

# Note for File

**File:** R18/97522

**Date opened:** 10/12/2018

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

Known usernames of [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]'s 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

Suspected accounts of [name redacted]. Accounts associated with the same IP addresses used by [name redacted], but have not exhibited the same pattern of behaviour

User Name	Action	Notes
nlacorrectionstandards	Active	No activity recorded since 12/9/18 Activity from same IP address as Mr [name redacted]'s other accounts
Radioactive	Active	Active again as of December 2018, previously active in August and September 2018

		Activity from same IP address as Mr [name redacted]'s other accounts
Grammarly	Active	Activity from same IP address as Mr [name redacted]'s other accounts
HSCSyllabusRealatedArticles	Active	Activity from same IP address as Mr [name redacted]'s other accounts
correctionelf	Active	Activity from same IP address as Mr [name redacted]'s other accounts

Date	Report
1/10/2018	<p>RSref99469 lodged by Mr [name redacted]</p> <p>It is clear that a certain serial pest, using numerous Trove user aliases, for more than a year, with virtual impunity, has been abusing Trove access to tamper with my correction contributions, to troll me, and to harass me (among other Trove users). Therefore, in order that I may continue my several lines of research and contribution to corrected text in Trove with minimal interference by that serial pest, please make my Trove profile at <a href="https://trove.nla.gov.au/userProfile?user=user%3Apublic%3Aгато">https://trove.nla.gov.au/userProfile?user=user%3Apublic%3Aгато</a> invisible to the public and other users.</p> <p>No response sent, waiting advice from [staff name redacted] pending management of science.war.trains accounts</p>
24/11/2018	<p>RSref100959 lodged by Mr [name redacted]</p> <p>Please terminate the Trove user account, science.war.trains.etc, for constant serial breaches of Trove terms of use under the account since it was set up in May 2018—evidently to evade suspension for abuse under the perpetrator's former, now inactive, account name, GJReid-B.Sc.M.Mgmt.</p> <p>The latest abuse I have detected under this account, in the item <a href="http://nla.gov.au/nla.news-article16379194">http://nla.gov.au/nla.news-article16379194</a>, shows clearly unacceptable abuse in the following time-line:</p> <p>2018-11-24 about 13:00 science.war.trains.etc. over-writes about 90 lines of spurious corrections vs Gato—undoing the thorough correction of this item previously completed by Gato. 2018-11-24 03:33 Gato completes re-corrections of almost 200 lines of reversals in this item perpetrated by science.war.trains.etc.</p> <p>2018-11-24 00:12: Gato correction, "leased It to British merchants" changed to "leased it to British merchants"</p> <p>2018-11-24 00:10: science.war.trains.etc spurious "correction", deleting and reinserting commas in the article dateline.</p>

	<p>2018-11-24 00:04 science.war.trains.etc REVERSES about 70 further lines of corrections already made by Gato.</p> <p>2018-11-24 00:03: Gato (me) completes all the extensive remaining corrections required in hundreds of lines of this item; and also adds all tags so far. Before I complete this work, science.war.trains.etc repeatedly trolls me in real time, over-writing (2018-11-24 00:01, about 50 lines) REVERSALS of my work in progress.</p> <p>19 Nov 2018: science.war.trains.etc makes two white space edits to seize “text last corrected” credit—characteristically making the minimum effort to achieve that purpose, while leaving hundreds of lines with OCR errors uncorrected.</p> <p>2014: ozinchina makes the first incomplete corrections (3 lines) to this item.</p> <p>Please also terminate another account set up by the same perpetrator for purposes of abusing Trove text correction, ArticleCorrected. Please take necessary action to prevent the perpetrator re-registering new pseudonymous accounts and abusing anonymous access to Trove text correction—as he has been doing over a span of at least three years.</p> <p>Further evidence of extensive, constant, recent abuse by this perpetrator against a number of other Trove users may be referred to in my public list at <a href="https://trove.nla.gov.au/list?id=121475">https://trove.nla.gov.au/list?id=121475</a>. This list shows clear evidence of the same perpetrator conducting abuse vs other Trove users under the science.war.trains.etc account, and as “*anon* [NLA]”.</p> <p>Identified accounts already banned. No response sent, waiting advice on managing the interactions</p>
27/11/18	<p>RSref100980 lodged by [name redacted] identifying contact from gato using the forum’s private messages facility</p> <p>Who is 'gato' sending me a message about me being Trolled. How can I delete my Forum record? I do not wish to receive messages of any kind from other users. Please help me to do only correct work, this work that I have done is to help me with my Depression and I cannot handle messages of any kind from my fellow users, it causes me to have panic attacks. I cannot talk to anyone on the telephone, as I am almost entirely deaf, nor can I sign or lip read. I do not know what 'Troll' is! If you wish what work I am doing to cease, please delete me [name redacted] thank you.</p> <p>PMs to Ms [name redacted]’s account blocked in forum permissions.</p>
28/11/18	<p>RSref101010 lodged by [name redacted] (FWalker13)</p> <p>Someone is changing my text corrections so that I have to do them again. I don't think this is very funny. We as text correctors give up our time to help with the corrections. and this is how we are treated. not funny. FWalker13</p>

	Assumed to be in response to a forum message from user Gato. Response sent to client requesting further details for investigation and action. – [staff name redacted]
3/12/18	<p>RSref101113 lodged by Mr [name redacted] at 1730</p> <p>Please advise progress with my complaint and request under your reference Enquiry RSref100959</p> <p>Please also note and take action on one of the latest of the very large number of instances of abuse by the pest at <a href="http://nla.gov.au/nla.news-article12141236">http://nla.gov.au/nla.news-article12141236</a>, in which he has deleted ALL lines of the corrected text of illustrated item. Trove text correction as currently configured appears not to permit reinsertion of lines in such a case, where everything has been deleted.</p> <p>I say again: this abuser is clearly identifiable as one individual, the person who has operated as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and as “*anon* [NLA]”.</p> <p>Text corrections rolled back. No response sent.</p> <p>RSref101114 lodged by Mr [name redacted] at 1904</p> <p>In the article <a href="http://nla.gov.au/nla.news-article10542346">http://nla.gov.au/nla.news-article10542346</a> at 2018-12-02 20:15 Trove's serial pest of many names, whose actual identity as one individual is plain as day, anonymously deleted ALL lines of this item, previously fully corrected by me.</p> <p>The deletion of all lines appears to prevent reinsertion of any text.</p> <p>The full corrected text deleted by the pest reads:</p> <p>AFFAIRS IN CHINA. THE TIENSIN TROUBLE. WALDERSEE TO ARBITRATE LONDON, March 25. “The Times” correspondent at St. Petersburg says that Count Lamsdorff, the Russian Minister for Foreign Affairs, and the Marquis of Salisbury have agreed that Count Waldersee shall act as arbitrator to decide the respective rights of Russia and Great Britain to the siding at Tientsin. When the dispute first developed Count Waldersee attempted, as commander-in-chief of the allies, to step in and end it, but General Wogack, the Russian commander, declined to allow him to do so. Count Waldersee then stated that the matter would have to be “left to diplomacy,” and he has now, according to “The Times,”</p>

	<p>been asked, as the result of the diplomatic correspondence, to arbitrate in the matter.</p> <p>Meantime, according to the "Daily Express," though both British and Russian troops have been withdrawn from the territory in dispute, the Russian flag floats over it.</p> <p>One hundred members of the Hong Kong regiment, which was recently sent northwards, have been detailed to reinforce the British at Tientsin.</p> <p>Please take the necessary action (1) to restore the item and (2) to terminate both the registered account/s and anonymous text correction access of the perpetrator.</p> <p>Correction rolled back, no response sent</p>
4/12/18	<p>RSref101134 lodged by Mr [name redacted] at 1330  science.war.trains.etc is AGAIN trolling my work in progress on a new item, RIGHT NOW.</p> <p>Please TERMINATE this pest's account IMMEDIATELY, as his serial abuse of Trove terms of use has shown to be necessary thousands of times over.</p> <p>Corrected failed account ban with IT (Helpdesk ticket 2018112810000223, HPRM R18/97176) rolled back corrections. No reply sent.</p> <p>RSref101135 lodged by Mr [name redacted] at 1413  In <a href="http://nla.gov.au/nla.news-article205659292">http://nla.gov.au/nla.news-article205659292</a>  2018-12-04 14:04 science.war.trains.etc makes spurious "correction", overwriting full correction already completed by Gato.  I again request that you take the more than amply justified necessary action of terminating the perpetrator's Trove user account.</p> <p>Corrections already rolled back.</p> <p>RSref101137 Lodged by Mr [name redacted] at 1448  In the item <a href="http://nla.gov.au/nla.news-article205659292">http://nla.gov.au/nla.news-article205659292</a>, at  2018-12-04 14:30 The perpetrator of science.war.trains.etc. reverts to his characteristic behaviour when found out, and under pressure, of anonymous harassment, trolling and abuse. He DELETES ALL LINES of text in this item as "*anon* [NLA]".  Please (1) reverse this deletion to the prior full correction completed by me;  (2) Terminate the user account of science.war.trains.etc. for serial abuse of Trove terms of use; and  (3) Take necessary action, for purposes of minimising unnecessary and unacceptable risk to the archival integrity of Trove database, to end anonymous access to the Trove text correction system.</p> <p>Corrections rolled back</p> <p>RSref101138 Lodged by Mr [name redacted] at 1507</p>

In the item <http://nla.gov.au/nla.news-article205659292>  
2018-12-04 14:56 the perpetrator of science.war.trains.etc., as  
"\*anon\* [NLA]", AGAIN DELETES ALL LINES of this item.  
Please take necessary action (1) to revert the item to the final  
previous fully corrected version by me, and (2) Put a stop to this  
flagrant abuse of Trove terms of use by terminating  
science.war.trains.etc. and anonymous access to Trove text  
correction.g

Corrections rolled back

RSref11141 lodged by Mr [name redacted] at 1517

Trove Team,  
Please review the following time line of abuse and let me know what  
further evidence possibly could be required to justify deleting the  
perpetrator's current favourite Trove account, science.war.trains.etc.,  
and also ending the extraordinary vulnerability of anonymous access  
to the same Trove text correction privileges as registered users.

2018-12-04 15:07 Gato lodges FOURTH online complaint with Trove  
against serial abuse in this one item by the perpetrator of  
science.war.trains.etc., most recently in his failed disguise as "\*anon\*  
[NLA]".

2018-12-04 14:56 the perpetrator of science.war.trains.etc., as  
"\*anon\* [NLA]", AGAIN DELETES ALL LINES of this item.

2018-12-04 14:50 Trove Team reverts item to last fully corrected  
version by Gato. THANK YOU!

2018-12-04 14:48 Gato lodges THIRD online complaint with Trove  
against serial abuse in this one item by the perpetrator of  
science.war.trains.etc., most recently in his failed disguise as "\*anon\*  
[NLA]".

2018-12-04 14:30 The perpetrator of science.war.trains.etc. reverts to  
his characteristic behaviour when found out, and under pressure, of  
anonymous harassment, trolling and abuse. He DELETES ALL LINES of  
text in this item as "\*anon\* [NLA]".

2018-12-04 14:24 Gato AGAIN completes full correction of all the new  
tampering by science.war.trains.etc.. At this time, AGAIN, no  
legitimate further corrections of any kind remain to be done.

2018-12-04 14:13 Gato lodges SECOND online complaint with Trove  
against this yet further instance of abuse, in this one item, by the  
serial pest, science.war.trains.etc.

2018-12-04 14:12 science.war.trains.etc makes spurious "correction"  
reversing one of his own spurious "corrections".

2018-12-04 14:04 science.war.trains.etc makes spurious "correction",  
overwriting full correction already completed by Gato.

2018-12-04 14:03 Gato completes full correction. At this time, no  
legitimate further corrections of any kind remain to be done.

2018-12-04 13:30 Gato lodges online complaint with Trove against  
this yet further instance of abuse by the serial pest,  
science.war.trains.etc.

	<p>2018-12-04 13:25 science.war.trains.etc begins trolling Gato's work in progress in real time, trying to overwrite his corrections.  2018-12-04 13:22-13:25 Gato begins correcting this item as a new, previously uncorrected item. Saves three blocks of corrections.  Corrections rolled back</p> <p>RSref101143 lodged by Mr [name redacted] ay 1555  Further to my earlier complaints about trolling and deletions in the article <a href="http://nla.gov.au/nla.news-article205659292">http://nla.gov.au/nla.news-article205659292</a> following to assist your response is the full corrected text needing to be restored.  All line breaks are as published.  &lt;redacted text of article – [staff name redacted]&gt;  Correction rolled back</p> <p>RSref101155 lodged by Mr [name redacted] at 2259  In the item <a href="http://nla.gov.au/nla.news-article28140573">http://nla.gov.au/nla.news-article28140573</a> at 2018-12-04 14:50 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, using anonymous access as “*anon* [NLA]” DELETED ALL LINES of this item.  Please restore all lines to this item to the fully corrected condition in which it was left by me at 2018-05-30 10:38.  Correction rolled back</p> <p>RSref101156 lodged by Mr [name redacted] at 2337  In the item <a href="http://nla.gov.au/nla.news-article14366598">http://nla.gov.au/nla.news-article14366598</a> at 2018-12-04 14:57 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, using anonymous access as “*anon* [NLA]” DELETED ALL LINES of this item.  Please restore the text to the fully corrected condition in which it was left by me at 2018-03-06 18:01, and take necessary action (1) to delete the perpetrator's registered Trove accounts, and (2) to ensure that the serial pest cannot continue to abuse anonymous access to Trove text correction in this way.  &lt;redacted text of article – [staff name redacted]&gt;  Correction rolled back</p> <p>RSref101157 lodged by Mr [name redacted] at 2351</p> <p>Please carefully check the bona fides of the newly registered Trove user,  ModernHistory1788-  This appears to me, with the very highest probability, to be yet another fraudulent Trove user registration for mischievous purposes by the serial pest of many names recently active as GJReid-B.Sc.M.Mgmt., and science.war.trains.etc, among other names.</p>
5/12/18	<p>RSref101158 lodged by Mr [name redacted] at 0045  In the item <a href="http://nla.gov.au/nla.news-article9334356">http://nla.gov.au/nla.news-article9334356</a> on 2018-12-04 14:57 the serial pest formerly active as GJReid-B.Sc.M.Mgmt.,</p>

science.war.trains.etc, and other aliases, using anonymous access as “\*anon\* [NLA]” DELETED ALL LINES of this item.

This pest continues to troll and harass other users under the new Trove account, ModernHistory1788-. Please (1) restore corrected text in the item, and (2) take necessary action to halt this serial pest's abuse of registered user and anonymous text correction.

Following is the text as fully corrected by me:

<article text redacted – [staff name redacted]>

Correction rolled back

RSref101159 lodged by Mr [name redacted] at 0105

In the item <http://nla.gov.au/nla.news-article167588748> at 2018-12-04 14:24 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, now moving to his characteristic abuse of anonymous access as “\*anon\* [NLA]” DELETED ALL LINES of this item.

Please (1) take effective action to stop the perpetrator, and (2) restore the text as follows:

<article text redacted – [staff name redacted]>

Correction rolled back

RSref101160 lodged by Mr [name redacted] at 0130

In the item <http://nla.gov.au/nla.news-article78272358> at 2018-12-04 14:30 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, switched to his characteristic abuse of anonymous access as “\*anon\* [NLA]” and DELETED ALL LINES of this item.

Please (1) take necessary action to stop both registered and anonymous Trove text correction access by this serial pest, and (2) restore corrected text as follows:

<article text redacted – [staff name redacted]>

Correction rolled back

RSref101161 lodged by Mr [name redacted] at 0154

In the item <http://nla.gov.au/nla.news-article14319071> at 2018-12-04 14:39 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, using anonymous access as “\*anon\* [NLA]” DELETED ALL LINES of this item.

Please (1) take necessary action to stop both registered and anonymous Trove text correction access by this serial pest, and (2) restore corrected text as follows:

<article text redacted – [staff name redacted]>

Correction rolled back

RSref101165 lodged by Mr [name redacted] at 1120

I have noted a series of very rapid Trove Team responses to the series of complaints I lodged late last night and early this morning in relation to a spate of deletions of entire items by the serial pest representing himself as science.war.trains.etc and \*anon\* [NLA].



I have been (and remain) very critical of shortcomings since January 2018 in Trove handling of this pest, but I must give credit when credit is due: the rapid response to the deletions has been very impressive.

THANK YOU.

RSref101178 lodged by Mr [name redacted] at 1619

The serial pest lately registered as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and ModernHistory1788- is right at this moment trolling anonymously, making trivial and spurious "corrections" to everything he can find, evidently on the subject of China. Please monitor this and put a stop to it.

For examples, see

<http://nla.gov.au/nla.news-article139715850>

<http://nla.gov.au/nla.news-article28394274>

<http://nla.gov.au/nla.news-article85027822>

and

<http://nla.gov.au/nla.news-article70480157>

corrections rolled back

RSref101180 lodged by Mr [name redacted] at 1656

In the item <http://nla.gov.au/nla.news-article5187842> on 2018-12-04 15:11 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, using anonymous access as "\*anon\* [NLA]" DELETED ALL LINES of this item.

Please (1) restore text to the fully corrected state in which I left this item at 2018-02-27 04:05, and (2) bring an end to the ongoing abuse of anonymous access to Trove text correction.

Correction rolled back

RSref101181 lodged by Mr [name redacted] at 1735

Further to my earlier complaint about the serial pest's deletion of an entire article, under

Question # RSref101180 the attached Word document news-article5187842.docx contains the text needing to be restored. The line breaks in this document are as published.

RSref101182 and RSref101188 lodged by Mr [name redacted] (Yelnod) at 1831 and 0552 identifying articles where text has been delivered. Rolled back and response sent

RSref101174 received from anonymous user at 1547, no contact details provided

Gato better remove that comment and list from Trove regarding GJReid.B.Sc.M.Mgmt and science.war.trains.etc.

As I believe it is against the rules of Trove. It is also inaccurate; it does not mention the attacks that that particular user has made against the above user names.

	<p>No response sent. Forwarded to [staff name redacted]. Advised to investigate and take action as required.</p> <p>RSref101176 received from anonymous user at 1550, no contact details provided</p> <p>Gato better remove that comment and list from Trove regarding GJReid.B.Sc.M.Mgmt and science.war.trains.etc. As I believe it is against the rules of Trove. It is also inaccurate; it does not mention the attacks that that particular user has made against the above user names.</p> <p>Treated as RSref101174</p>
6/12/18	<p>RSref101198 received from Mr [name redacted] relating to comments posted by Mr [name redacted] at 1217</p> <p>Comments by Gato</p> <p>When are those inaccurate comments and that list posted by Gato regarding GJReidBSCMGMT and science.war.trains.etc going to be removed? If that user is going to make personal comment on Trove then he/she better get all the claims correct. I am sick of the personal abuse that this user has caused me of several years; the only action available to me to defend myself has been to rectify their errors in text correction, only to see that user re-correct text by making spurious corrections - the same reason which I was given for original having my username cancelled.</p> <p>Is it nepotism that occurs at Trove? Or favoritism?</p> <p>Those posts violate the Trove terms and Conditions, and should be removed.</p> <p>I shall send in copies of the pages and pages of screenshots of abuse which I have had to tolerate from this user, should the need arise; they are an individual who is intolerant of mentally and psychologically-affected mmembers of our community.</p> <p>No response sent yet, waiting advice from legal.</p> <p>Letter received from [name redacted] (RHONDA.M) dated 3 December 2018 identifying receipt of message from Gato in the forums complaining about actions of user science.war.trains.etc. Response pending approval from Alison.</p> <p>IP Addresses checked by IT on 6/12/18 HPRM R18/97543. Same IP address used by ModernHistory1788-, science.war.trains.etc., HCSyllabusRelatedArticles, TroveCorrectionStandards, Grammarly,</p>

	<p>correctionelf. TroveCorrectionStandards and science.war.trains.etc have already been banned. Other accounts show as yet no activity in breach of terms of use. – [staff name redacted]</p> <p>He’s using open public proxy servers but one where you have to enter the proxy server in manually. So there’s only a handful of IPs associated with that activity. Mostly 45.248.76.75, but also 139.59.179.141 and 101.190.129.37</p> <p>An IP block won’t work in this scenario as he’ll just use another open proxy server. He’s finding Gato content by doing specific searches like (since we blocked the other methods of locating Gato and Yelnod).</p> <pre> +-----+-----+   extid             objlit        +-----+-----+   user:public:grammarly             101.190.129.37     user:public:TroveCorrectionStandards   101.190.129.37     user:public:science.war.trains.etc   101.190.129.37     user:public:ModernHistory1788-      101.190.129.37     user:public:HSCSyllabusRealatedArticles   101.190.129.37     user:public:correctionelf           101.190.129.37   +-----+-----+ </pre> <p>These users all authenticated to UMS with the IP address we associated with [name redacted]. The only active corrections so far today seem to be from correctionelf and they’re not vandalism or harassment.</p> <p>It’s not easy to predict what the next IP will be in order to block it. The IPs he’s using are sort of random. I can see if there are any tricks we can use to better identify his activity.</p> <p>I’ve added a semi persistent cookie to all Trove users that I can use to identify a users browser. It should make it easier to identify when he changes IP address.</p> <p>Regards,</p> <p>[staff name redacted]</p>
7/12/18	<p>RSref101220 lodged by Mr [name redacted] at 1854</p> <p>In the item <a href="http://nla.gov.au/nla.news-article3031143">http://nla.gov.au/nla.news-article3031143</a> at 2018-12-04 14:39 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, using anonymous access as “*anon* [NLA]” DELETED ALL LINES of this item.</p> <p>Attached is a Word document containing the text as fully corrected, with line breaks as published.</p> <p>Please (1) restore this item to its previously corrected condition, and (2) take necessary action to prevent the massive ongoing abuse of anonymous access to Trove text correction by this serial pest.</p> <p>Correction rolled back</p>

8/12/18	<p>RSref101227 lodged by Mr [name redacted] at 0901</p> <p>In the article <a href="http://nla.gov.au/nla.news-article142416719">http://nla.gov.au/nla.news-article142416719</a> on 2018-12-04 14:38 ALL LINES WERE DELETED. This was a characteristic “denial of correction credit” attack in the established pattern by the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, abusing anonymous access as “*anon* [NLA]”, Note numerous similar “denial of correction credit” article deletion attacks previously detected around same date. More probably remains to be discovered.</p> <p>Please (1) restore all text to the fully corrected condition in which I left it on 2018-03-02 03:25 as per article text in attached Word document. (2) conduct searches of the Trove newspaper database for further similar as-yet-undetected deletions around the same date in the guise of “*anon* [NLA]”, and (3) take necessary steps to eliminate the amply demonstrated vulnerability to abuse of anonymous access to Trove text correction.</p> <p>Correction rolled back</p> <p>RSref101229 lodged by Mr [name redacted] at 1205</p> <p>In the article <a href="http://nla.gov.au/nla.news-article78272393">http://nla.gov.au/nla.news-article78272393</a> at 2018-12-04 14:25 the serial pest formerly active as GJReid-B.Sc.M.Mgmt., science.war.trains.etc, and other aliases, abusing anonymous access as “*anon* [NLA]”, DELETED ALL LINES. This was a characteristic “denial of correction credit” attack in the established pattern by the serial pest. Note numerous similar “denial of correction credit” article deletion attacks previously detected in the same time frame. More probably remains to be discovered.</p> <p>Please (1) restore all text to the fully corrected condition in which I left it on 2018-02-25 11:51 as per the following. (2) conduct searches of the Trove newspaper database for further similar as-yet-undetected deletions around the same date in the guise of “*anon* [NLA]”, and (3) take necessary steps to eliminate the amply demonstrated vulnerability to abuse of anonymous access to Trove text correction.</p> <p>Corrected text with line breaks as published: &lt;article text redacted –CA&gt;</p>
11/12/18	<p>RSref101263 lodged by Mr [name redacted] at 0909</p> <p>It has come to my notice that a new Trove user account with a name exactly like mine--except for the addition of a full stop--was registered on 05-12-2018.</p> <p>Please carefully examine the bona fides of this Gato. account registration at <a href="http://trove.nla.gov.au/forum/member.php?38136-Gato">trove.nla.gov.au/forum/member.php?38136-Gato</a>. I believe that you will discover it was registered for malicious purposes by the known serial pest of many spurious Trove user names, about whom I have been complaining since January 2018. Should this be the case, please delete the account to prevent its use for malicious purposes (such as capturing any private Trove forum messages intended for me).</p>

	<p>Account investigated, demonstrates same pattern of behaviour as science.war.trains.etc. and GJReid accounts, <a href="https://trove.nla.gov.au/newspaper/article/22704471">https://trove.nla.gov.au/newspaper/article/22704471</a> and <a href="https://trove.nla.gov.au/newspaper/article/16244525">https://trove.nla.gov.au/newspaper/article/16244525</a>. Have asked IT to investigate IP addresses before taking further action.</p> <p>1430 meeting with [staff name redacted], [staff name redacted] and [staff name redacted] discussing plan of action for responding to enquiries:</p> <ul style="list-style-type: none"> <li>-send one response to user gato addressing RefTracker enquiries</li> <li>-send one response to Mr [name redacted] using normal complaint response text (customise as needed)</li> <li>-send a warning to user gato for breaches of terms of use (List and PM complaint) customise warning template for sending. Advise that the lists and comments will be deleted</li> </ul> <p>Run each response past legal and Alison for approval.</p> <ul style="list-style-type: none"> <li>-confirm with IT that we can delete lists prior to sending out warning.</li> <li>-Decision reached that as Mr [name redacted], is providing valid information about his complaints in the RefTracker enquiries he is not conducting himself as an unreasonable complainant according to the guidelines from the ombudsman.</li> <li>-Have flagged for the new year discussion around changing Private Messaging settings for the forum (change to an opt-in setup if able?) and tightening our complaints handling procedure for Trove.</li> </ul>
12/12/18	<p>[staff name redacted] and [staff name redacted] drafted response and warning to send to Mr [name redacted], and response to Mr [name redacted].</p> <p>[staff name redacted] investigated accounts ModernHistory1788- and gato. (note period in user name) and passed up advice that they are demonstrating the same pattern of behaviour as science.war.trains.etc. and GJReid.B.SC.M.Mgmt. Has suggested in line with Moderation of ongoing contravention of Trove Terms of Use (R18/18694) that these accounts be banned.</p> <p>Mr [name redacted]'s public list <i>Abuse of Trove by the serial pest science.war.trains.etc., etc., etc.</i>, has been captured in a PDF and added to file as record R18/98086</p> <p>1642 IT confirmed through service desk ticket 2018120410000098 that the IP address used with account "gato." matches that used by correctionelf.</p>
4/1/2019	<p>RSref101542 Lodged by Mr [name redacted] at 1126</p> <p>My list, 'Abuse of Trove by the serial pest science.war.trains.etc., etc., etc.' was no longer on line at <a href="https://trove.nla.gov.au/list?id=121475">https://trove.nla.gov.au/list?id=121475</a> as at Friday evening 21 December 2018.</p> <p>The timing was extremely strange: the commencement of the Trove Team holiday period from 21 December 2018 to 14 January 2019. It was further very odd because I received no notification from Trove that the list was taken down officially. In any case, removal of the list was so extremely inappropriate--being so much to the benefit of an individual of malicious intentions who operates in breach of the letter and intent of the Trove</p>

	<p>Terms Of Use--that it surely cannot have occurred officially.</p> <p>My list is an important information resource for the community of genuine volunteer Trove correctors whose contributions and recognition have been under constant attack for years by one individual "serial pest of many names", and who will be under threat again from that pest during the Christmas/New Year break.</p> <p>Therefore, I will respond to the takedown of this list as to a hack by the psychopathic liar and bully whose wrongdoing is exposed by the item correction history time/date evidence transcribed into the list.</p> <p>As a service to the Trove volunteer community, I will put the list back up on line and continue to maintain it through the holiday season. Genuine Trove correctors have a right to know and to be alert to this serial pest's history and patterns of misbehaviour. It is clear that the serial pest still has multiple registered Trove log-in names, despite the termination of some of his user accounts, and that he continues to exploit the vulnerability of anonymous access to Trove text correction. I will not stand idly by and allow this pest to continue abusing the public resource of Trove, and its 55,000-plus volunteers, as a playground for his abnormal self-gratification. It is long past time to end this travesty.</p> <p>I look forward to a response from the Trove Team in due course after return to duty on 14 January 2018 as to how and why the list was taken offline.</p> <p>RSref101549 lodged by Mr [name redacted] at 1126  Trove's "serial pest of many names" again, on 4 December 2018, abused the vulnerability of anonymous access to Trove text correction to completely delete corrected text of the article <a href="http://nla.gov.au/nla.news-article80084648">http://nla.gov.au/nla.news-article80084648</a>.</p> <p>Please restore the corrected text to that as completed by me at 2018-01-10 19:14. The deleted text is in the attached Word document.</p> <p>RSref101550 lodged by Mr [name redacted] at 1127  At 2018-12-04 14:44 the Trove serial pest, logged in as "*anon* [NLA]", DELETED ALL LINES of the item <a href="http://nla.gov.au/nla.news-article224235269">http://nla.gov.au/nla.news-article224235269</a>. Date and time coincide with a sequence of other deletions by the same perpetrator, which I previously have brought to your attention.</p> <p>Please restore the corrected text to the status in which I left it at 2018-02-10 02:18, as follows: &lt;corrected text redacted CA&gt;</p> <p>RSref101551 lodged by Mr [name redacted] at 1127  At 2018-12-04 14:51 the serial pest, again abusing the vulnerability of anonymous access to Trove as "*anon* [NLA]", DELETED ALL LINES of the item <a href="http://nla.gov.au/nla.news-article14716131">http://nla.gov.au/nla.news-article14716131</a>. Date and time coincide with a sequence of other deletions by the same perpetrator previously notified to you.</p> <p>Please restore the corrected text to the status in which I left it at 2014-05-14 15:33, as follows: &lt;corrected text redacted CA&gt;</p>
7/1/2019	RSref101657 lodged by Mr [name redacted] at 0924

	<p>On 11 December 2018 I lodged the following complaint to which I have not yet received any response. I note that this apparently fake account remains current on the Trove user list. I remain very concerned that this account was created by the Trove serial pest for no other purpose than to "cyber-squat" on my user name for malicious purposes while my true Trove profile has been made inaccessible at my request. Please carefully examine the bona fides of this apparently fake account--which still shows no activity at this date--and delete it if those bona fides cannot be verified. You might care to check IP address matches against those used by the serial pest: unless he is using VPNs, you are likely to find matches.</p> <p>Enquiry RSref101263</p> <p>It has come to my notice that a new Trove user account with a name exactly like mine--except for the addition of a full stop--was registered on 05-12-2018.</p> <p>Please carefully examine the bona fides of this Gato. account registration at <a href="https://trove.nla.gov.au/forum/member.php?38136-Gato">trove.nla.gov.au/forum/member.php?38136-Gato</a>. I believe that you will discover it was registered for malicious purposes by the known serial pest of many spurious Trove user names, about whom I have been complaining since January 2018. Should this be the case, please delete the account to prevent its use for malicious purposes (such as capturing any private Trove forum messages intended for me).</p> <p><a href="https://trove.nla.gov.au/forum/member.php?38136-Gato">https://trove.nla.gov.au/forum/member.php?38136-Gato</a></p> <p>RSref101660 lodged by 'Joe Citizen' no contact information provided. Yelnod being a jerk by making corrections to other peoples work. Get them to stop!</p>
15/1/2019	<p>Articles vandalised by anonymous users identified by Mr [name redacted] corrected:</p> <ul style="list-style-type: none"> <li>• <a href="https://trove.nla.gov.au/newspaper/article/80084648">https://trove.nla.gov.au/newspaper/article/80084648</a></li> <li>• <a href="https://trove.nla.gov.au/newspaper/article/224235269">https://trove.nla.gov.au/newspaper/article/224235269</a></li> <li>• <a href="https://trove.nla.gov.au/newspaper/article/14716131">https://trove.nla.gov.au/newspaper/article/14716131</a></li> </ul>
21/1/19	<p>RSref101956 submitted by Mr [name redacted] at 1130. Sent to [staff name redacted] for advice.</p> <p>Dear Trove team, During your recent Christmas/New Year break I received correspondence dated 19 December 2018 from one of your Assistant Directors-General, Ms Alison Dellit, acting as a delegate of the Director-General in matters I brought to your agency head's attention about serious longstanding abuse of and vulnerabilities of Trove.</p> <p>Ms Dellit advised me, inter alia, that she had reviewed the issues I raised around the vulnerability of voluntary anonymous access to Trove text correction, and that she believes the "current suite of practices - including enabling bans to be placed on IP addresses - are currently the best available".</p> <p>I am greatly relieved by Ms Dellit's assurances. Her assurances surely</p>

	<p>mean that this week, now that everyone is back at work, Trove at last will be able to block the IP address or addresses used for years by the notorious Trove serial pest. My public list, "Abuse of Trove--correction credit theft and denial attacks by a serial pest", at <a href="https://trove.nla.gov.au/list?id=125612">https://trove.nla.gov.au/list?id=125612</a>, with transcribed time/date text correction history of serial pest abuse against myself and other Trove users, is available to you as a checklist for conducting the necessary sweep of IP addresses on your server logs.</p> <p>Therefore, I hope by the end of this week to see the entire disappearance from Trove of the serial pest in all his multiple registered aliases and in his relentless abuse of anonymous text correction access, as you progressively identify and block his IP address/es.</p> <p>The alternative is unthinkable: senior executives of the Australian Public Service do not allow themselves to be misled, or to transmit untruths in official correspondence, without risk of severe embarrassment. I raise this as mere hypothesis: it is unthinkable.</p> <p>I again note, and thank you for, your actions in restoring a series of total deletions of Trove historical newspaper items perpetrated by the serial pest over the December-January period.</p> <p>Kind regards,</p> <p>[name redacted] (Trove user Gato)</p>
22/1/19	<p>RSref101989 lodged at 1400 by Mr [name redacted]</p> <p>On 2018-12-04 14:39 the serial pest, logged in as *anon* [NLA], deleted the entire item <a href="http://nla.gov.au/nla.news-article71391224">http://nla.gov.au/nla.news-article71391224</a></p> <p>Please restore the text as follows to the fully corrected condition in which I left it, as at 2018-12-03 22:13:</p> <p>THE ADVANCE ON PEKIN.</p> <p>LONDON, July 27, 4 p.m.—The Allies have decided to advance from Tientsin to Peking by way of the railway line.</p> <p>The Chinese forces are concentrating at Get-sang, ten miles from Tientsin.</p> <p>Rolled back to last correct version -CA</p>
23/1/19	<p>RSref102027 lodged by Mr [name redacted] at 1745 (see also R18/76665)</p> <p>I am sick and tired of the behaviour of user yelnod again.</p>



	<p>Logging in on to Trove, and making nuisance corrections - inserting spaces where not required and carrying on like a tool.  eg: <a href="https://trove.nla.gov.au/newspaper/article/17813357/1092392">https://trove.nla.gov.au/newspaper/article/17813357/1092392</a>  just to get their name on top of the last corrected by list.  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.  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> <p>RSref102029 lodged by Mr [name redacted] at 2016</p> <p>At 2019-01-23 17:52 the serial pest, again abusing the vulnerability of anonymous access to Trove text correction, logged in as *anon* [NLA], and perpetrated a correction credit denial attack against me by spurious white space “correction” of the item <a href="http://nla.gov.au/nla.news-article31739333">http://nla.gov.au/nla.news-article31739333</a></p> <p>I have reclaimed correction credit for this item as the original, genuine major corrector by completing the few remaining minor corrections. I also have transcribed the embedded correction history of the item and added it to my public list, "Abuse of Trove—correction credit theft and denial attacks by a serial pest" at <a href="https://trove.nla.gov.au/list?id=125612">https://trove.nla.gov.au/list?id=125612</a>, so that users of this list can see and be alerted that the pest remains active.</p> <p>This item now needs your attention to check your server logs for the IP address used by the serial pest, and to block it, in accord with advice in correspondence to me from your Assistant Director General Ms Dellit on 19 December 2018. Thank you for your attention to this matter.</p>
24/1/19	<p>RSref102027 and RSref102029 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> <p>RSref102029 investigated, [staff name redacted] advised that no breach of terms of use was identified. Waiting on advice from [staff name redacted] and Allison for any further action or response.</p> <p>1109 RSref102053 opened by Mr [name redacted].  At 2019-01-24 22:27, in the item <a href="http://nla.gov.au/nla.news-article13520322">http://nla.gov.au/nla.news-article13520322</a> the serial pest, abusing anonymous access to Trove text correction, logged in as *anon* [NLA], perpetrated spurious white space “corrections” stealing the correction credit due to the late [name redacted] for this 3876-word item. The serial pest thus shows himself to be a person of such low character and no moral principles that he steals even from the dead.</p> <p>Out of respect for [name redacted], please restore this item to the fully corrected condition in which she left it at 2011-07-14 21:31.</p>

	<p>Please also check your server logs and take necessary action to block the IP address/es used by the pest for his latest disreputable behaviour.</p>
29/1/19	<p>RSref102095 opened by Mr [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.</p> <p>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 and RSref102053 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 <b>user</b> 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>
10/2/19	<p>RSref102356 lodged by Mr [name redacted], at 2250.</p> <p>Dear Trove,</p> <p>I have recently been made aware of the below list</p> <p><a href="https://trove.nla.gov.au/list?id=125612">https://trove.nla.gov.au/list?id=125612</a></p> <p>Could you please investigate and have removed the list user gato has published.</p> <p>It contains numerous errors and inaccuracies which imply that I am the user of various usernames with which I have no association with; and is also blaming me for text correction activities under the anonymous user, the times which he indicates corrections were made, I was not online. Some of the dates and times I was on holidays, out of phone and internet connectivity.</p> <p>I am sick and tired of this user implying that all activities which he doesn't agree with are apparently conducted by me, in the process damaging my</p>

	<p>reputation on this site.  Yes, I have a disagreement with this user - they are bellicose and duplicitous in the extreme. I am no longer prepared to tolerate the continued insinuations they continue to make against me. I feel sorry for the users of usernames he has associated with me on this list which I have had not used to correct text. I fear that his vitriol may be directed to innocent parties unless he can be put back under control.</p>
11/2/19	0925 RSref102356 forwarded to [staff name redacted], for advice.
18/2/19	<p>RSref102472 and RSref102473 lodged by Mr [name redacted],</p> <p>RSref102472  Please delete from Trove all occurrences of the following tags because they are false, and represent "anonymous" trolling and harassment by the Trove serial pest which is inconsistent with the Trove terms of use:</p> <p>g-y flip-flopping between usernames  gato and yelnod are the same person  gato and eamon.key are the same person  Please also take necessary action to block and ban the IP addresses abused by the serial pest, consistent with the assurances by your Assistant Director General, Ms Alison Dellit, in her letter to me dated 19 December 2018.</p> <p>Thank you.</p> <p>[name redacted] (Trove user Gato)</p> <p>RSref102473  For exactly the same reasons set out in my earlier complaint (your ref: RSref102472) please also delete all occurrences of the following tag:</p> <p>g-e flip-flopping between usernames</p> <p>On investigation, comments in breach of terms of use identified. Details sent to [staff name redacted] for advice before taking any action  In addition to the tags many comments were posted by Mr [name redacted] and an anonymous user on the following articles:  <a href="https://trove.nla.gov.au/newspaper/article/50611989">https://trove.nla.gov.au/newspaper/article/50611989</a>  <a href="https://trove.nla.gov.au/newspaper/article/25203937">https://trove.nla.gov.au/newspaper/article/25203937</a>  <a href="https://trove.nla.gov.au/newspaper/article/133915618#">https://trove.nla.gov.au/newspaper/article/133915618#</a>  <a href="https://trove.nla.gov.au/newspaper/article/5933887">https://trove.nla.gov.au/newspaper/article/5933887</a>  <a href="https://trove.nla.gov.au/newspaper/article/118276797">https://trove.nla.gov.au/newspaper/article/118276797</a>  <a href="https://trove.nla.gov.au/newspaper/article/47628898">https://trove.nla.gov.au/newspaper/article/47628898</a>  <a href="https://trove.nla.gov.au/newspaper/article/182300366">https://trove.nla.gov.au/newspaper/article/182300366</a>  <a href="https://trove.nla.gov.au/newspaper/article/47598615">https://trove.nla.gov.au/newspaper/article/47598615</a>  <a href="https://trove.nla.gov.au/newspaper/article/75432609">https://trove.nla.gov.au/newspaper/article/75432609</a>  <a href="https://trove.nla.gov.au/newspaper/article/59701565#">https://trove.nla.gov.au/newspaper/article/59701565#</a>  <a href="https://trove.nla.gov.au/newspaper/article/104912891#">https://trove.nla.gov.au/newspaper/article/104912891#</a>  <a href="https://trove.nla.gov.au/newspaper/article/209416245">https://trove.nla.gov.au/newspaper/article/209416245</a></p>
20/2/19	Draft responses to Mr [name redacted] and Mr [name redacted] sent back from [staff name redacted] to be updated with most recent information and correspondence. Sent back up to [staff name redacted] pending advice on actions to be taken.
21/2/19	Written letter response printed and sent out see R19/10155 and R19/10158
27/2/19	RSref102759 lodged by Mr [name redacted] at 1022

	<p>The Trove serial pest continues to defy whatever counter-measures you have against anonymous abuse of Trove text correction, and posting tags and comments. If you are, indeed, blocking IP addresses he has abused, perhaps the pest is evading blocking via a VPN.</p> <p>On 26 Feb 2019, the pest again is "attack tagging" me and other legitimate, registered Trove users. On the new item I completely corrected and translated today at <a href="http://nla.gov.au/nla.news-article48286249">http://nla.gov.au/nla.news-article48286249</a> he has graffiti-ed the following tags:</p> <p>y and g are the same user then g re-appears after y logged off approx 20.00 then y re-appears soon after g amends comments @ 17.14 then y goes g logged on soon after 16.30 y logged on in afternoon 26022019</p> <p>Please delete these tags and any other further graffiti, and take necessary action, once and for all, to eliminate anonymous abuse of the Trove text correction system by terminating *all* unregistered, unaccountable anonymous posting privileges.</p> <p>Advice from [staff name redacted], action removal of tags, and comments, close and consider responded to by the letter.</p> <p>1300 began removal of tags and comments in breach of the Terms of Use.</p>
28/2/19	<p>Completed removal of tags and comments in breach of terms of use. 137 tags and comments removed.</p> <p>Closed RefTracker enquiries responded to in the letter R19/10155</p> <p>Request for list removal, <a href="https://trove.nla.gov.au/list?id=125612">https://trove.nla.gov.au/list?id=125612</a>, submitted 1201 approval granted in R18/97522 see service desk ticket: 2019022810000097</p> <p>List removed at 1430, Service desk ticket 2019022810000097 Hi [staff name redacted],, list 125612 has been deleted Regards, [staff name redacted]</p>