

21 February 2019

Ref R19/10155

[Name redacted]

[Address redacted]

Dear Mr [name redacted]

The purpose of this letter is to respond to your reports of potential misuse of Trove text correcting by specified Trove users, and to separately address your own use of Trove text correcting.

Response to your reports of potential misuse of Trove

Thank you for reporting a number of potential breaches of the Trove Terms of Use by in relation to text correcting activities of Trove user accounts: 'science.war.trains.etc', 'ArticleCorrected', 'GJReid-B.Sc.M.Mgmt.', 'ModernHistory1788-', 'Gato.' and '*anon*'. A list your reports is at Attachment A.

The potential breaches reported by you have been investigated by the Library. As part of the investigation, the Library considered the details outlined in your reports as well as other relevant information. These investigations have now been finalised and the Library has taken appropriate action in relation to the Trove user accounts.

In your recent reports, you raised the capacity for Trove users to create anonymous user accounts. This is an issue that you have previously raised with the Library, and that we have previously addressed. The Library does not propose to revisit the issue unless the circumstances have changed substantially and are likely to affect the Library's decision in relation to anonymous user accounts.

Please be assured that the Library's Trove Management team continues to take action to resolve issues relating to any reported breaches of the Trove Terms of Use. An example of this is the implementation of a new code to prevent white space edits to text.

Warning regarding the use of your Trove account

Reports have been made to the Trove Management team regarding your own use of Trove. These reports have caused the Library to investigate your own use of Trove.

The Library has identified the following actions taken using your Trove account 'Gato' to:

- Publish the list titled 'Abuse of Trove by the serial pest science.war.trains.setc., etc.,' <https://trove.nla.gov.au/list?id=121475> and republish it as 'Abuse of Trove—correction credit theft and denial attacks by a serial pest' <https://trove.nla.gov.au/list?id=125612>

- Publish comments titled 'DELETION OF ALL LINES BY SERIAL PEST', 'TEXT DELETED BY SERIAL PEST' and 'ABUSE BY TROVE SERIAL PEST' (on articles listed in the table at Attachment B)
- Use the Trove forum private messaging service to send messages to other members of the Trove community which have caused those users distress and concern.

These actions predominantly relate to your concerns of misuse by another user, concerns raised by you directly with the Library and addressed above. The Library does not support the use of published lists and comments for the purpose of sharing information about another user including a person's views of that user.

The Library has considered these actions and determined that they contravene the Trove Terms of Use. In particular, the requirements for Trove users to:

Act responsibly

You are responsible for your actions while participating in this community. Try to make everyone in the community feel comfortable and their contributions valued.

Provide relevant notes, comments and corrections

This is a place to share information relevant to the contents of Trove. Post valuable, honest, relevant information and make your comments useful and informative.

The Terms of Use are available in full online: <http://trove.nla.gov.au/general/termsfuse>

The Library has determined to issue a warning to you in relation to your actions outlined above and to remove that published content from Trove.

The Library also asks that you please refrain from using the private messaging service to contact members of the Trove community which may cause them distress and concern.

This is your second warning in relation to your contravention of the Trove Terms of Use. Your first warning was issued on 7 March 2018. In the event that the Library has cause to issue a third and final warning to you in relation to your use of Trove, your user account would be revoked, and the email address associated with this account will be prevented from being used in Trove.

The Library values the contributions made by the Trove community. We ask you to please familiarise yourself with the Trove Terms of Use and to ensure that you comply with these terms in your own use of Trove.

Thank you for your cooperation going forward.

Yours sincerely

[staff name redacted]
Director, Trove

Attachment A – Your reports to the Library

1	RSref102473	reporting tag "g-e flip-flopping between usernames"
2	RSref102472	reporting tags "g-y flip-flopping between usernames", "gato and yelnod are the same person", and "gato and eamon.key are the same person"
3	RSref102053	http://nla.gov.au/nla.news-article13520322
4	RSref102029	http://nla.gov.au/nla.news-article31739333
5	RSref101989	http://nla.gov.au/nla.news-article71391224
6	RSref101956	Response to previous correspondence
7	RSref101657	Request to investigate user account 'gato,'
8	RSref101551	http://nla.gov.au/nla.news-article14716131
9	RSref101550	http://nla.gov.au/nla.news-article224235269
10	RSref101549	http://nla.gov.au/nla.news-article80084648
11	RSref101542	Removal of the list 'Abuse of Trove by the serial pest science.war.trains.etc., etc., etc.'
12	RSref101263	Request to investigate user account 'Gato.'
13	RSref101229	http://nla.gov.au/nla.news-article78272393
14	RSref101227	http://nla.gov.au/nla.news-article142416719
15	RSref101220	http://nla.gov.au/nla.news-article3031143
16	RSref101181	http://nla.gov.au/nla.news-article5187842
17	RSref101180	http://nla.gov.au/nla.news-article5187842
18	RSref101178	http://nla.gov.au/nla.news-article139715850 http://nla.gov.au/nla.news-article28394274 http://nla.gov.au/nla.news-article85027822 http://nla.gov.au/nla.news-article70480157
19	RSref101161	http://nla.gov.au/nla.news-article14319071
20	RSref101160	http://nla.gov.au/nla.news-article78272358
21	RSref101159	http://nla.gov.au/nla.news-article167588748
22	RSref101158	http://nla.gov.au/nla.news-article9334356
23	RSref101157	Request to investigate user account 'ModernHistory1788-'
24	RSref101156	http://nla.gov.au/nla.news-article14366598
25	RSref101155	http://nla.gov.au/nla.news-article28140573
26	RSref101143	http://nla.gov.au/nla.news-article205659292
27	RSref101141	Request for action/response to previous requests
28	RSref101138	http://nla.gov.au/nla.news-article205659292
29	RSref101137	http://nla.gov.au/nla.news-article205659292
30	RSref101135	http://nla.gov.au/nla.news-article205659292
31	RSref101134	http://nla.gov.au/nla.news-article205659292
32	RSref101114	http://nla.gov.au/nla.news-article10542346
33	RSref101113	http://nla.gov.au/nla.news-article12141236
34	RSref100959	Request to investigate user account 'ArticleCorrected' and 'science.war.trains.etc' http://nla.gov.au/nla.news-article16379194

Attachment B – List of Trove articles

1	2018-12-25	https://trove.nla.gov.au/newspaper/article/224235269
2	2018-12-25	https://trove.nla.gov.au/newspaper/article/14716131
3	2018-12-25	https://trove.nla.gov.au/newspaper/article/80084648
4	2018-12-08	https://trove.nla.gov.au/newspaper/article/78272393
5	2018-12-08	https://trove.nla.gov.au/newspaper/article/142416719
6	2018-12-07	https://trove.nla.gov.au/newspaper/article/3031143
7	2018-12-05	https://trove.nla.gov.au/newspaper/article/14319071
8	2018-12-05	https://trove.nla.gov.au/newspaper/article/78272358
9	2018-12-05	https://trove.nla.gov.au/newspaper/article/167588748
10	2018-12-05	https://trove.nla.gov.au/newspaper/article/9334356
11	2018-12-04	https://trove.nla.gov.au/newspaper/article/28140573
12	2018-12-04	https://trove.nla.gov.au/newspaper/article/14366598
13	2018-12-04	https://trove.nla.gov.au/newspaper/article/205659292
14	2018-12-03	https://trove.nla.gov.au/newspaper/article/12141236
15	2018-12-03	https://trove.nla.gov.au/newspaper/article/10542346