

User postings moderation policy

Trove service Terms of use

<http://trove.nla.gov.au/general/termsofuse>

Background

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.

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- | Category | Democrat | Republican | Independent |
|-----------------|----------|------------|-------------|
| Responsible | 85% | 75% | 80% |
| Not responsible | 10% | 20% | 15% |
| Don't know | 5% | 5% | 5% |

[REDACTED]
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- § 87(2)(b)
- § 87(2)(b)

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