113</p> <p>And another inappropriate edit. https://trove.nla.gov.au/newspaper/article/114566846/9907201</p>
10/4/19	<p>[staff name redacted] advised of Mr D's [name redacted] latest RefTracker enquiries. IT contacted for a timeline on the user management report so we can start taking action. Corrections identified in RefTracker enquiries RSref133798 and RSref133799 rolled back.</p>

	<p>Notification received from IT that new user account and user moderation reports are ready to turn on.</p> <p>AWMvolunteer1, AWMvolunteer2, AWMvolunteer3, AWMvolunteer4, AWMvolunteer5, AWMvolunteer6 contacted through RefTracker to alert of account termination. Using correspondence template from R19/19050. RSref133814, RSref133815, RSref1333816, RSref133187, RSref133188, RSref133189</p> <p>Request to terminate accounts AWMvolunteer1, AWMvolunteer2, AWMvolunteer3, AWMvolunteer4, AWMvolunteer5, AWMvolunteer6 submitted at 1355. Service desk ticket 20190410000161</p> <p>Request establishment of username and user moderation reports service desk ticket 20190410000171</p>
11/4/19	<p>Draft response to RSref133056 to Mr D [name redacted] sent to [staff name redacted]. Approved with minor changes. (see R19/19755) Sent at 1020. RSref133056, RSref133496, RSref133511, RSref133512, RSref133514, RSref133521, RSref133630, RSref133637, RSref133699, RSref133700, RSref133710, RSref133742, RSref133798, and RSref133799 closed.</p>
17/4/19	<p>RSref133056 reopened by Mr D [name redacted]</p> <p>Hi [staff name redacted],</p> <p>Thanks for the update.</p> <p>I notice now that the attacks from "AWMVolunteer1" have trailed off, while he has resumed using "anonymous" to troll and attack my work.</p> <p>I see he as also resumed using his "radioactive" user as well.</p> <p>The attached are some of the more recent "parasite edits" that he has directed at some of my recent work, and I would appreciate if these could be reversed out. No doubt there will be others to come as I investigate further:</p> <p>https://trove.nla.gov.au/newspaper/article/9085999 https://trove.nla.gov.au/newspaper/article/9085957 https://trove.nla.gov.au/newspaper/article/27611585 https://trove.nla.gov.au/newspaper/article/10519600 https://trove.nla.gov.au/newspaper/article/9061272 https://trove.nla.gov.au/newspaper/article/9625512 https://trove.nla.gov.au/newspaper/article/9626223 https://trove.nla.gov.au/newspaper/article/10499301 https://trove.nla.gov.au/newspaper/article/15273047</p> <p>Thanks... [name redacted]</p> <p>Corrections rolled back. Requested a list of articles edited by radioactive from IT to check for ToU violations. Anonymous corrections in user moderation report checked</p> <p>RSref133993 opened by Mr [redacted] at 2304</p> <p>Yet again, and on another username of mine, I am persistently stalked by that idiot user yelnod.</p>

	<p>I have this fool of an individual looking through my recently corrected items, and then they persistently and annoyingly re-correct articles I have just corrected and / or am currently working on.</p> <p>Can you please hide my history from all users.</p> <p>I am sick and tired of being targetted by this individual.</p> <p>They persist, and when I try and take action by asking Trove, nothing gets done, and then when I resort to doing something myself to try and stop them, my user name gets blocked.</p> <p>Regards,</p> <p>radioactive</p>
<p>18/ 4/1 9</p>	<p>RSref133993 forwarded to [staff name redacted] for advice</p> <p>RSref133056 reopened by Mr D [name redacted] at 0908</p> <p>Thanks [staff name redacted],</p> <p>Here is the latest batch of articles (at least the ones that I have noticed) with parasite edits, for your attention.</p> <p>You will notice from the last one that is has not taken long for this user to revert to form with his "radioactive" alias, and I expect that if history is anything to go by, we can expect this behaviour to quickly escalate under this alias.</p> <p>https://trove.nla.gov.au/newspaper/article/9613385 https://trove.nla.gov.au/newspaper/article/9049177 https://trove.nla.gov.au/newspaper/article/9559406 https://trove.nla.gov.au/newspaper/article/9553939 https://trove.nla.gov.au/newspaper/article/9546482 https://trove.nla.gov.au/newspaper/article/9048547 https://trove.nla.gov.au/newspaper/article/9086910 https://trove.nla.gov.au/newspaper/article/12289900 https://trove.nla.gov.au/newspaper/article/128658655</p> <p>Regards... [name redacted]</p> <p>Articles rolled back. Advice from [staff name redacted] to check if Mr [name redacted] has requested permission to recommence adding content to Trove. If not, terminate account referring to 13.4 of ToUs. Draft responses to Mr [name redacted] and Mr [name redacted] and run past [staff name redacted].</p>
<p>23/ 4/1 9</p>	<p>RSref133056 reopened by Mr D [name redacted] at 0958</p> <p>The request for more information is:</p> <p>Hi [staff name redacted],</p> <p>I am glad to hear that Trove is taking action to address breaches of terms of use. Some of this behaviour is getting out of control.</p>

As I mentioned the other day, “radioactive” is yet another in a long string of aliases used by this serial abuser, and the behaviour over the long weekend merely demonstrates this. I also note that he has set up a further alias “TheWorldAtWar.”

These are a couple of abusive parasite edits from “radioactive” over the weekend:

<https://trove.nla.gov.au/newspaper/article/11757935>

<https://trove.nla.gov.au/newspaper/article/216698465>

The follow “two-step” parasite edit is, I believe, also from the same source:

<https://trove.nla.gov.au/newspaper/article/82197878>

The following is a random sampling of the abusive parasite edits that are directed at me by this individual (anonymously, in this instance):

<https://trove.nla.gov.au/newspaper/article/199896491>

<https://trove.nla.gov.au/newspaper/article/15328820>

<https://trove.nla.gov.au/newspaper/article/125982648>

<https://trove.nla.gov.au/newspaper/article/15331707>

<https://trove.nla.gov.au/newspaper/article/15340587>

<https://trove.nla.gov.au/newspaper/article/64002101>

<https://trove.nla.gov.au/newspaper/article/206531705>

<https://trove.nla.gov.au/newspaper/article/102118719>

<https://trove.nla.gov.au/newspaper/article/238629555>

<https://trove.nla.gov.au/newspaper/article/137876696>

<https://trove.nla.gov.au/newspaper/article/13916064>

<https://trove.nla.gov.au/newspaper/article/14322908>

<https://trove.nla.gov.au/newspaper/article/10539793>

<https://trove.nla.gov.au/newspaper/article/10701147>

<https://trove.nla.gov.au/newspaper/article/9564730>

<https://trove.nla.gov.au/newspaper/article/10162685>

<https://trove.nla.gov.au/newspaper/article/14488155>

<https://trove.nla.gov.au/newspaper/article/14513521>

<https://trove.nla.gov.au/newspaper/article/10174529>

<https://trove.nla.gov.au/newspaper/article/10650033>

The following is a sample of purely malicious trolling edits from the same source:

<https://trove.nla.gov.au/newspaper/article/146513732>

<https://trove.nla.gov.au/newspaper/article/11556682>

<https://trove.nla.gov.au/newspaper/article/43340149>

And the following is a selection of recent parasite edits:

<https://trove.nla.gov.au/newspaper/article/68252155>

<https://trove.nla.gov.au/newspaper/article/238806203>

<https://trove.nla.gov.au/newspaper/article/111560572>

<https://trove.nla.gov.au/newspaper/article/139806312>

<https://trove.nla.gov.au/newspaper/article/10650836>

<https://trove.nla.gov.au/newspaper/article/10676853>

<https://trove.nla.gov.au/newspaper/article/10345079>

<https://trove.nla.gov.au/newspaper/article/8462438>

<https://trove.nla.gov.au/newspaper/article/8463030>

<https://trove.nla.gov.au/newspaper/article/8465493>

<https://trove.nla.gov.au/newspaper/article/8466387>

<https://trove.nla.gov.au/newspaper/article/50361961>

	<p>https://trove.nla.gov.au/newspaper/article/9847962 https://trove.nla.gov.au/newspaper/article/14361387</p> <p>All of these examples should be rolled back.</p> <p>While on the subject, you may wish to check out the activities of user “Daniela16” – the following examples in particular (of many): https://trove.nla.gov.au/newspaper/article/1208525 https://trove.nla.gov.au/newspaper/article/1208593</p> <p>Regards... [staff name redacted]</p> <p>On investigation TheWorldAtWar active on same IP address as Radioactive and Anon. Daniela16, inefficient text correction, not in breach of terms of use.</p> <p>Checking articles flagged in user moderation report and Mr D' [name redacted] RefTracker, rolling back edits in breach of terms of use. Details forwarded to [staff name redacted].</p> <p>TheWorldAtWar and Radioactive both ‘claiming’ old edits made by GJReid.B.Sc.M.Mgmt and associated variations</p>
25/4/19	<p>RSref134121 lodged by Mr [name redacted] under TheWorldAtWar account Can you please tell user yelnod to cease harassing me.</p> <p>They are stalking my corrections and making superfluous corrections just to get the last corrected by status assigned to them.</p> <p>This user is a nuisance and requires action to be taken against them.</p> <p>https://trove.nla.gov.au/newspaper/article/94826800</p>
29/4/19	<p>Details of RSref134121 forwarded to [staff name redacted]. [staff name redacted] also advised of Yelnod breaches of terms of use.</p> <p>Suppression of Radioactive public profile</p> <p>Draft correspondence to Yelnod, Radioactive, and TheWorldAtWar sent to [staff name redacted] for approval.</p> <p>Plan of action: 1-warning to Mr [name redacted] 2-reponses to Mr [name redacted] 3-termination of accounts</p>
30/4/19	<p>Warning 1 issued to Mr D [name redacted] see RSref134182 Dear Mr D [name redacted],</p> <p>As you are aware we are actively monitoring all the accounts involved in the recent Trove correction activity. As part of this moderation Trove Management observed corrections from your account that are in breach of the Terms of Use.</p> <p>Over 100 of your recent article corrections consist of minor edits targeting articles edited by a specific user, without adding value to the transcription. The Terms of</p>

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: <http://trove.nla.gov.au/general/termsfuse>. These edits have now been removed.

This is your first official warning, if Trove receives a report or observes activities attributed to your account that contravene the Trove Terms of Use, you will be issued a second warning. At the third warning you will receive advice that your user account is being terminated, and all content that you contributed that contravenes the Trove Terms of Use will be removed from Trove; and the associated email address de-activated in Trove.

Thank you for your compliance and cooperation with this matter.

Trove Management

RSref134121, RSref133993, RSref133814, RSref133815, RSref133816, RSref133818, RSref133817, RSref133819 reopened and sent message

Dear Trove user (various accounts).

On (insert date) Trove Management notified you that you that due to you are not permitted to create further Trove user accounts or add user content to Trove with the Library's prior written consent, in accordance with clause 13.4 of the Terms of Use.

Trove Management has not received a written request for you to continue adding user content to Trove from any of your accounts and anonymously ([staff name redacted] is this correct?). Investigations have shown that you continue to add user content to Trove in the form of text correction. As a result of this ongoing contravention of the Terms of Use any accounts created by you without the prior written consent of the Library will be terminated without written notice.

As requested in the previous email, if you wish to seek the Library's consent to create a new account to access full Trove use including text correction, please contact Trove Management with your request and information regarding the steps you will take to ensure your compliance with the Terms of Use. Trove Management will assess your request based on the information you provide to us and respond to you within 7 working days, you may not add any user content to Trove while your request is being processed.

A user account is not necessary to gain general access to Trove which you remain welcome to use.

Trove Management

Termination of account TheWorldAtWar and Radioactive requested in line with prior approval. Terminated at 1050 service desk 2019043010000089

1530 Mr D [name redacted] responded to warning RSref134182

Good afternoon,

I take very strong objection to this notification.

As I have brought to your attention repeatedly over the last couple of years, I have been the persistent target of this user (in his many, many aliases), whereby he has utterly trashed the modifications that I have made to literally thousands of articles - simply by using the vulnerability (that still exists) of deleting .s by simply opening and closing the article. The original instances of harassment and intimidation are all on the part of the individual in question - not just towards me, but towards other users as well. In fact, if you were to review the "contribution" of this individual, you would find that the vast majority of his "edits" are nothing more than "parasite" edits that add absolutely no content whatsoever -- unlike the vast majority of mine, I might add.

For a few weeks now, I have been engaged in a process of "retrieving" these edits -- however, because I have maintained a consistently high standard of editing in the first instance, there are often only trivial edits to be made. Perhaps you could point out for me where in the terms of use is says that "trivial edits shall not be made."

I would also point out that there are still many hundreds of articles for which I was the original (and mostly complete) editor, and for which this individual has made ZERO editorial contribution as a result of the above-mentioned vulnerability, which are still on my list to review.

If, on the other hand, you disagree with my position, you are entirely free to suspend my account. I am seriously considering whether I want to remain part of a community where this sort of open harassment and intimidation of long-standing contributors is tolerated, - despite many complaints by myself and others.

Regards... [name redacted]

RSref134182 reopened by Mr D [name redacted]

Please note.

While this individual is complaining to you about other people making trivial (if legitimate) edits to articles that he regards as "his"(usually ones that he has contributed little or no content to) - here is what is he is doing to other peoples efforts.

<https://trove.nla.gov.au/newspaper/article/14384874> anon
<https://trove.nla.gov.au/newspaper/article/14349961> anon
<https://trove.nla.gov.au/newspaper/article/115095723> anon
<https://trove.nla.gov.au/newspaper/article/155378134> anon
<https://trove.nla.gov.au/newspaper/article/9557899> anon
<https://trove.nla.gov.au/newspaper/article/33288627> anon
<https://trove.nla.gov.au/newspaper/article/14343921> anon
<https://trove.nla.gov.au/newspaper/article/4853223> anon
<https://trove.nla.gov.au/newspaper/article/9560775> anon
<https://trove.nla.gov.au/newspaper/article/31372040> anon
<https://trove.nla.gov.au/newspaper/article/54455045> anon
<https://trove.nla.gov.au/newspaper/article/14319017> anon
<https://trove.nla.gov.au/newspaper/article/36962706> anon
<https://trove.nla.gov.au/newspaper/article/9558148> anon

	<p> https://trove.nla.gov.au/newspaper/article/14381678 anon https://trove.nla.gov.au/newspaper/article/14326193 anon https://trove.nla.gov.au/newspaper/article/67063141 anon (invalid blank) https://trove.nla.gov.au/newspaper/article/11666066 anon </p> <p>I would suggest that this constitutes abuse or harassment or intimidation, wouldn't you?</p> <p>This is what the rest of the user community has to put up with from this strange individual.</p> <p>This goes on endlessly - day in - day out - and apparently Trove will not lift a finger to stop it.</p> <p>Rgds... [name redacted]</p>
1/5 /19	<p>RSref133056 reopened by mr [name redacted]</p> <p>Thanks [staff name redacted],</p> <p>Here is my latest list of parasite edits - the first group are "business as usual" articles:</p> <p> https://trove.nla.gov.au/newspaper/article/54503367 GJR https://trove.nla.gov.au/newspaper/article/24730374 GJR https://trove.nla.gov.au/newspaper/article/9827696 GJR https://trove.nla.gov.au/newspaper/article/9077695 AWMV1 https://trove.nla.gov.au/newspaper/article/79118213 anon https://trove.nla.gov.au/newspaper/article/15440207 AWMV1 https://trove.nla.gov.au/newspaper/article/44359460 radioactive </p> <p>This second set were all done during what appears to have been a psychotic episode yesterday evening:</p> <p> https://trove.nla.gov.au/newspaper/article/14384874 anon https://trove.nla.gov.au/newspaper/article/14349961 anon https://trove.nla.gov.au/newspaper/article/115095723 anon https://trove.nla.gov.au/newspaper/article/155378134 anon https://trove.nla.gov.au/newspaper/article/9557899 anon https://trove.nla.gov.au/newspaper/article/33288627 anon https://trove.nla.gov.au/newspaper/article/14343921 anon https://trove.nla.gov.au/newspaper/article/4853223 anon https://trove.nla.gov.au/newspaper/article/9560775 anon https://trove.nla.gov.au/newspaper/article/31372040 anon https://trove.nla.gov.au/newspaper/article/54455045 anon https://trove.nla.gov.au/newspaper/article/14319017 anon https://trove.nla.gov.au/newspaper/article/36962706 anon https://trove.nla.gov.au/newspaper/article/9558148 anon https://trove.nla.gov.au/newspaper/article/14381678 anon https://trove.nla.gov.au/newspaper/article/14326193 anon https://trove.nla.gov.au/newspaper/article/67063141 anon (invalid) https://trove.nla.gov.au/newspaper/article/11666066 anon https://trove.nla.gov.au/newspaper/article/9879761 anon https://trove.nla.gov.au/newspaper/article/9547786 anon https://trove.nla.gov.au/newspaper/article/163102951 anon https://trove.nla.gov.au/newspaper/article/9546791 anon </p>

	<p> https://trove.nla.gov.au/newspaper/article/14322868 anon https://trove.nla.gov.au/newspaper/article/88491301 anon https://trove.nla.gov.au/newspaper/article/14320535 anon https://trove.nla.gov.au/newspaper/article/9559558 anon https://trove.nla.gov.au/newspaper/article/4841988 anon https://trove.nla.gov.au/newspaper/article/40859204 anon https://trove.nla.gov.au/newspaper/article/40881431 anon https://trove.nla.gov.au/newspaper/article/40864202 anon https://trove.nla.gov.au/newspaper/article/40875532 anon https://trove.nla.gov.au/newspaper/article/9613987 anon https://trove.nla.gov.au/newspaper/article/210334763 anon https://trove.nla.gov.au/newspaper/article/2049200 anon https://trove.nla.gov.au/newspaper/article/169915879 anon https://trove.nla.gov.au/newspaper/article/27985382 anon https://trove.nla.gov.au/newspaper/article/11262660 anon </p> <p>I would appreciate it if you could deal with these appropriately.</p> <p>Thanks... [name redacted]</p> <p>RSref? Opened by Mr D [name redacted]</p> <p>Details of refrackers forwarded to [staff name redacted]. Advice received: thank for reporting, rolled back, no need to continue reporting as active moderation is now underway.</p> <p>[staff name redacted] sought confirmation that Mr [name redacted]'s accounts have been terminated and if we can institute an IP block. Advised that all known accounts have been terminated, Will discuss technical measures with [staff name redacted] in IT. I [staff name redacted] Believe that IP blocking will not be effective as Mr [name redacted] is already demonstrating use of anonymising services to rotate his IP regularly.</p> <p>Met with IT. Technical solutions mostly exhausted. Further solutions involve significant developer time or code changes. Have requested they advise if they are able to come up with any other solutions.</p>
3/5 /19	<p>User moderation report identified 62 instances of Mr D [name redacted] anonymously editing articles previously edited by Mr R [name redacted]. These occurred after the first warning was issued. Identified by matching IP and pattern of activity. Details forwarded to [staff name redacted] for assessment.</p>
6/5 /19	<p>User moderation report identified no further breaches by Mr D [name redacted] acting anonymously. Report did identify a new account: NewguineaWarHistorySociety which has demonstrated the same pattern of behaviour as Mr [name redacted], including anonymous edits targeting Yelnod, Gato. Details have been forwarded to [staff name redacted].</p> <p>Approval from [staff name redacted] to terminate account pending checks that Mr [name redacted] has not received written approval to create a new Trove account. Contacted Reader Services at 1500</p>
7/5 /19	<p>After confirmation with Reader Services that no request had been received. Sent request to terminate account. See R19/23779</p>

	<p>Identified account Cauli.Flower as another likely Mr [name redacted] account after a complaint was received through the Trove enquiry form from that account. Same IP as anonymous correction, and referring to details identified in correspondence to Mr [name redacted]. Request to terminate account sent to [staff name redacted] also requested advice on how to respond to the complaint.</p>
8/5 /19	<p>Rolled back corrections identified in RSref134222</p> <p>RSref133056 reopened by Mr D [name redacted] identifying more articles. Corrections rolled back.</p>
9/5 /19	<p>Requested termination of account Cauli.Flower with approval of [name redacted] (R19/24294)</p> <p>RSref134420 opened by Mr D [name redacted]. Attached list of 100 corrections to roll back. Forwarded to [staff name redacted] for advice.</p> <p>Requested list of ALL corrections to be supplied before any further action will be taken.</p>
5/8 /19	<p>RSref136311 opened by Mr D [name redacted] supplying list of 5808 articles with malicious corrections.</p> <p>Good morning [staff name redacted],</p> <p>This note is in response to your reply contained in item RSref134559, which the system will not let me update or reopen.</p> <p>As advised, I have compiled a consolidated list of articles that have been the target of frivolous, malicious or abusive comments. It has taken a bit longer than I anticipated, so I apologise for the delay.</p> <p>I would note, however, that this list really only concerns itself with articles that form part of my tag-lists and immediate areas of research. It probably only represents the tip of the iceberg for the number of malicious edits that this individual was inflicted upon the Trove system.</p> <p>As a background task, I will probably compile a supplementary list, as I notice that this individual is spending a fair amount of time trolling my work to make malicious edits (as "anon"), as can be seen this morning in this article: https://trove.nla.gov.au/newspaper/article/9079576</p> <p>If you need any additional clarification, feel free to contact me.</p> <p>[staff name redacted] and [staff name redacted] contacted for advice.</p>
6/8 /19	<p>[staff name redacted] advised:</p> <ol style="list-style-type: none"> 1. Please confirm that these are mainly whitespace edits that add no value? 2. A report on the user moderation would be useful so I can understand the impact of the work. 3. I would like your and the teams opinion on whether these rollbacks should be done in batches or as a single action. Please consider the impact on the user community/users. 4. Please provide a timeline - we will need to consider the timing of any actions in relation to the Trove betas. <p>Random sample of 100 corrections checked. Notes from [staff name redacted]:</p>

As a starting point I have checked a sample of 100 articles from the 5808 supplied by Yelnod. Yelnod did identify many articles that would require multiple rollbacks. The following figures would expect a 10% margin of error if expanded to cover the whole list supplied.

Proposal

From studying the sample I propose rolling back the corrections identified by Yelnod. Detailed results below.

- Consult with IT (Ask [staff name redacted] at the discovery and delivery core services stakeholder meeting?)
 - Are we able to undertake a bulk set of rollbacks
 - How can we handle multiple rollbacks on a single article
 - How long would this take?
- Undertake the rollbacks in a single action

Impacts

If we take no action:

- Loss of good will built up with users involved
 - Potential impacts when further changes are made with modernisation
- Probability of 'correction wars' restarting
 - Increased likelihood of inappropriate notes and corrections being made
 - Potential for reputational damage: other users drawn in or contacted, and appearance of inappropriate comments and notes.
 - Increase in staff time at all levels to manage user behaviour
 - Can't afford this time with modernisation work underway

If we rollback corrections:

- Removal of low-value corrections
- Maintain good will from Hall of Fame correctors involved
 - Being seen to take action
 - Useful with the further changes to come in Modernisation
- Reinforces the new Terms of Use and demonstrates that Trove will take action
- Allow for continued low level moderation rather than highly variable moderation in response to complaints

Assuming we rollback the corrections supplied by Yelnod these are the key impacts I have identified:

- 2 to 700 valid corrections may be removed. Those identified in the sample are of minor value: 'tbe' to 'the' for example
- 4414 to 5575 whitespace edits may be removed
- 5111-5806 low value (white space, add and remove a character, or minor punctuation change) corrections would be removed
- Accounts belonging to a terminated user may lose
- Several active users may suffer a reduction in their correction counts. Other users may also be impacted, but expected to be at similar levels to SheffieldPark estimate.
 - DonnaTelfer may lose 5 to 871 corrections. Expected value 290. Would not have an impact on Hall of Fame rankings position, over 150,000 corrections between account and next account.
 - SheffieldPark may lose 1 to 640 corrections. Expected value 58. Would not have an impact on Hall of Fame rankings position, 14,000 corrections between account and next account.

- Yelnod may lose 2 to 696 corrections. Expected value 116. Would not have an impact on Hall of Fame rankings position, 138,000 corrections between account and next account.

Sample results.

Corrections to be rolled back

Corrections to rollback	Percentage	Rollbacks
0	2	0
1	83	83
2	10	20
3	2	6
4	3	12

Total corrections needing rollbacks impacted: 121

Both valid corrections are very minor in nature.

Yelnod identified 12 articles with 2 corrections to rollback, 2 articles with 3 rollbacks, and 1 articles with 4 rollbacks. This would suggest his figures are sufficiently accurate. The gap would appear due to me including Yelnod’s minor corrections and the earlier correction in rollbacks changing them from 2 to 4 rollbacks. 1027 articles with multiple rollbacks have been identified in the list supplied by Yelnod.

Usernames impacted/identified as needing rollbacks

Username	Count	Percentage
Anon	26	21
AWMVolunteerX	9	7
GJReid-B.Sc.M.Mgmt	73	60
Science.War.Trains.Etc.	3	2
WorldsGreatestTroveCorrector	1	1
SheffieldPark	1	1
DonnaTelfer	6	5
Yelnod	2	2

Note: Yelnod corrections are both back and forth correction war situations at 4 corrections to be rolled back.

Accounts associated with Mr [name redacted] (including AWMvolunteerX, Science.War.Trains.Etc., WorldsGreatestTroveCorrector, GJReid-B.Sc.M.Mgmt) account for 77% of the corrections

Mr [name redacted] and Anon account for 93% of the corrections.

Kinds of corrections to be rolled back				
Type of correction	Count	Percentage of Rollbacks	Percentage of corrections identified (out of 123)	
Whitespace edit	106	88	86	
Add and Remove a character	10	8	8	
Minor (single character or punctuation mark)	5	4	4	
Valid corrections	2	-	2	

Estimated time for manual rollback
Last batch of rollbacks included 263 rollbacks over 3 hours. 1.5 rollbacks per minute. Assuming the same rate, it would take 64.5 hours of staff time to manually check and rollback the corrections.
Automating the rollback is the optimal solution.

Waiting advice from [staff name redacted] before pressing forwards. Will send a holding response to Mr [name redacted] and suggest no need for supplementary list as moderation is continuing.

12/8/19	Advice received from [staff name redacted]. Lodge a ticket with IT to give them time to investigate possible solutions on rollbacks. No changes to display of usernames.
13/8/19	<p>Ticket 2019081310000014 lodged</p> <p>Morning,</p> <p>Just wanting to check if we have any means to undertaking rollbacks on a list of articles? A user has provided a list of nearly 6,000 articles that need rollbacks, checking a sample it looks like they are things we would rollback.</p> <p>Is there a way we can automate the rollback the last correction made on a list of articles? rather than having to undertake it manually.</p> <p>cheers</p> <p>[staff name redacted]</p>
19/8/19	<p>Ticket closed and allocated to Jira task SBDS-2009</p> <p>Meeting scheduled between [staff name redacted] and [staff name redacted] to give background briefing on need for rollbacks</p>
20/8/19	<p>Enquiry updated by Mr D [name redacted]</p> <p>Hi [staff name redacted], Any update on this? I note that the trolling and parasite edits continue apace. https://trove.nla.gov.au/newspaper/article/9633395 https://trove.nla.gov.au/newspaper/article/9635925</p>

	<p> https://trove.nla.gov.au/newspaper/article/9636011 https://trove.nla.gov.au/newspaper/article/9636129 https://trove.nla.gov.au/newspaper/article/9636243 https://trove.nla.gov.au/newspaper/article/9636708 https://trove.nla.gov.au/newspaper/article/9636989 https://trove.nla.gov.au/newspaper/article/9637508 https://trove.nla.gov.au/newspaper/article/9079169 https://trove.nla.gov.au/newspaper/article/9084534 https://trove.nla.gov.au/newspaper/article/9072080 https://trove.nla.gov.au/newspaper/article/9070619 </p> <p>...amongst many others.</p> <p>Rgds... [name redacted]</p>
21/8/19	<p>IT contacted for advice on why these articles (and similar) were missed in reporting. Request for advice, or a copy of the rules to investigate.</p> <p>Holding response drafted</p> <p>[staff name redacted] met with [staff name redacted] and [staff name redacted] to provide background and requirements on bulk rollbacks</p>
23/8/19	<p>Updated user moderation report in operation. Uses editing distance to identify minor corrections. Identified several more corrections missed by previous report approach.</p>
26/8/19	<p>Holding response to RSref136311 sent</p>
6/9/19	<p>Moderation indicated account G..F..... is another alias of Mr [name redacted]. IP address used by the account has been used by other accounts of Mr [name redacted]'s that have been terminated under the user moderation activity. Anonymous edits from the same IP have targeted users Yelnod and Gato. With these points in mind request has been sent to [staff name redacted] to terminate this account under the ongoing user moderation policy. –[staff name redacted]</p> <p>Approval received to terminate account: see R19/49254</p>
9/9/19	<p>Service desk ticket 2019090910000011 lodged requesting termination of G..F.....</p>
3/12/19	<p>Bulk rollback of corrections identified by Mr D [name redacted] has begun. Intent to complete bulk rollbacks on Mon-Wed-Fri by Christmas.</p> <p>RSref136311 closed: advised rolling back has begun</p>