

Introduction to custodial and janitorial moderation

AND WHY YOUR ALREADY DOING IT
PRESENTED BY CAT

Who is Cat?

- ▶ Draupnir Maintainer
- ▶ Publicly Known CME member
- ▶ Vice Chair Safety Guild

Disclaimers

- ▶ This talk is going to indirectly touch some quite sensitive topics.
- ▶ This disclaimer is the here be dragons disclaimer even if we will only mention these dragons as the monsters under the bed.

What is Custodial Moderation?

- ▶ Custodial moderators focus on community atmosphere and feeling but also judgement call rules enforcement and topic management
- ▶ Culture shaping is a important cornerstone of the philosophy as the best way to resist Eternal September type scenarios is to have culture be grass roots.
- ▶ Culture enforcement should not be the exclusive domain of the moderators but should be a community effort to be sustainable.

If custodial moderators are just moderators then what is a janitor?

- ▶ The janitor role is most easily described as the unglamorous side of moderation.
- ▶ Janitors clean up after various types of threat actors and attacks
- ▶ Janitors also traditionally tasked with keeping the monsters under the bed contained.

Mallards in a room about Cats

- ▶ This image shows our example room Fluffy Kittens
- ▶ This room is dedicated to well Fluffy Kittens
- ▶ This mallard is a perfect example of something that clearly does not belong.
- ▶ The mallard is a placeholder for the monsters under the bed but also a clear example of the type of unambiguous content that janitors clean up.

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catstestusermeowmeow



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cat_test_user_evil

15:42



Who is the perfect janitor?

- ▶ Janitors are picked for two criteria primarily.
- ▶ Do you trust them to execute their duties within their defined mandate.
- ▶ Will the selection survive scrutiny under ethical and other responsibilities.

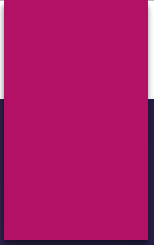
How does this materialise in practice?

- ▶ Janitorial moderation is at first glance one of those concepts you might think is purely academical
- ▶ Community Moderation Effort (CME) is the counterexample that proves this model has been successfully deployed.
- ▶ CME is both a community of room moderation staff and a army of janitors as a service as we write policies with janitorial robes on not custodial ones.

What benefits do communities gain from this model?

- ▶ This model aims to make it clear to all stakeholders that not all moderators have to have the same duties.
- ▶ This makes it easier to recruit for exclusively one of these roles so you can pick janitors for trust and ability to stay safe doing the job and custodians for their soft skills and moderation experience.
- ▶ This is especially important as its much easier for your communities to share janitors than custodians due to scope.
- ▶ Coverage: Usage of rapid response policy lists of a janitorial nature has greatly helped in average time between attack detection and remediation.

End



Q&A

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