



## 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 Community'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: 1/12/2024

Trove Username: [REDACTED]

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Reported activity: High level of text corrections

### Details of reports

Date	Method reported (incl RefTracker no.)	Report
1/12/2024	RSref171705	High level of text corrections
11/12/2024	RSref171922	High level of text corrections during certain periods
2/1/2025	RSref172312	High level of text corrections
	RSref171922	Correcting one letter at a time

### Details of investigation undertaken

Date	Report
4/12/2024	<p>60 of the most recently corrected articles were reviewed.</p> <p>[REDACTED]</p> <p>[REDACTED] Please see Table 1.</p> <p>[REDACTED]</p> <p>[REDACTED] in this sample, around 7 hours.</p> <p>Multiple edits for each line of text are also consistently made.</p>
12/12/2024	<p>50 of the articles corrected [REDACTED] were reviewed in line with the reported timeframe.</p> <p>[REDACTED]</p> <p>[REDACTED] There are 7 occasions where the user has broken links to reflect the distribution of text in the transcript so that it matches the image. [REDACTED]</p> <p>[REDACTED] Please see Table 2.</p> <p>The user has also consistently made multiple edits to the same line to remove/replace text.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>text correction guidelines on our help page – “Match your edits to</p>

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9/1/2025	<p>the exact text of the onscreen article wherever possible," or "The number of lines of text in a transcript should match the lines in the article. If a transcript is missing lines or has combined multiple lines into one, you can split or add lines."</p> <p>20 of the most recently corrected articles were reviewed. [REDACTED] multiple edits per line were consistently made.</p> <p>The user was previously reviewed in June 2024. The user received a warning for removing sections of text from the articles while editing. This behaviour was not present in the articles examined for the current review.</p>
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Recommended action

No Action: ☐

Warning: ☐

Strike policy enacted ☐

Hide user from the hall of fame: ☐

Rollback Text corrections: ☒

Remove tags: ☐

Deactivate accounts: ☐

Remove comments/notes: ☐

Date	Type of action	Details for communication
22/1/24	Inform user of rollback of corrections	<p>Dear [REDACTED]</p> <p>We have recently reviewed your text correction activity and have found that in some articles you are deleting lines in the transcript.</p> <p>Deleting a line in the transcript will also delete the link to the image. Preserving this link improves the searchability of the article and ability of other users to read the image. Please do not delete lines in the transcript, even if this means that the layout of the transcript is not the same as the image.</p> <p>We will be rolling back some of your corrections to repair transcript links.</p>

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		<p>Please also ensure that the altered text in the transcript matches the image of the text as closely as possible each time you save the corrections. We ask that you correct each line in full rather than edit a letter at a time.</p> <p>This ensures that all the text corrections made are useful to other Trove users.</p> <p>If you have any questions about this information, please reopen this enquiry by clicking on the link below.</p> <p>Thank you for your continuing contribution to Trove.</p> <p>Kind regards,</p> <p>██████</p>
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Recommended action approved by: ██████████

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Approved action completed: ████████ (19/3/25) RSref174272

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**Table 1:** Reviewed Text Corrections 4/12/2024

ARTICLE ID	Meaningful Text Corrections	Nuisance corrections
<a href="https://trove.nla.gov.au/newspaper/article/272292327">https://trove.nla.gov.au/newspaper/article/272292327</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272313228">https://trove.nla.gov.au/newspaper/article/272313228</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272250524">https://trove.nla.gov.au/newspaper/article/272250524</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272218092">https://trove.nla.gov.au/newspaper/article/272218092</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272313021">https://trove.nla.gov.au/newspaper/article/272313021</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272378213">https://trove.nla.gov.au/newspaper/article/272378213</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272218206">https://trove.nla.gov.au/newspaper/article/272218206</a>		
<a href="https://trove.nla.gov.au/newspaper/article/271889724">https://trove.nla.gov.au/newspaper/article/271889724</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272468474">https://trove.nla.gov.au/newspaper/article/272468474</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272217953">https://trove.nla.gov.au/newspaper/article/272217953</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272312813">https://trove.nla.gov.au/newspaper/article/272312813</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272378456">https://trove.nla.gov.au/newspaper/article/272378456</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272313031">https://trove.nla.gov.au/newspaper/article/272313031</a>		
<a href="https://trove.nla.gov.au/newspaper/article/272347003">https://trove.nla.gov.au/newspaper/article/272347003</a>		
<a href="https://trove.nla.gov.au/newspaper/article/242941747">https://trove.nla.gov.au/newspaper/article/242941747</a>		
<a href="https://trove.nla.gov.au/newspaper/article/225343020">https://trove.nla.gov.au/newspaper/article/225343020</a>		
<a href="https://trove.nla.gov.au/newspaper/article/80084648">https://trove.nla.gov.au/newspaper/article/80084648</a>		
<a href="https://trove.nla.gov.au/newspaper/article/224235269">https://trove.nla.gov.au/newspaper/article/224235269</a>		
<a href="https://trove.nla.gov.au/newspaper/article/273530325">https://trove.nla.gov.au/newspaper/article/273530325</a>		
<a href="https://trove.nla.gov.au/newspaper/article/274348070">https://trove.nla.gov.au/newspaper/article/274348070</a>		

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<a href="https://trove.nla.gov.au/newspaper/article/272939507">https://trove.nla.gov.au/newspaper/article/272939507</a>
<a href="https://trove.nla.gov.au/newspaper/article/271612381">https://trove.nla.gov.au/newspaper/article/271612381</a>
<a href="https://trove.nla.gov.au/newspaper/article/272262967">https://trove.nla.gov.au/newspaper/article/272262967</a>
<a href="https://trove.nla.gov.au/newspaper/article/272318437">https://trove.nla.gov.au/newspaper/article/272318437</a>
<a href="https://trove.nla.gov.au/newspaper/article/274778852">https://trove.nla.gov.au/newspaper/article/274778852</a>
<a href="https://trove.nla.gov.au/newspaper/article/272263158">https://trove.nla.gov.au/newspaper/article/272263158</a>
<a href="https://trove.nla.gov.au/newspaper/article/271819486">https://trove.nla.gov.au/newspaper/article/271819486</a>
<a href="https://trove.nla.gov.au/newspaper/article/272319032">https://trove.nla.gov.au/newspaper/article/272319032</a>
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<a href="https://trove.nla.gov.au/newspaper/article/276518228">https://trove.nla.gov.au/newspaper/article/276518228</a>
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<a href="https://trove.nla.gov.au/newspaper/article/272617490">https://trove.nla.gov.au/newspaper/article/272617490</a>
<a href="https://trove.nla.gov.au/newspaper/article/272306134">https://trove.nla.gov.au/newspaper/article/272306134</a>
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<a href="https://trove.nla.gov.au/newspaper/article/276519002">https://trove.nla.gov.au/newspaper/article/276519002</a>
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<a href="https://trove.nla.gov.au/newspaper/article/272865927">https://trove.nla.gov.au/newspaper/article/272865927</a>
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<a href="https://trove.nla.gov.au/newspaper/article/273719145">https://trove.nla.gov.au/newspaper/article/273719145</a>
<a href="https://trove.nla.gov.au/newspaper/article/271138004">https://trove.nla.gov.au/newspaper/article/271138004</a>
<a href="https://trove.nla.gov.au/newspaper/article/271876309">https://trove.nla.gov.au/newspaper/article/271876309</a>

Table 2. Text corrections reviewed on 12/12/2024

ARTICLE ID	Meaningful Text Corrections	Nuisance corrections
<a href="http://nla.gov.au/nla.news-article272401910">http://nla.gov.au/nla.news-article272401910</a>		
<a href="http://nla.gov.au/nla.news-article272512996">http://nla.gov.au/nla.news-article272512996</a>		
<a href="http://nla.gov.au/nla.news-article272419726">http://nla.gov.au/nla.news-article272419726</a>		
<a href="http://nla.gov.au/nla.news-article277764116">http://nla.gov.au/nla.news-article277764116</a>		
<a href="http://nla.gov.au/nla.news-article272419340">http://nla.gov.au/nla.news-article272419340</a>		
<a href="http://nla.gov.au/nla.news-article273925944">http://nla.gov.au/nla.news-article273925944</a>		
<a href="http://nla.gov.au/nla.news-article274001700">http://nla.gov.au/nla.news-article274001700</a>		
<a href="http://nla.gov.au/nla.news-article274244772">http://nla.gov.au/nla.news-article274244772</a>		
<a href="http://nla.gov.au/nla.news-article277894639">http://nla.gov.au/nla.news-article277894639</a>		
<a href="http://nla.gov.au/nla.news-article273203635">http://nla.gov.au/nla.news-article273203635</a>		
<a href="http://nla.gov.au/nla.news-article273692125">http://nla.gov.au/nla.news-article273692125</a>		
<a href="http://nla.gov.au/nla.news-article275717857">http://nla.gov.au/nla.news-article275717857</a>		
<a href="http://nla.gov.au/nla.news-article271994398">http://nla.gov.au/nla.news-article271994398</a>		
<a href="http://nla.gov.au/nla.news-article272869298">http://nla.gov.au/nla.news-article272869298</a>		
<a href="http://nla.gov.au/nla.news-article273203811">http://nla.gov.au/nla.news-article273203811</a>		
<a href="http://nla.gov.au/nla.news-article272732078">http://nla.gov.au/nla.news-article272732078</a>		
<a href="http://nla.gov.au/nla.news-article273116524">http://nla.gov.au/nla.news-article273116524</a>		
<a href="http://nla.gov.au/nla.news-article275657775">http://nla.gov.au/nla.news-article275657775</a>		
<a href="http://nla.gov.au/nla.news-article272272338">http://nla.gov.au/nla.news-article272272338</a>		
<a href="http://nla.gov.au/nla.news-article272565952">http://nla.gov.au/nla.news-article272565952</a>		
<a href="http://nla.gov.au/nla.news-article273533855">http://nla.gov.au/nla.news-article273533855</a>		

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<http://nla.gov.au/nla.news-article273787725>  
<http://nla.gov.au/nla.news-article273990456>  
<http://nla.gov.au/nla.news-article275282212>  
<http://nla.gov.au/nla.news-article272022537>  
<http://nla.gov.au/nla.news-article272520049>  
<http://nla.gov.au/nla.news-article271994444>  
<http://nla.gov.au/nla.news-article272731191>  
<http://nla.gov.au/nla.news-article273129186>  
<http://nla.gov.au/nla.news-article272085360>  
<http://nla.gov.au/nla.news-article272465357>  
<http://nla.gov.au/nla.news-article272323515>  
<http://nla.gov.au/nla.news-article277660912>

<http://nla.gov.au/nla.news-article273191228>  
<http://nla.gov.au/nla.news-article277661816>  
<http://nla.gov.au/nla.news-article271994435>  
<http://nla.gov.au/nla.news-article272890115>  
<http://nla.gov.au/nla.news-article273129859>

<http://nla.gov.au/nla.news-article276188704>  
<http://nla.gov.au/nla.news-article272869469>  
<http://nla.gov.au/nla.news-article272378123>  
<http://nla.gov.au/nla.news-article272473044>  
<http://nla.gov.au/nla.news-article272786787>  
<http://nla.gov.au/nla.news-article273398914>  
<http://nla.gov.au/nla.news-article272016466>  
<http://nla.gov.au/nla.news-article272133530>  
<http://nla.gov.au/nla.news-article272150296>  
<http://nla.gov.au/nla.news-article272271386>  
<http://nla.gov.au/nla.news-article272421341>

<http://nla.gov.au/nla.news-article273764391>

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<a href="http://nla.gov.au/nla.news-article271570900">http://nla.gov.au/nla.news-article271570900</a>	
<a href="http://nla.gov.au/nla.news-article272350594">http://nla.gov.au/nla.news-article272350594</a>	
<a href="http://nla.gov.au/nla.news-article272388557">http://nla.gov.au/nla.news-article272388557</a>	

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**Table 3.** Text corrections reviewed on 9/1/2025

ARTICLE ID	Meaningful Text Corrections	Nuisance corrections
<a href="http://nla.gov.au/nla.news-article272547196">http://nla.gov.au/nla.news-article272547196</a>		
<a href="http://nla.gov.au/nla.news-article272528830">http://nla.gov.au/nla.news-article272528830</a>		
<a href="http://nla.gov.au/nla.news-article272521293">http://nla.gov.au/nla.news-article272521293</a>		
<a href="http://nla.gov.au/nla.news-article272551962">http://nla.gov.au/nla.news-article272551962</a>		
<a href="http://nla.gov.au/nla.news-article272519827">http://nla.gov.au/nla.news-article272519827</a>		
<a href="http://nla.gov.au/nla.news-article272393545">http://nla.gov.au/nla.news-article272393545</a>		
<a href="http://nla.gov.au/nla.news-article272541640">http://nla.gov.au/nla.news-article272541640</a>		
<a href="http://nla.gov.au/nla.news-article272481285">http://nla.gov.au/nla.news-article272481285</a>		
<a href="http://nla.gov.au/nla.news-article272465309">http://nla.gov.au/nla.news-article272465309</a>		
<a href="http://nla.gov.au/nla.news-article272448071">http://nla.gov.au/nla.news-article272448071</a>		
<a href="http://nla.gov.au/nla.news-article272464002">http://nla.gov.au/nla.news-article272464002</a>		
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<a href="http://nla.gov.au/nla.news-article272334416">http://nla.gov.au/nla.news-article272334416</a>		
<a href="http://nla.gov.au/nla.news-article272334174">http://nla.gov.au/nla.news-article272334174</a>		
<a href="http://nla.gov.au/nla.news-article272522862">http://nla.gov.au/nla.news-article272522862</a>		
<a href="http://nla.gov.au/nla.news-article272490530">http://nla.gov.au/nla.news-article272490530</a>		
<a href="http://nla.gov.au/nla.news-article272466720">http://nla.gov.au/nla.news-article272466720</a>		
<a href="http://nla.gov.au/nla.news-article272551981">http://nla.gov.au/nla.news-article272551981</a>		

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