

Report of Trove User moderation

Date first reported: 27/3/21

Trove Username: R.J. Trenwith

Reported activity: Removal of correct article text and replacement with same text multiple times

Details of reports

Date	Method reported (incl RefTracker no.)	Report
27/3/21	RSref150256	How can the user R.J.Trenwith legitimately rack up many thousands of corrections per day? Over the past 24 hours I have been watching his/her tally, They have closed in on the leading corrector for the months' tally from a deficit of over 10,000 to now a deficit of only 2,000 - even while the lead corrector - DonnaTelfer - has corrected a couple of thousand lines over the same period. This manipulator of the correction hall of fame tally must be brought into line.
28/3/21	RSref150263	<p>After keeping quiet about this subject for a long while, I have finally had enough!</p> <p>Hours upon hours of correcting effort, for weeks and weeks, months on months and years on years is coming to nought.</p> <p>All because a user by the name of r.j.trenwith has manipulated the system to have in the past 1 hours, corrected 1500+ lines of text.</p> <p>This is not possible without manipulating the system and doing corrections properly. Even with my experience I cannot get anywhere near that target.</p> <p>Please investigate that user. She or he is doing a disservice to Trove. There are number of users whom you are alienating by not taking precautions against this user.</p>

Details of investigation undertaken

Date	Report
29/3/21	<p>Ticket #2021032910000151 raised with IT, requesting information about the users activity.</p> <p>IT provided the following information:</p>

These are the distinct articles the user has edited in the last 30 days

<https://trove.nla.gov.au/newspaper/article/16342978?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16343483?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16344474?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16344976?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16345254?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16345432?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16345504?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16345789?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16346918?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16346076?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16346377?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16347165?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16347429?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16347728?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16348046?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16348326?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16348637?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16348874?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16349149?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16349423?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16349726?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16350014?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16350296?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16350549?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16350820?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16351124?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16351425?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16351718?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/28057131?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16352020?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16352318?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16352624?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16352965?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16353312?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16353571?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16353821?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16354142?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16354415?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16354708?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16355002?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16355289?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16355564?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16355884?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16356157?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16356458?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16356743?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16357029?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16357285?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16357551?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16357827?afterLoad=showCorrections>

<https://trove.nla.gov.au/newspaper/article/16358102?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16358344?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16358642?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16358900?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16359180?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16359459?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16359769?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16360029?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16360338?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16360556?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/28057411?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16360812?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16361103?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16361381?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16361683?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16361970?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16362223?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16362541?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16362843?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16363144?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16363434?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16363684?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16363970?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16364321?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16364646?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16384040?afterLoad=showCorrections>
<https://trove.nla.gov.au/newspaper/article/16376401?afterLoad=showCorrections>

The user is deleting all the text in articles

2 days ago
r.j.trenwith

Rollback this correction
(Will remove THIS correction, AND every correction above)

roner representate es in Shanghai	Foreign
wü established official contact with the	have
licer commanding the Cantonese forceB m	officer
'le stated that it «na hil intention to pro	the
id foreign life and property, and suppresB	He
rtjunc ami disorder	tect
" ? manifesto to the Chinese people this	violence
iTtr in>3 that Shanghai would now become	In
J Hie for Chinese nationalism	officer
Mesinthle the Cantonese regulars ha'e been	a
tg>ed in clearing out the remaining terroi	Meanwhile
" m the city	engaged
anally the situation in ImpioHog and a	ists

Then text correcting the first word in each sentence

	<div data-bbox="359 170 1390 763"> <p>2 days ago r.j.trenwith</p> <p>Rollback this correction (Will remove THIS correction, AND every correction above)</p> <p>Foreign Power have established officer commanding He stated tect foreign In a officer says a base Meanwhile the engaged in Generally the regular administration The Cantonese striking a Mr. McKell Australian credit A final British Cabinet</p> </div> <div data-bbox="359 763 1390 1218"> <p>2 days ago r.j.trenwith</p> <p>Rollback this correction (Will remove THIS correction, AND every correction above)</p> <p>have established official officer commanding the He stated stat tect foreign life In a manifesto officer says that Meanwhile the Cantonese engaged in clearing Generally the situation striking a blow, Mr. McKell has Australian credit generally A final decision British Cabinet to</p> </div> <p><i>And has been doing it for quite a while .</i></p> <p>Investigation by Partner Liaison identified the majority of this activity was conducted over the months of February and March and requested that IT rollback the corrections for this period. This request was stopped after 10 articles had been rolled back for further investigation.</p>
31/3/21	<p>Partner Liaison continued to monitor the users activity and request the following information about the users activity over the previous 24 hours.</p> <p><i>These are the articles in the last 24 hours</i></p> <p>https://trove.nla.gov.au/newspaper/article/16381144?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/16386598?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530395?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530570?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530563?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530562?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530391?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530392?afterLoad=showCorrections </p> <p>https://trove.nla.gov.au/newspaper/article/17530389?afterLoad=showCorrections </p>

	<p> https://trove.nla.gov.au/newspaper/article/17530390?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530393?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530450?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530451?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530244?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530246?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530241?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530345?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530600?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530633?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530890?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530889?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530892?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530891?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530875?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530919?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530913?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530923?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530921?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530916?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530937?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530829?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530823?afterLoad=showCorrections https://trove.nla.gov.au/newspaper/article/17530821?afterLoad=showCorrections </p> <p>Reviewing the articles showed that the activity of the user had changed after noticing a number of their corrects had been reduced.</p> <p>After some discussion it was decided to send the user a warning that their activity has been noticed and that we would continue to monitor their activity.</p>
--	--

Recommended action

No Action:

Warning:

Strike policy enacted

Date	Type of action	Details for communication
8/4/21	Warning	<p>Dear R.J.Trenwith,</p> <p>We have observed that many of your edits involve the deletion and subsequent replacement of bulk text from transcripts that are already accurate. This has resulted in you being credited for text corrections that are not improving the relevance of searching on Trove. Improving the accuracy of search results is the primary reason why the National Library invites the community to participate</p>

		<p>in text correcting. While some of your corrections appear legitimate, this bulk editing behaviour appears to be solely for the purpose of boosting your status as a text corrector .</p> <p>The removal and editing of text that is already correct is not encouraged. We have rolled back some of the changes we have identified and will monitor activity to see if this continues to be a pattern of behaviour.</p> <p>Regards</p> <p>Trove Management</p>
--	--	--

Recommended action approved by [staff name redacted]