

To: "Michelle Schlachta" <schlachta@google.com>, "Maryrose Dunton" <maryrose@youtube.com>
From: "Virginia Wang" <veedub@youtube.com>
CC: "Joe Smith" <joesmith@google.com>, "Mia Quagliarello" <mquagliarello@google.com>, "Steve Grove" <grove@google.com>, "Community YT Group" <[REDACTED]>, "Wynston Alberts" <wynston@google.com>, "Amy Wright" <wright@google.com>, "Micah Schaffer" <micahs@google.com>, "Justin Green" <jgreen@youtube.com>
BCC:
Sent Date: 2007-07-13 15:56:10 GMT
Subject: Re: [REDACTED] Re: [Youtube-supportrep-sbo] warren25smash

On the topic of c) -

Legal, SQUAD, PM (Core, Monetization, Int'l)

On 7/13/07, Michelle Schlachta <schlachta@google.com> wrote:

>
> Not to be obvious here, but this inconsistency in how we as an entity
> handle/decide strikes & suspensions per our users can only be resolved if
> we:
>
> a) get more of the admin tools we need
> b) update our policies to cover more of these types of situations (it
> appears our userbase has outgrown many currently published guidelines)
> c) stick to our policies strictly and make sure every single employee who
> takes actions on our users is in sync (too much random discretion is being
> used by us, thus the inconsistency)
>
> a) & b) are in the works - c) I think needs to be addressed further.

> On 7/13/07, Joe Smith <joesmith@google.com > wrote:

> >
> > Steve and all...
> >
> > You may not have been on the chain earlier but Julie acknowledged the
> > termination of the account I believe. I can understand fully that policy
> > must be followed and that we really need to figure out something that can
> > further take this "human" element out of policy sans extreme
> > circumstances. I can't give anything but props in all the efficiency
> I've
> > seen displayed through SQUAD and all the progress that has been made since
> > my departure. I think that we need to make sure that we aren't constantly
> > taking out our original users without consult. I know that it would be
> > added steps, but we need to maintain our community and for it to thrive,
> we
> > need to retain our original members with respect to the TOU & other
> > established guidelines. I think a discussion should happen with any user
> > with 5k plus subscribers. I'd be glad to volunteer my time since I have
> > historical knowledge and hopefully others will want to get on board with
> > this.

> >
> > Joe
> >
> >
> > On 7/13/07, Steve Grove <grove@google.com> wrote:
> > >
> > > Would agree we should remove his strikes.
> > >
> > > He hasn't gotten back to me yet regarding his thoughts on the
> > > temporary suspension. But he is a smart and insightful (and yes,
> > > colorful :-)) user with a very strong following in news and politics. I
> > > do not think he is "mean" as some users have complained to Julie.
> > >
> > > Unless anyone on this thread can pipe in and say why they suspended
> > > his account 2 days ago, then I think giving him a clean slate is the
> > > right move. If I'm missing something then please let me know.
> > >
> > > sg
> > >
> > >
> > > On 7/12/07, Mia Quagliarello <mquagliarello@google.com> wrote:
> > > > The URL I just sent contains no copyrighted content.
> > > >
> > > >
> > > > On 7/12/07, Micah Schaffer <micahs@google.com> wrote:
> > > > > I believe both of his strikes were for copyright, not content.
> > > > >
> > > > > M
> > > > >
> > > > > On 7/12/07, Mia Quagliarello <mquagliarello@google.com> wrote:
> > > > > > As Joe Smith pointed out to me, one of the strikes on his
> > > > > > original
> > > > > > account
> > > > > > is for this video --
> > > > > > http://www.youtube.com/watch?v=xj7B_e7dlik -- which
> > > > > > doesn't seem like it deserved a strike.
> > > > > >
> > > > > > Granted his mouth is foul, but in England the "c word" doesn't
> > > > > > have the
> > > > > > extreme negative connotations it does here - it can even be used
> > > > > > affectionately there, believe it or not.
> > > > > >
> > > > > > Can the merits of his original ban be reviewed and we can take
> > > > > > it from
> > > > > > there?
> > > > > >
> > > > > > On 7/12/07, Micah Schaffer <micahs@google.com> wrote:
> > > > > >
> > > > > > (Adding jhavens@google.com -- Julie, your youtube email
> > > > > > address is
> > > > > > bouncing!)> > > > > >
> > > > > > On 7/12/07, Micah Schaffer <micahs@google.com> wrote:
> > > > > > >
> > > > > > > (+ [REDACTED])
> > > > > > >
> > > > > > > Alrighty folks, now what? :)
> > > > > > >

> > > > > > > It is correct that if a user has been banned before, we ban
> > > their
> > > new
> > > > > > accounts. Doesn't mean we're not in a pickle though.
> > > > > >
> > > > > > Should we go about reviewing the merits of his original ban?
> > > > > >
> > > > > > Should we explain that because he was banned in the past, he
> > > > > > perma-banned?
> > > > > >
> > > > > > His video comments are abressive and make liberal use of the
> > > word
> > > > cunt,
> > > > > > but none of them are remotely hate/anti as it's usually just
> > > an
> > > > > > explitive in
> > > > > > a political debate, for example "There are men claiming to
> > > have the
> > > > > > answers
> > > > > > you giant cunt, its our job to watch them, not trust them
> > > like
> > > > > > fucking
> > > > > > > sheep. Unless you have revolutionary ambitions I am doing
> > > all that
> > > > > > society
> > > > > > > allows me"
> > > > > >
> > > > > > > What constituted his harassment?
> > > > > >
> > > > > > > Micah
> > > > > >
> > > > > > > On 7/12/07, Julie Havens < jhavens@youtube.com> wrote:
> > > > > > >
> > > > > > > Hey everyone -
> > > > > > >
> > > > > > > I banned Warren25Smash. He was suspended before under the
> > > account
> > > name
> > > > > > > Warren25 for harassment and behavior issues. He was also
> > > on the
> > > verge
> > > > > > of
> > > > > > > losing this account as well. We were receiving complaints
> > > from the
> > > > > > community
> > > > > > > that if we were going to suspend all accounts that had
> > > been
> > > > > > previously
> > > > > > > suspended, we should at least be suspending his because he
> > > is so
> > > mean
> > > > > > to
> > > > > > > others.
> > > > > > >
> > > > > > > > Also, we are going to be having a notes field and a
> > > history field
> > > for
> > > > > > > the admin page hopefully pushed out in v21 (
> > > > > > > http://b/issue?id=779014)
> > > > > > > to solve this problem. We did try a trix page but it was added

> > > steps
> > > > that
> > > > > > weren't being used often enough, and with the many
> > > accounts
> > > > reviewed
> > > > > per
> > > > > > day, it became too difficult to keep track of them all.
> > > > > > >
> > > > > > > Hope this helps!
> > > > > > > Julie
> > > > > > >
> > > > > > > On 7/11/07, Wynston Alberts < wynston@google.com > wrote:
> > > > > > > >
> > > > > > > > Justin,
> > > > > > > > >
> > > > > > > > > We have discussed this and actually we just haven't put
> > > it to
> > > > > > > > practice. We do have a "watch list" here:
> > > > > > > > >
> > > > >
> > > >
https://spreadsheets.google.com/a/google.com/ccc?key=pYZiMEKsE_YmAU9csaumKRA&hl=en_US
> > >
> > > > > > > >
> > > > > > > > >
> > > > > > > > > However, I don't think that everyone is utilizing it.
> > > > > > > > > >
> > > > > > > > > > Wynston
> > > > > > > > > >
> > > > > > > > > > On 7/11/07, Justin Green < jgreen@youtube.com > wrote:
> > > > > > > > > > > Have you guys considered using a shared Trix to keep
> > > track of
> > > > > > > > > > banned
> > > > > > > > > > > accounts until we get the functionality built into
> > > admin?
> > > > > > > > > >
> > > > > > > > > > J
> > > > > > > > > >
> > > > > > > > > > > On 7/11/07, Wynston Alberts < wynston@google.com >
> > > wrote:
> > > > > > > > > > > Hi all,
> > > > > > > > > > >
> > > > > > > > > > > Does anyone remember suspending this user? He was
> > > very
> > > > popular
> > > > > > > > > > and we
> > > > > > > > > > > > expect a backlash from our users in regards to
> > > this. His
> > > > last
> > > > > > > > > > access
> > > > > > > > > > > > was 8 hours ago, so it had to be in that time
> > > frame. Please
> > > > > > > > > > > respond
> > > > > > > > > > > > if you have any information regarding his removal.
> > > > > > > > > > > >
> > > > > > > > > > > > Thanks,
> > > > > > > > > > > >
> > > > > > > > > > > > Wynston
> > > > > > > > > > > > > --

> > > > > > > > > > Wynston Alberts
> > > > > > > > > > YouTube
> > > > > > > > > > SQUAD, Content Safety, Quality, and User Advocacy
> > Dept.
> > > > > > > > > > phone [REDACTED]
> > > > > > > > > > email wynston@google.com
> > > > > > > > > >
> > > > > > > > > > Internet Email Confidentiality Notice:
> > > > > > > > > > This mail may contain information that is privileged
> > or
> > > > > > > > > > confidential.
> > > > > > > > > > If you are not the intended recipient, please delete
> > the
> > > e-mail
> > > > > > > > > > and
> > > > > > > > > > any attachments and notify the sender immediately.
> > > > > > > > > >
> > > > > > > > > > [REDACTED]
> > > > > > > > > > [REDACTED]
> > > > > > > > > > [REDACTED]
> > > > > > > > > >
> > > > > > > > > > https://mailman.corp.google.com/mailman/listinfo/youtube-supportrep-sbo
> > > > > > > > > >
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> > > > > > > > > >
> > > > > > > > > > --
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> > > > > > > > > >
> > > > > > > > > > [REDACTED]
> > > > > > > > > > [REDACTED]
> > > > > > > > > >
> > > > > > > > > > https://mailman.corp.google.com/mailman/listinfo/youtube-supportrep-
sbo
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> > > > > > > > > > --
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