



Trove User moderation

Trove is a space where any member of the public can contribute and enrich the service through the creation of comments, tags or lists, or by correcting text. These postings are generally unmoderated by Trove staff, as they are provided in good faith by patrons keen to share their own insights gained from extensive research.

From time to time a user will abuse this privilege, using Trove's annotation features to make other users unwelcome in Trove. In the past this has taken the form of harassment of specific users, defamation of public figures or agitation around politically sensitive issues.

Reporting by other patrons brings these incidents to the Trove Partnerships's attention. On investigation, some postings will directly contravene the Trove Terms of Use. As Trove's content, user base and brand recognition grows, so too do incidents of malicious postings. Trove has an immediate deactivation or staged warnings approach to dealing with these postings.

Information about the staged warnings can be found in the User postings moderation policy.

Investigation procedure

All reports user activity are investigated.

Report for Trove User moderation

Date first reported:

Trove Username:

Reported activity:

Details of reports

Date	Method reported (incl RefTracker no.)	Report

Details of investigation undertaken

Date	Report

Recommended action

No Action:

Warning:

Strike policy enacted

Rollback Text corrections:

Remove tags:

Remove comments/notes:

Date	Type of action	Details for communication

Recommended action approved by _____

Approved action completed: