



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 Service'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: 6/9/2024

Trove Username: [REDACTED]

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Reported activity: Suspiciously high number of text corrections.

Details of reports

Date	Method reported (incl RefTracker no.)	Report
12/8/2024	RSref168714	High number of text corrections and spurious corrections
6/9/2024	RSref170072	Very fast and high number of text corrections

Details of investigation undertaken

Date	Report
29/10/2024	<p>The 500 most recent text correction records were for corrections to 20 individual articles. All articles were checked. For two articles, there was evidence of trivial or nuisance corrections where additional punctuation was being added and then later removed. Based on the date associated with the addition and removal of these changes, [REDACTED] is using these as a placeholder between sessions in longer articles. All the edited records checked had meaningful corrections (See Table 1 for list).</p> <p>[REDACTED] consistently edits small amount of text, sometimes a letter at a time, in the same lines multiple times over a short period which accounts for his high correction rate. In one case, they corrected 3 lines of text (a total of 10 words) 5 times over a short period accounting for 8 lines of text correction.</p>
29/1/2025	<p>A further investigation of [REDACTED] shows that they consistently retype rather than edit errors. They then delete these lines over multiple saves, which means that they add to their text correction score significantly.</p> <p>Their text corrections, though, are useful with links consistently remaining intact throughout the process and transcripts significantly improved.</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
29/1/2025	Warning	<p>Dear [REDACTED]</p> <p>Some of your recent text corrections have been brought to our attention.</p> <p>When text correcting, please 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 editing a letter at a time. Please also avoid rewriting the text in its entirety while retaining the original transcript when you save.</p> <p>This ensures that the text corrections made are useful to other Trove users.</p> <p>Future corrections may be monitored to ensure that your text corrections comply with the text correction guidelines.</p> <p>Kind regards, [REDACTED]</p>

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Recommended action approved by: [REDACTED]

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Approved action completed: [REDACTED] 19/3/25 (RSref174273)

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Table 1: Investigated Text Corrections

Link checked	Meaningful Text Corrections	Nuisance corrections	No. of sessions
<u>01 Oct 1924 - TO THE NORTH. - Trove (nla.gov.au)</u>	<u>Y</u>	<u>N</u>	<u>44</u>
<u>01 Oct 1924 - Advertising - Trove (nla.gov.au)</u>	Y	N	107
<u>27 Oct 1942 - SURCHARGE - Trove (nla.gov.au)</u>	Y	N	1
<u>08 Oct 1942 - FARM LABOR - Trove (nla.gov.au)</u>	Y	Y	74
<u>01 Oct 1923 - No Title - Trove (nla.gov.au)</u>	Y	N	594
<u>23 Jun 1934 - Know Him In Hobart - Trove (nla.gov.au)</u>	Y	N	10
<u>23 Jun 1934 - Grand Old Man Of Cricket - Trove (nla.gov.au)</u>	Y	N	14
<u>30 Sep 1943 - THE FEDERAL BUDGET - Trove (nla.gov.au)</u>	Y	Y	140
<u>01 Oct 1924 - ILLNESS OF MR. G. MARTENS. - Trove (nla.gov.au)</u>	Y	N	23
<u>01 Oct 1924 - UNITED BOYS CLUB. - Trove (nla.gov.au)</u>	Y	N	27
<u>01 Oct 1924 - "LET HIM NOW SPEAK." - Trove (nla.gov.au)</u>	Y	N	20
<u>18 Jul 1931 - No title - Trove (nla.gov.au)</u>	Y	N	3
<u>31 Jan 1931 - Advertising - Trove (nla.gov.au)</u>	Y	N	34
<u>18 Jul 1931 - School Leaving Age - Trove (nla.gov.au)</u>	Y	N	12
<u>18 Jul 1931 - Treaty With Canada - Trove (nla.gov.au)</u>	Y	N	10
<u>18 Jul 1931 - Advertising - Trove (nla.gov.au)</u>	Y	N	22
<u>18 Jul 1931 - No title - Trove (nla.gov.au)</u>	Y	N	3
<u>18 Jul 1931 - Wit of the World - Trove (nla.gov.au)</u>	Y	N	44
<u>18 Jul 1931 - Advertising - Trove (nla.gov.au)</u>	Y	N	77
<u>03 Jan 1931 - Advertising - Trove (nla.gov.au)</u>	Y	N	1