

Aligning Technical Solutions & Policy to Combat Harassment on Wikimedia Projects



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**October
2018**

**WikiConference
North America**

~Community Health Initiative~

~Trust and Safety Team~

~Anti-Harassment Tools Team~



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Trevor Bolliger
Karen Brown
Patrick Earley
Claudia Lo
Joe Sutherland



Primary purpose of the session is to discuss possible strategies for reviewing or revising community policies and workflows.



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Overview of Tools by Wikimedia Foundation Anti-Harassment Tools Team



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User mute features

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Notifications mute

- Stops all notifications from particular users
- The Notifications Mute feature can be found at the bottom of the "Notifications" tab of user preferences.

Muted users

Do not display
notifications from these
users. ([learn more](#))

FooBar X

Add more...

Special:EmailUser Mute

- Stops emails from particular users
- The EmailUser Mute feature can be found in the “User profile” tab of user preferences.

Email options

Allow other users to email me

Allow emails from brand-new users

Send me copies of emails I send to other users

Prohibit these users from emailing me:

Jimbo Wales × Add more...

Email me when a page or a file on my watchlist is changed

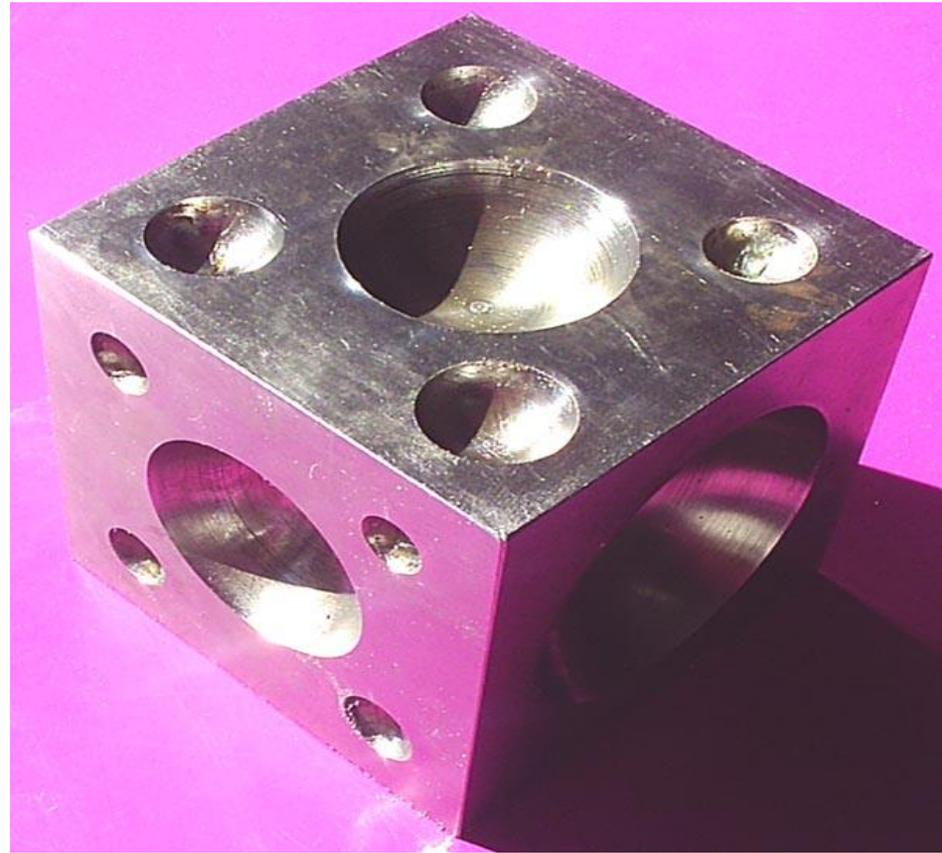
Email me also for minor edits of pages and files

Allow users to restrict which user groups can send them direct emails

- **A user can restrict new accounts from contacting them through “Email this user”.**
- **Available under the 'Email options' section of the 'User profile' tab of Special:Preferences.**
- **A tick box that when checked disallow users who are not autoconfirmed from seeing your “Email this user” link.**

Anonymous User Cookie Blocking

- **Addresses the issue of logged out blocked users easily avoiding site wide blocks.**



[By Erin Silversmith](#)

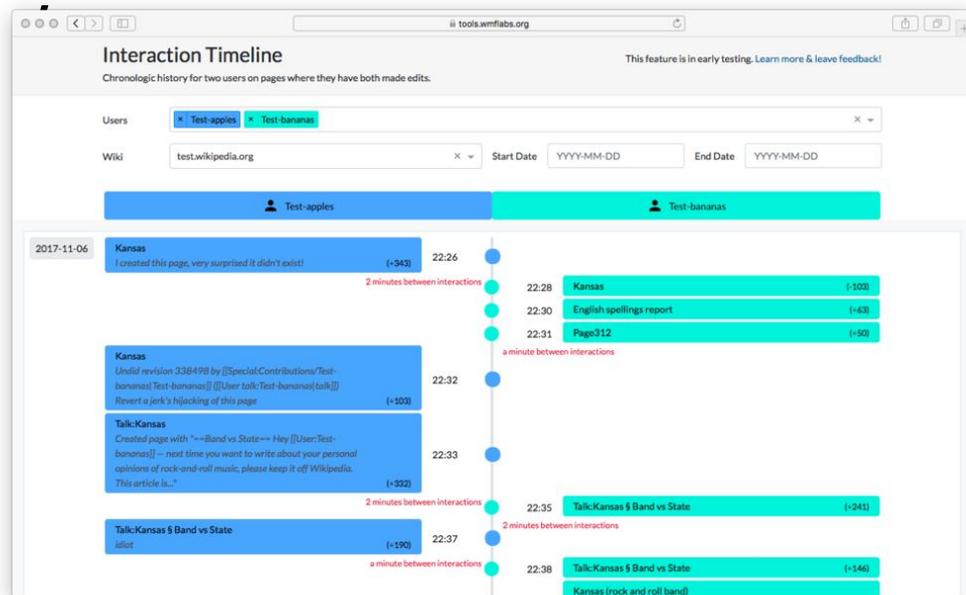
New Tools Under Development



Interaction Timeline

<https://tools.wmflabs.org/interaction-timeline>

- Investigate user misconduct
- Shows a chronologic history for two users on pages where they have both made edits.



Interaction Timeline

<https://tools.wmflabs.org/interaction-timeline>

Call To Action

Look at the Interaction Timeline and then tell Claudia Lo or Trevor Bolliger how to improve it so that it works better in actual noticeboard cases.

Partial blocks

- **Per-user page, namespace, and upload blocking**
- **For times when a full sitewide block is not needed.**
- **Sitewide blocks stay the same**



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Partial blocks

Call to Action

- See Trevor Bolliger for clickable mockup of designs to give feedback.



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Special page

Block user

Use the form below to block write access from a specific IP address or username. This should be done only to prevent vandalism (particular pages that were vandalized). You can block IP address ranges using the CIDR syntax; the largest allowed range is

Username or IP address

Actions to block:

Editing

Sitewide ⓘ

Partial ⓘ

Pages ⓘ

Namespaces ⓘ

Uploading files

Moving pages

Account creation

Sending email

Editing their own talk page

Expiration:



2 hours



Reason:

Other



Additional options:

Automatically block the last IP address used by this user, and any subsequent IP addresses they try to edit from

Watch this user's user and talk pages

Partial blocks

Call to Action

- **In this session today discuss the current on wiki policies, processes, and workflows that might need to change if your wiki does partial blocks.**
- **Consider when and how communities will make these needed changes.**
- **What will the next steps be for consulting with communities?**

Research about the effectiveness of blocks

[See page on Meta](#)

Total active page edit protections on October 18, 2018

Wiki	Full	Semi	Extended
dewiki	129	2,257	0
enwiki	2,012	11,305	1,194
eswiki	133	910	0
frwiki	70	626	0
itwiki	27	233	0

Page edit protections set during October 11 to October 18, 2018

Wiki	Full protection (only admins can edit)	Semi protection (autoconfirmed can edit)	Extended protection (enwiki only, 500+ edits can edit)
dewiki	12	101	0
enwiki	22	417	18
eswiki	1	70	0
frwiki	1	49	0
itwiki	1	31	0

A user reporting system for user misconduct

- Help users quickly & accurately submit reports of harassment to the correct place.



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A user reporting system for user misconduct

- For people handling harassment, the software can help make faster, more accurate decisions that stand up to scrutiny.



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A user reporting system for user misconduct

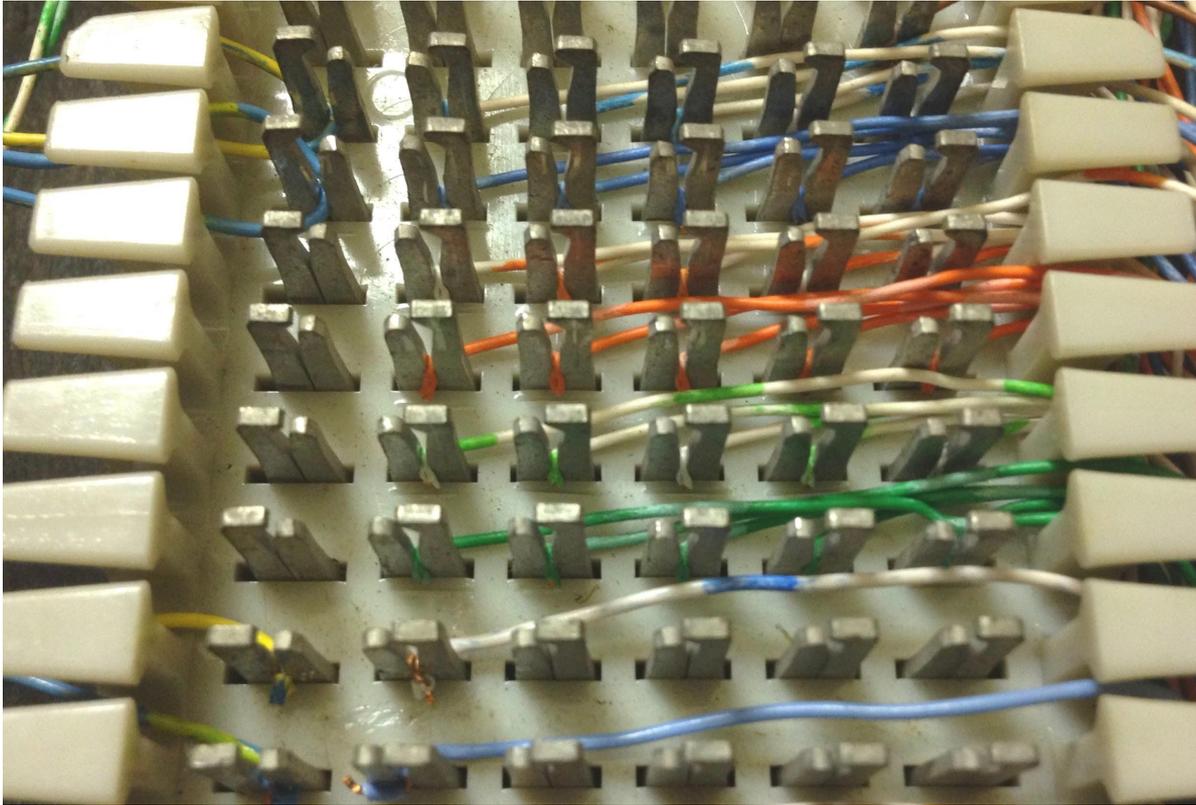
Call to Action

- **Join on and off wiki discussions about a new reporting system.**
- **Review and discuss the initial research about Administrators noticeboard**
- **Review and discuss the Harvard Law School Mediation Clinic Study.**
- **Discuss in session today.**

The English-language Wikipedia community (and most other Wikimedia projects) have conduct policies for their users to follow including policies on civility, harassment, personal attacks, and dispute resolution with established processes and workflow to address these them.



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Divide into groups by area of interest

Group 1: Partial blocks

Group 2: User reporting system

Questions to answer

Partial blocks

- How will your wiki community decide when to use partial blocks?
- Identify policies, processes & workflows that need to change.
- What are next steps for making these changes?



Questions to answer

User reporting system

- How will your wiki community consult with AHT team about a new user reporting system.
- Which people and groups are essential to include in a consultation?



Questions to answer

User reporting system

- **What is best way to include user who were harassed and left?**
- **Who will lead the discussion about changes to policy, processes and workflows for various types of users who are involved with handling cases?**



Thank you!



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