

## Live Oak Email List Problem Solving

The Electronic Communications Committee (ECC) has asked members of all public Live Oak email lists to abide by certain guidelines, designed to ensure that the lists remain vital but cordial methods of communication within our community. To that end, we are designating the following steps to use when problems arise. Decisions will be made by the entire ECC when possible; when one or more members are unavailable to deal quickly with a matter, a consensus of at least three members is required. The ECC will keep records of all email about which it decides to take action and of all email to and from writers of such email.

The ECC will decide if a particular post to a Live Oak email list is outside of the guidelines. The post could be to one of the church-wide lists or could be referred to the ECC by the moderator(s) of another list. If this is the first time the person who wrote the post (writer) has come to the attention of the ECC in that way, the ECC will communicate with the writer, pointing out how the post violates the guidelines and requesting that the writer be more careful in the future. This communication will be private, between the ECC members, the writer, and any moderators of a Live Oak list involved. If, however, the ECC has already had occasion to discuss the list guidelines with the writer, the ECC will skip that step.

The next time the writer produces an email deemed by the ECC to need action, the ECC will again communicate to the writer how and why the email violates the guidelines. The writer will be warned that any further violations will cause the ECC to consider further action. This communication will again be private between the ECC, the writer, and any moderators involved.

The next step, should another such email occur, will be to put the writer on one week's moderation on the church-wide lists and, if the email was on a different church-sponsored list, that list as well. The writer will be told of the moderation when it occurs and when it is lifted. This moderation will be carried out by members of the ECC for church-wide lists or by the moderators of any other list. If a smaller list is involved, the moderators can request the help of the ECC for the moderation. This communication will include information on the further steps the ECC will take if more violations occur. If, after a week has passed, no further action is necessary, the moderation will be lifted. This communication and action will be confidential between the ECC, the writer, and any other moderators involved.

If, during this moderation or at a later time, the writer again violates the guidelines, the ECC will place the writer on moderation on all Live Oak lists for a month. This will, of necessity, involve informing other moderators of Live Oak lists and getting their cooperation with the moderation. If, after the month is up, the moderation will be lifted on all Live Oak lists not otherwise moderated. If this step is necessary, the ECC will inform the church-wide lists that this action has been taken, without details, and moderators of other lists may choose to do the same.

If, during this moderation or at a later time, the writer again violates the guidelines, the ECC will remove the writer from all church-wide Live Oak lists. The moderators of all Live Oak lists will be informed of this action and will have the option of removing the writer from other smaller Live Oak lists. If the writer must be removed from the email lists, the church-wide lists will be informed and moderators of other lists will be asked to inform their lists as well.

Should the writer feel he or she has been treated unfairly, the Conflict Resolution Process of Live Oak gives that person the right to approach the Conflict Resolution Team (CRT). The ECC will cooperate fully with the CRT and will provide the CRT with all records kept involved in this action.