

21 February 2019

Ref R19/10158

[Name redacted]  
[Address redacted]

Dear Mr [name redacted],

The purpose of this letter is to respond to your correspondence dated 6 December 2018 and 10 February 2019 reporting potential breaches of the Trove Terms of Use in relation to text correcting activities of Trove user account 'Gato', and to separately address your own use of Trove text correcting.

***Response to your report of potential misuse of Trove***

The potential breaches reported by you has been investigated by the Library. As part of the investigation, the Library considered the detail outlined in your correspondence as well as other relevant information. This investigation has now been finalised and the Library has taken appropriate action in relation to the Trove user account.

Please be assured that the Library's Trove Management team continues to take action to resolve issues relating to any breaches of the Trove Terms of Use.

***Revocation regarding the use of your Trove accounts***

Separate to the matter outlined above, reports have been made to the Trove Management team regarding your own use of Trove. These reports have caused the Library to investigate your own continued use of Trove, despite a ban imposed 9 May 2018 and again on 29 November 2018 deactivating your previous accounts *science.war.trains.etc.* and *GJReid-B.Sc.M.Mgmt.* These investigations resulted in deactivating the accounts for *GJReid.B.Sc.M.Mgmt.*, *GJReid.B.Sc-M.Mgmt.*, *ArticleCorrected*, and *TroveCorrectionStandards*.

The Library has identified the following actions:

- Register for a new Trove account using the name 'Gato.' (including a full stop character) in order to impersonate the existing user 'Gato'.
- Make whitespace-only nuisance changes with this name to articles previously edited by the user 'Gato', in order to harass the user 'Gato'.  
For example 5 December 2018 to the article *The Argus* (Melbourne, Vic. : 1848 - 1957), Thu 25 Nov 1948, Page 2 - Political Aspects Of The Chinese Communists

The Library has considered these actions and determined that they contravene the Trove Terms of Use. In particular, the requirements for Trove users to:

**Registration.**

*You agree to provide the NLA with accurate and complete registration information. It is your responsibility to inform NLA of any changes to that information.*

**Act responsibly**

*You are responsible for your actions while participating in this community. Try to make everyone in the community feel comfortable and their contributions valued.*

**Provide relevant notes, comments and corrections**

*This is a place to share information relevant to the contents of Trove. Post valuable, honest, relevant information and make your comments useful and informative.*

**Termination of access.**

*The NLA reserves the right to withdraw or suspend the use of Trove by any person who uses Trove in breach of these terms and conditions. The limitation of liability and indemnity above survive any such termination. By registering with the National Library's Trove Service you agree to these terms and conditions.*

The Terms of Use are available in full online: <http://trove.nla.gov.au/general/termsfuse>.

The Library has determined to immediately deactivate the account 'Gato.' (including a full stop character). This incident is covered by Trove's Terms of Use, which give us the right to withdraw or suspend the use of Trove by any person who uses Trove in breach of these terms and conditions. This is your final notification. All content you contributed that contravenes the Trove Terms of Use will be removed from Trove; and the associated email address de-activated in Trove.

Yours sincerely



[staff signature  
redacted]  
[staff name  
redacted]  
Director, Trove