PestNet Moderators' Guidelines

PestNet is an email network that helps people throughout the world obtain **rapid** advice and information on *plant protection*, including *plant quarantine*.

Messages

1.   One person will be the primary moderator. If they cannot check the messages for more than two days it is their duty to ask one of the others to pick up the role while they are away and advise when they return.
2.   The duty moderator should scan each message as soon as convenient after it is posted.
3.   The target is to process each message within 24 hours of its submission.
4.   If in Spanish, refer immediately to George Wall, University of Guam: gwall@uguam.uog.edu. (This message should be blind copied to other moderators to ensure the message is sent only once). George will release or reject the message according to the guidelines.
5.   The following criteria must be assessed:
    a.   Is the message on some aspect of plant protection.
    b.   Is the question clear, for example, does it provide sufficient information to allow a member to understand the problem; does it name the crop, country and/or region; does it explain what has already been tried to resolve the problem.
    c.   Is the member identified, as well as their location and the location of the problem.
    d.   If the message does not meet a reasonable standard then an email should be sent to the member asking them to resubmit with more information.
    e.   If a photo is attached, is it in focus, is it clear, is the size appropriate? Up till recently we have required photos to be <100kb. Now members have the option of whether to download or not by clicking the photo icon in the message. This being so we can be more relaxed about file size. However, ideally photos should not be too large as many members still do not have fast broadband.
    f.   If the message is an answer, is it clear and appropriate (i.e. not abusive or frivolous).
    g.   Advertising of products of any kind (chemicals, equipment, machines etc.) for commercial gain is not permitted. However, representatives of commercial companies are welcome to participate in discussions of control methods or other issues as long as they clearly identify any commercial interest.

Applications for membership

1.   All people requesting membership should clearly state their name and provide a short note on what they do, where they work (country and organisation) and why they want to join the group.
2.   If this information is not provided then membership should not be approved. Instead, applicants should be sent an email requesting them to provide the short note on what they do, where they work (country and organisation), and why they want to join the group. This message should be blind copied to other moderators to ensure only one message is sent.
3.   If the note is provided and fits our criteria, i.e. they are interested in some aspect of plant protection, including quarantine, and name and location are provided, then their application can be approved.
4.   The target is to process each request within 24 hours of its submission