

Lyndale Neighborhood Association

List-Serve Policy

Adopted on: 5/14/07

Last Amended on:

The purpose of this policy is to promote civil dialogue between Lyndale Residents and the Lyndale Neighborhood Association (LNA).

Type of Lists:

LNA will maintain two types of lists:

- **Announce Lists** – are one way communication lists from LNA and its designees to residents and other interested parties. Each list will have dedicated managers who will be authorized to distribute information to the specific lists.
- **Discussion Lists** – will provide for discussion among list members. The rules governing discussion lists comprise the majority of this policy.

Note: These policies have been adopted from e-democracy's rules for the Minneapolis Issues List Serve.

LNA Discussion List Rules

Participants are responsible for reading and understanding these rules. By participating you agree to the spirit of a list's purpose and these rules.

Rules Summary

1. **Sign Posts** - Use your real name.
2. **Limits on Posting** – Don't post excessively.
3. **Keep Topics within List Purpose**
4. **Be Civil** - This is a public list with real people. Respect among citizens with differing views is our cornerstone.
5. **No Attacks or Threats** - This keeps the lists safe. If content is illegal it will be forwarded to the proper legal authorities.
6. **Private Stays Private** - Don't forward private replies without permission.
7. **Avoid False Rumors** - Asking for clarification of what you've heard in the community can be appropriate if issues-based. You alone are responsible for what you post.
8. **Right to Post and Reply** - Sharing your knowledge and opinions with your fellow citizens is a democratic right.
9. **Items Not Allowed in Lists** - No chain letters or virus warnings, etc.
10. **Public Content and Use** - You are sharing your content, but retain your copyright.
11. **Warnings** - You may receive informal or official warnings from the List Manager.
12. **Suspension** - With your second official warning in one year, you are suspended for two weeks. It goes up from there.
13. **Appeals Process** - You can appeal a warning(s) once you receive a third warning and six month removal.

Full Rules

- 1. Sign Posts** - All list posts must be signed at the bottom of every message by the author with their real first and last name. Posting with a pseudonym, anonymously or the use/theft of another person's identity is strictly forbidden and has special penalties described under [Warnings #7](#).
- 2. Limits on Posting** - Participants should avoid posting excessively. Participants must not post messages about topics that are specifically not allowed in a list's charter.
- 3. Keep Topics within List Purpose** - Requests by the List Manager to bring discussions within the scope of the list must be followed or warnings may be issued. Limit posts to topics within the geographic area or issues related the Lyndale Neighborhood.
- 4. Be Civil** - No insults, name calling or inflamed speech. Personal one-on-one arguments, disagreements or personality conflicts are not appropriate on the public discussion lists. The List Manager shall provide guidance to participants on what is appropriate and what is not allowed. Attempts at humor or sarcasm should be labeled ... ;-), :-), etc.
- 5. No Attacks or Threats** - Personal attacks or public threats against the safety or security of participants are not allowed. The List Manager may issue warnings or remove participants based on their public posts. If you receive private communication from another participant that causes you serious concern, you may communicate that to the List Manager, but no action should be taken by the List Manager to intervene in private disputes among individuals. If you feel you have privately received an **illegal** threat via e-mail you should contact the appropriate legal authorities. The Lyndale Neighborhood Association is not responsible for any private behavior. However, if it is determined that a pattern of abusive behavior is having a chilling effect on other's participation in the public list, the List Manager may issue a warning and/or removal.
- 6. Private Stays Private** - Forwarding private messages to the online list is **not** allowed without the express permission of the original author. This includes private replies to public posts and other private or personal communication including e-mail communication with public officials who may or may not be list members. Public officials and List Managers have equal participation rights and responsibilities in our lists - everyone is a citizen first.
- 7. Avoid False Rumors, You are Liable** - Rumors of a personal nature are not allowed. Your posts must be accurate based on your full knowledge and never intentionally false. Unverified "grapevine" information of a public nature must be within a list's issue-based scope to be appropriate. If in doubt about the appropriateness of a given topic, check privately with the List Manager before posting. Otherwise, the List Manager might take disciplinary action if your post is deemed to be off-topic. Further, via the list itself, you must correct your previous expressions of fact or "known" information that you find later to be false or substantially incorrect. Exceptions include your assertions already publicly corrected or clarified by others in list discussions. Corrections must be made within any daily posting limit or via the List Manager if urgent. You, and you alone are liable for the content of your own messages. LNA is not responsible or liable for the content posted to any technically unmoderated list or moderated announcement list.
- 8. Right to Post and Reply** - LNA through its right of free assembly and expression have further established equal rights among all registered list members to participate. You may only lose those LNA established rights based on your actions, particularly rule violations. Only those who are registered list members may post directly. Any person or organization that is

publicly mentioned in a list post has a right to reply, unless that person has been suspended for rule violations. In order to post a reply, the individual (or an individual representing the organization) must become a registered member of the list.

9. Items Not Allowed in Lists, Exceptions – Virus warnings from members, and chain letters are prohibited from all lists. Comments or complaints about list management or complaints about member rule violations must not be posted to the list. Instead, direct such messages privately to the List Manager.

Public event promotions and links to commercial, media, or non-profit online content related to the scope of the list are appropriate. The List Manager will have discretion over determining whether or not commercial announcements are relevant to the list. People wanting to post commercial announcements are encouraged to send them to the List Manager prior to posting for comment. Participant "signatures" providing links to the work or projects of an individual are acceptable, but the display of specific products for sale are not allowed. Posts for fundraising activities for organizations in Lyndale Neighborhood or organizations in which list members are doing the fundraising are allowed. If a member posts a message looking for a product or service which another member provides, that member is welcome to post a response about their businesses or products. LNA and its committees may acknowledge sponsors, donors, and their fundraising events in messages or on the web site.

10. Public Content and Use -

By posting an original message, the message author agrees to allow LNA to distribute the message via the Internet and to include it in a publicly accessible online archive in perpetuity. While original message authors retain their personal copyright, they grant others the right to publicly quote portions of their message in any medium. Further the full text of messages may be forward via e-mail to others as long as the author's name and the list's name and web address is cited or linked. A discussion list posting may only be removed from the public archives under a court order or under a case-by-case decision made by the LNA Board.

With copyrighted material like newspaper articles, you may post quotations from articles or web sites with the source URL. "Fair use" of excerpts (not the full text) is encouraged well as the distribution of extended text from government produced content.

Warnings and Suspension from LNA Lists

In our citizen-based lists, participants themselves keep the posts relevant and on track. There is no government, political group, corporation, or single individual controlling our self-governance system.

You may lose your right to participate based on your behavior in a list. You may also regain your rights.

Warnings

1. Manager Warnings - Official warnings are sent to the infringing member when a List Manager determines that a rule has been broken. The List Manager may at their discretion send informal advisories to encourage rule compliance. They may also at their discretion issue and record official warnings. The List Manager is not required to monitor every post.

2. Member Complaints - List members may send informal complaints privately to the potentially infringing participants to encourage citizen-to-citizen accountability. Any list member may also file an official complaint about a specific post directly with the List Manager. They may not post their complaint publicly to the list - this fundamentally distracts a list from its

purpose. The List Manager will respond to complaints in a uniform fashion and maintain records of all official warnings given.

3. Warnings Active - Official warnings last for one year. They must be recorded by the List Manager and kept in case of an appeal.

4. Special Moderation - A List Manager may moderate the posts of specific members upon notification to that member for up to two months while dealing with rule compliance issues. This may be renewed upon notification.

5. Managers as Citizens - List Managers retain the right to participate in the list under same rules as other participants. They may express their opinions but may not allow their political views to influence specific list management decisions. Complaints about potential rule violations by List Managers must be sent directly to the LNA Board.

Note: If list management responsibilities are split among a team, a member of that team shall be designated to issue warnings and receive complaints on a regular or clearly identified rotating basis.

Suspension

6. Suspension Process - The warning process starts with probation and results in removal periods that grow in length based on repeat offenses. Warnings are specific to each list. Due to variations in list purposes and management styles, similar conduct may not result in the same sanction. The initial warning process and suspension level is private in order to avoid public member embarrassment - a penalty greater than that deserved.

While under suspension, a member may not post nor ask others to forward their comments to the list. While they may remain subscribers to the list, they may not forward or comment on those posts in other LNA lists on which they maintain full posting rights.

A. First Warning - The first official warning is recorded. The member is **not** suspended. Each warning expires after one full year. The member should consider themselves on probation.

B. Second Warning - The second official warning results in immediate suspension of posting rights from that specific list for two weeks. Another two week suspension may be granted should the initial first warning expire before their third rule violation. The first two warnings may not be appealed at this time. They may only be appealed on their merits if a third warning is given within one year of the first warning.

D. Third Warning - A third warning within a year of the first two warnings results in an immediate suspension of posting rights for six months from the specific list. Notification of the suspension of this member must be sent to the LNA Board. After any member appeals are heard, at that member's request, the List Manager will post a basic notice to the public list that that member has been suspended for six months. The List Manager shall remind list participants that public discussion of suspensions violate the rules and shall offer a link to the appropriate web page that contains a copy of this policy.

Upon returning, the member may receive a fourth warning if the first warning is still active or within two months which ever is longer. Another third warning suspension will be granted after two months assuming that only their first active warning has expired.

E. Fourth Warning - A fourth official warning results in full removal from **all** LNA lists for five years. After any appeals are processed, an announcement about the removal of this member will be publicly posted to the lists to which that member was registered. The removed member has the option to provide an up to 300 word public statement that will be linked in the rules section of the LNA web site. This will be linked to an optional 300 word statement from the List Manager about the causes for removal.

7. False Identity Process and Removal - If it is determined with careful consideration by the List Manager or LNA that a participant's actual identity is in question, LNA will immediately suspend posting for that person on all lists until such time that a one page letter including a photocopy of a government issued ID with the full address and notarized signature (on the same page) is delivered to LNA. If no proof of identity is provided within two weeks, the e-mail address(es)/members' accounts shall be deleted and banned from all LNA lists.

Any identified individual found to have violated this rule will be suspended from all participation in LNA lists for five years. This includes any and all e-mail accounts associated with that person whether real or falsified. If it appears that fraud, forgery, identity theft, or computer crime laws have been violated, LNA will notify the appropriate legal authorities in the political jurisdiction most closely associated with the list.

The only exception to this rule is the case-by-case prior approval by the List Manager and LNA Board for the use of an alias by someone under official court protection or participation by individuals in countries where political expression is illegal and the serious threat of oppression or retribution exists. As an exception to this section, the charters for special time-limited web-based online events on sensitive topics may be designed to allow anonymous participation with Chapter or Board approval only.

8. Appeals and Due Process - Any third or fourth warning may be appealed under our due process procedure to LNA Board should a local list management steering committee not exist. At that time, the validity of the first or second warning may also be reviewed and the total number of warnings reduced if any of the List Manager warnings are overturned. A list member's suspension shall remain in effect during the review process. The review process may last no more than three weeks from confirmation that the appeal was received.

9. Technical Removal - Technical maintenance, full e-mail inboxes, or excessive bounced messages may cause a member to be temporarily or technically removed from the list or result in a delayed distribution of their posts. In these cases, the member may rejoin the list at any time.

List Manager Responsibilities

1. List Managers may only moderate discussion posts over a standard size/length, posts sent to multiple addresses or lists, posts with attachments, posts from new members to make sure they are not spammers, upon the notification of those being moderated, or a temporary system-wide moderation for up to 24 hours applied to all members as required on an extremely limited basis.

2. The List Manager may moderate, rename, clean headers, and/or ignore **non-member** messages.

3. Special time-limited announcement services may be moderated on a prior and post review basis if clearly described in that service's charter.

4. The List Manager is selected by the LNA Executive Director and is accountable to the LNA Board. A List Manager may be removed and the LNA Board shall consider and respond to specific complaints from list participants about list management.