

## Moderator Guidelines

Our aim is to provide an online forum for ACerS members to collaborate, post questions, exchange best practices and share topics of discussion related to ceramics and glass. We ask that our volunteer Moderators assist in ensuring that the ACerS Member Community remains a place for open dialogue.

The volunteers filling the Moderator positions should have a positive attitude toward ACerS, toward the community group(s), and have a desire for the betterment and success of both the community group(s) and ACerS. The community group's success is fostered through thoughtful discussion, sharing of information that furthers group members' knowledge and promotion of the Ceramics and Glass Industries in general.

Please refer to the [Member Community Guidelines](#) document regarding what is asked of our members. These guidelines should help our members understand how to act within the community and what to expect from others in this space.

## Moderator Duties

- Your primary responsibility will be to flag inappropriate posts.
- Additionally, you may need to post warnings in groups/topics/threads if you see unsafe advice being shared, being careful not to become engaged in back and forth/argumentative posts.
- Communicate with members via private message (PM) and advise them of the Terms of Use (*see Terms of Use document*) and the consequences of disruptive behavior.
- Each moderator will be assigned to a specific area of the community, although we also ask that you visit the [Topics](#) area and glance over all recent content to be sure any inappropriate content has been dealt with and nothing has been missed. Tag appropriate staff member(s) in these posts, if immediate attention is needed.
- Help keep posts and comments on topic by steering the conversation back to the content of the original post, if needed.

## Inappropriate Content

- Hate speech or bullying
- Spam: links, advertisements, re-posting of copyrighted materials, other illegal content
- Offensive: lewd comments, profanity, pornography, adult material
- sensitive information (personal info, phone numbers, etc.)
- links to executable files

## The Moderator Team

A private group has been set up for moderators and admins so that they can easily and confidentially communicate with one another. This group is named **Moderator Team Discussions** and when you have volunteered to be a Moderator, you will be added to this group. You can then find the group under the **Groups** tab > **My Groups**.

Moderators will be expected to collaborate with Admins in situations that may merit:

- The warning of a member, deletion of posts or topics, and the banning of a member.
- Any other difficult situation where a group decision may be warranted.

It is requested that Moderators communicate in advance with other Moderators/Admins about any planned time away from the forum (e.g., away on vacation).

## Guidelines for flags, warnings, deleting comments/content

- **Flag** any content that meets the guidelines regarding inappropriate content. This flagged content will be reviewed by admins to determine what the best course of action will be.
- If there is follow up or additional information needed to be relayed to the admins regarding any flagged posts, please **comment in the Moderator's private group**. Make note of the member name and date of comment and provide any additional information as needed. (It is NOT a requirement to flag AND provide comments.)
- After each flagged post, the member will be made aware of why their post was flagged/deleted and will be given a **warning**.
- Depending on the severity, some flagged posts may warrant immediate removal from the community. At minimum, after two (2) flagged posts and warnings, **the member will be removed from the community**.
- If the member continues to participate in the community after being removed, the issue will be brought to **ACerS leadership** to see what, if any additional actions are needed (which could lead to revocation of membership).

We encourage you to commit to volunteering to be a Moderator for at least 6 months and then take an opportunity to reassess. If you do not feel you can meet the guidelines shown above, or would like to amend your commitment term, please alert the appropriate ACerS Staff member as soon as possible so that another Moderator may fill in.

Additionally, if you have suggestions as to how the moderation process could be improved, please pass these suggestions along to the appropriate ACerS Staff member.

We are excited for you to join our new ACerS Member Community as a Moderator! Please let us know of any feedback you may have regarding the Moderator experience.