

Request #	Entry status	Question	Answer	Open date	Target date	Date closed	Status	Question progress	Request form	Received via
RSref154759	Complete	<p>Can you please help.</p> <p>I am again being targeted by users (whom I think is the user rj trenwith operating under another name) putting up fake profiles to insinuate that I am doing the wrong thing with my corrections.</p> <p>For years I have had to put up with this badgering from users such as rj Trenwith, bob.trenwith, gato and theworldsgreatesttrovecorrector - amongst others - saying that I am doing the wrong thing. Even yelnod used to target my corrections several years ago!</p> <p>I is they whom are doing the wrong thing - not leaving me alone.</p> <p>Can you please investigate their accounts and also delete the fake profile</p> <p>[profile URL redacted]</p> <p>[username redacted]</p> <p>which has recently popped up.</p> <p>Not expecting much action as typically any feedback or improvement of behavior on the Trove site seems to fall on deaf ears.</p>	<p>Dear [name redacted]</p> <p>Thank you for contacting us regarding the actions carried out on the Trove text correcting service by another Trove user.</p> <p>I can assure you that Trove staff investigate reports of inappropriate activity of Trove users and do our own monitoring of activity. Once we become aware of any breach of the Trove terms of use, we take appropriate action including, for example, deactivating accounts.</p> <p>I can confirm that th</p> <p>is report has been investigated and action taken. We appreciate the feedback you have provided on Trove.</p> <p>regards</p> <p>[staff name redacted]</p> <p>Trove Support</p>	20/11/2021 5:36 PM	27/11/2021 4:45 PM	23/11/2021 3:00 PM	Closed successful	Completed	Contact Trove Support	Web page

RSref154849	Complete	<p>I am concerned at the intimidating message which the user r.j.trenwith is now showing on his biography.</p> <p>Has recently published this line - Conservative climate change deniers, anti-vaxxers and racists should be forcibly expatriated.</p> <p>This kind of language being published on a website belonging to a Commonwealth government body has the potential for great harm to other members of the community if it is to remain tolerated.</p> <p>Messages like this go against the Trove terms of use, particularly sections 4.4 b) and 4.4 d)</p> <p>Whilst some people may not agree with the stance of views on climate change, and vaccinations, the message delivered here reminds one of previous periods of history, such as forced expatriation of Jews and gypsies by Fascist Germany, the Soviet Union, former member states of Yugoslavia in the 1990's and even the exodus of the Jews from Egypt.</p> <p>I am concerned with the potential that if messages of this type are allowed to remain, what other kinds of adverse commentary is going to be viewed and remain visible for some time - particularly with the impending shutdown of Trove back office functions over the Christmas-New Year break. We have seen the experience and issues participated in by this user - under other usernames - caused in the past when he has taken advantage of the absence of trove team members over this period.</p> <p>It appears that this user is moving his hatred of other with contrary views from obscure websites to a more mainstream platform such as Trove.</p>	<p>Dear [name redacted]</p> <p>Thank you for contacting us regarding the actions carried out on the Trove text correcting service by another Trove user.</p> <p>I can confirm that this report was investigated and appropriate action taken.</p> <p>Regards</p> <p>[staff name redacted]</p> <p>Trove Support</p>	11/12/2021 9:16 AM	18/12/2021 9:30 AM	24/12/2021 12:12 PM	Closed successful	Completed	Contact Trove Support	Web page
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RSref155120	Complete	<p>the message "YELNOD is a cheat" on the biography page of someone called r.j. trenwith is inappropriate. what can be done to remove this provocative message?</p>	<p>Dear [name redacted]</p> <p>Thank you for contacting us regarding the comments of another Trove user.</p> <p>Trove staff will investigate this and if we identify a breach of the Trove terms of use we will take appropriate action.</p> <p>We appreciate the feedback you have provided on Trove.</p> <p>regards</p> <p>[staff name redacted]</p> <p>Trove Support</p>	14/12/2021 8:20 AM	20/12/2021 4:00 PM	16/12/2021 12:10 PM	Closed successful	Completed	Contact Trove Support	Web page

RSref155142	Complete	Behaviour in contradiction of the Trove Terms of Use.	<p>Previous answer</p> <p>Dear Trove user R.J.Trenwith,</p> <p>Trove Management has received reports of actions carried out on the Trove website attributed to the username R.J.Trenwith that have contravened the Trove Terms of use. On investigation, Trove staff have determined that these actions are in contravention of the Terms.</p> <p>The actions in question are the statements made in your biography.</p> <p>The Terms of Use for the Trove service require that</p> <p>4.4 You agree, in using Trove, not to:</p> <p>(b) use Trove in any unlawful, fraudulent, defamatory or harmful manner, including to post any User Content that is pornographic, obscene, threatening, offensive, invasive of privacy, or which would constitute or encourage a criminal offence, or give rise to liability under, or breach, any law;.</p> <p>(d) use Trove, or post any User Content that interferes with, impacts, harasses or intimidates other users of Trove or members of the public;</p> <p>The Terms of use are available in full here:</p> <p>https://trove.nla.gov.au/about/policies/terms-use (https://trove.nla.gov.au/about/policies/terms-use)</p> <p>https://trove.nla.gov.au/about/policies/terms-use</p> <p>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. The user account R.J.Trenwith will be revoked. 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.</p> <p>To contact Trove Management about this matter you can reopen this enquiry.</p> <p>Trove Management</p>	18/12/2021 9:21 PM	25/12/2021 4:00 PM	21/12/2021 9:26 AM	Closed successful	Completed	Contact Trove Support	Phone
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RSref155379	Complete	<p>Hello,</p> <p>As a long time user, it has again become evident that there are a number of new users which have appeared over the Christmas - New Year break, all of whom are showing remarkable ability to correct high numbers of lines over a very short period of time.</p> <p>Please investigate the following users for gaming of the system.</p> <p>[user name redacted] - an unusual amount of corrections in the space of 1 day.</p> <p>[user name redacted] - how can a new user legitimately correct over 10,000 lines in one day when they have never been seen on the scoreboard before?</p> <p>[user name redacted] - this user appears to be a reincarnation of the previous user r.j.trenwith and appears to be trying to remain "under the radar" by using a name in a similar format to the previously-banned user [user name redacted] - or is it in fact the same obnoxious user back again to breach the user policy??</p>	<p>Dear [name redacted]</p> <p>Thank you for contacting us regarding the actions carried out on the Trove text correcting service by other Trove users.</p> <p>Trove staff will investigate the recent activity of these users. If we identify a breach of the Trove terms of use we will take appropriate action.</p> <p>We appreciate the feedback you have provided on Trove.</p> <p>regards</p> <p>[staff name redacted]</p> <p>Trove Support</p>	9/01/2022 2:55 PM	16/01/2022 2:00 PM	12/01/2022 9:52 AM	Closed successful	Completed	Contact Trove Support	Web page
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