

## Room Guides

To help keep Globalstateofmind.com a safe and friendly place, we have Room Guides. Maintaining peace and harmony among community members requires patience, stamina, and above all, a sense of humor.

### Room Guide Wisdom

Not everyone is cut out to be a Room Guide. It sounds easy, but there are times when your patience is tested and it feels like you're the ringmaster of a three-ring circus. Imagine trying to keep the peace in a room with 20 people in it, all talking at once. If someone violates the guidelines, they need to be warned. If they continue their disruptive behavior, they need to be kicked out of the room. While watching for problems, you also need to be keeping up the topic and chatting. If there is a question, you will need to answer it or let the person know you will find the answer and send it to them after the chat. Visitors will also be coming and going, and you need to greet each and every one. It can get a bit hectic sometimes, but if you can keep your cool in a crowd and organize well, you will have a wonderful time being a host.

There are of course, downsides to being a Room Guide. If you get very panicky when a room becomes disruptive, you may have trouble using your authority to calm it down and maintain order. Being the person "in charge" in a room can also make you the "bad guy" to some visitors. Depending on the past experience of members, there can be a considerable amount of resentment at being "babysat." Most of the time, members of a community will be relieved that there is someone to keep order while they enjoy the chat or meeting. You might encounter members who will try and make your duties harder for you. There could be times when your nerves get frazzled at having to answer the same question for the 20th time, and sound happy about it, too. It's the little things that mean a lot, as the song goes.

Emergencies may arise if a visitor is depressed or needs help. Always have some support numbers to offer so that the person can get help from a trained professional in that area. Don't try to take care of them yourself. The conversation could take a turn that you don't personally agree with, but isn't against the guidelines. You need to be tolerant and respectful, encouraging members and new visitors to come back to the site and voice their opinions, no matter how much you might disagree with them.

This is a problem you will see a lot with those who are new to Internet communities. They might scroll a chat screen, TYPE IN ALL CAPS (without realizing that it is considered "shouting"), or not pay attention to the topic. As a Room Guide, your job is to be patient and supportive. You were new to the Internet once, too.

Always act professionally. Don't take insults or complaints from members personally. Be a team player and support your fellow Guides. Above all, have a good time! Moderating isn't about having power over others, it's about fostering open communication and respect. Remember ~ principles above personalities.

### Room Guide Qualifications

Room Guides are selected only when there is a need, and never given based on who is asking for it. No person who has ever specifically asked to be one has become one. Room Guide selection is based solely on the gut instincts of the administration team.

### What does a Room Guide do?

A Room Guide is basically just like any other user. They talk, play, and sit and watch. They talk about their computers, their kids, what movies they saw, or any other thing that crosses their mind. They are most of all humans. Room Guides come in the room when they have free time and chat as they normally would. There are no shifts or set hours. It's not a job.

The primary function of Room Guides are: To maintain order in the chat room by making sure that rules are being enforced; To extend help/assistance to visitors, guests, and members on the site.

### **What does a Room Guide NOT do?**

Room Guides are not cops, counselors or babysitters. They do not investigate rumors or act upon things they cannot verify directly. They will not act on hearsay. Room Guides do not go looking for problems; they only act on problems that cross their path. Room Guides do not control speech, only behavior.

### **Kicking or Banning**

Room Guides are expected to go above and beyond the call of duty in being polite to users. Room Guides may not ever intentionally lead a conversation to the point where it causes another person to be banned.

The ONLY time it is acceptable to kick someone is when that person is INTENTIONALLY disrupting the room AND continues to do so after politely being asked to stop. You may ban someone immediately if it is blatantly obvious (beyond a shadow of a doubt) that their sole purpose for entering the room is to disrupt the ongoing conversations.

- It is NOT acceptable to ban someone because they are not talking.
- It is NOT acceptable to ban someone because you personally don't like that person.
- It is NOT acceptable to ban someone just for using a cuss word.
- It is NOT acceptable to ban someone because you disagree with something that person says.
- It is NOT acceptable to ban someone because one person of the group feels uncomfortable with that person's presence.
- It is NOT acceptable to ban someone because they have a suspicious looking nick.
- It is NOT acceptable to ban someone just because you think they 'might almost kinda semi' possibly look like a hacker.
- It is NOT acceptable to show favoritism towards friends. If your best friend gets out of control, then they are subject to the same rules.
- It is NOT acceptable to use the excuse "Sorry, I'm having a bad day" as an excuse to break any of the above rules.

### **Please see the [Site Guidelines](#) for particular reference.**

The power to ban or kick a user must be used responsibly and sparingly. The following is the process to be used in maintaining the serenity of GSOM.

### **Warnings and Banning**

Warnings and notification of ban will be sent directly to the member, with a copy sent to the administration team. Meeting chairs will be notified of any warnings or bans issued.

1st offense Warning – Warning (direct chatter to chat room guidelines)

2nd offense Warning – Kick (must state specific guideline being violated)

3rd offense Warning – Ban of 24 hours (must state specific guideline being violated)

4th offense Ban – Permanent Ban from chat room for one year.

This decision is made in consultation with the administration team.

Violations should include a screenshot or at the very least, a description of the events being reported and the name(s) of the member(s) involved.

Chatters who have received their 3rd warning will have one year from the date of this warning to remain offense free before their record is cleared.

Chatters who have been warned, kicked or banned will be encouraged to make amends to the room, and to those whom they have offended. Banned chatters may appeal their ban to [globalstateofmind@gmail.com](mailto:globalstateofmind@gmail.com).

Room Guides are subject to the general chat room guidelines. Any Room Guide found to be violating the chat room guidelines will be stripped of Room Guide status without notice.