

# ALA Council Committee Report Form

TO: ALA Council

DATE: 1/6/2023

RE: *(select one)*

- ACTION REQUESTED
- INFORMATION
- REPORT**

ACTION REQUESTED/**INFORMATION**/REPORT: *(add below)*

Activities for the committee have increased since the Code of Conduct was updated. Some committee members noticed emails were sent to their work email addresses regarding the moderation process. We recommend that ALA creates an email address to receive comments.

The committee is thankful for the new members. The chairs and the liaison participated in the ALA Volunteer event in September 2022. We look forward to more opportunities to share the benefits of involvement.

Scheduled meetings are held monthly, with emergency meetings as needed for infractions. In November 2022, the committee requested additional members because of the increase in moderation cases. Note that our members are dedicated. The request was submitted because the committee begins the discussion of level 3 and 4 moderation cases on the committee discussion board. Several confidential questions arise, and members meet synchronously to discuss the questions and to receive additional background information from the committee liaisons.

However, like other committees, the members are from multiple time zones and types of libraries. Often members cannot attend "emergency" meetings. We believe additional members will provide a more rounded discussion of the cases to ensure the inclusion of diverse viewpoints to protect the interests of ALA and its members.

The committee continues to refine the drafted moderation process and the format for the transparency report. Moderation levels have been defined and implemented. We have tested the moderation process. The moderation levels are as follows.

Moderation Levels

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1. Moderation Level 1: Self-Moderation: Members adhere to the Code of Conduct without incidence.
2. Moderation Level 2: Member moderation: Community members respond to borderline offensive, aggressive, or inappropriate posts. For instance, a member may tell another member that they are spamming the discussion board with posts containing language that might be offensive or self-promoting (i.e., paid events and job posts). Persistent behavior is either flagged by members or ALA staff.
3. Moderation Level 3: This level of moderation involves immediate action for incidents involving illegal content, such as, but not limited to, political speech or antitrust violations. The ALA Staff member provides a report to the ALA Code of Conduct committee for documentation and discussion. An ALA staff member may independently remove/edit content and inform the committee afterward. This removal also applies to the straightforward removal of forbidden (spam) content like self-promotion and advertisements on boards that are not dedicated for those purposes. The ALA Staff will direct members to the Code of Conduct or appropriate board for their posts.
4. Moderation Level 4: This level of moderation is for serious infractions that require review by the Code of Conduct committee and applicable ALA leadership. Examples of these infractions may include repeated Level 2 and 3 flags and incidents that include, but are not limited to, harassing members and hate speech. The ALA staff member will monitor ALA Connect activity and alert the ALA Code of Conduct committee of Level 4 infractions.

Tables 1 and 2 represent the moderation process results.

<b>Table 1: Moderation Process Results</b>		
<b>Incident Level</b>	<b>Post Description</b>	<b>Number of Incidents</b>
2	Job	248
2	Commercial	7
3	Discussion	2
4	Discussion	1
2	Other (request from community manager to remove a post that was inappropriate for the community)	2
<b>Total</b>		<b>260</b>

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Table 2: Incident Reports*	
Type of Incident	Number
Job Posts	75
Discussions	4
Total	79
* 5 reports were emailed to <a href="mailto:connect@ala.org">connect@ala.org</a>	

## Summary of Level 3 and 4 Infractions

- The committee met and reviewed two infractions.
  - Incident 1: The committee recommended a one-month suspension from ALA Connect.
  - Incident 2: The committee recommended the removal of the post and a warning for the member. The member chose to remove the post.
- The committee liaison (i.e., the current community manager) brought one incident to the committee's attention. An ALA member or ALA staff member did not submit this incident. Still, the incident raised concerns. The committee recommended a six-month suspension due to repetitive behaviors.
- The community manager reviewed and resolved an incident with two community members. The members self-moderated by adjusting or removing their posts.

**Action requested from Councilors is to cast their vote to: *NONE***

**ACTION REQUESTED BY:** N/A

**CONTACT PERSON:** Daniella Smith ([dr.daniellasmith@gmail.com](mailto:dr.daniellasmith@gmail.com) ; [daniella.smith@unt.edu](mailto:daniella.smith@unt.edu)), Sheri Edwards ([sheri.edwards@ufl.edu](mailto:sheri.edwards@ufl.edu))

**STAFF LIAISON CONTACT:** Cory Stevenson ([cstevenson@ala.org](mailto:cstevenson@ala.org)),

**BACKGROUND:** *(add information)*

Code of Conduct Charge:

To administer and apply the ALA Online Code of Conduct. This committee will provide transparent, consistent, and context-sensitive accountability to ensure mutual respect and community safety. It will take timely action in addressing and resolving any incidents on those platforms and channels. It will ensure that the Code of Conduct is updated

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according to the schedule in the Code, with opportunity for community input. It will publish an annual transparency report and communicate that report, along with any updates to the Code, to users of all ALA-affiliated platforms and channels. Finally, it will partner with ALA leadership and legal counsel to develop and maintain a strong and transparent procedures for handling incidents.

## **Roster as of January 6, 2023:**

Sheri Edwards (co-chair)

Daniella Smith (co-chair)

Kay Coates

Elizabeth D. Malabanan

Elizabeth Nebeker

Toni Negro

Virginia T. Seymour

Christina Rodriques (Board Liaison)

Cory Stevenson (Primary Staff Liaison)

Melissa K. Walling (Staff Liaison)