

Appendix: Background Materials

Google Search Quality Evaluator Guidelines:

<https://static.googleusercontent.com/media/www.google.com/en//insidesearch/howsearchworks/assets/searchqualityevaluatorguidelines.pdf>

Kate Klonick, The New Governors: The People, Rules, and Processes Governing Online Speech:

https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2937985

Field of Vision: The Moderators documentary: <https://fieldofvision.org/the-moderators>

Facebook: Hard Questions: How We Counter Terrorism:

<https://newsroom.fb.com/news/2017/06/how-we-counter-terrorism/>

The Facebook Files: <https://www.theguardian.com/news/series/facebook-files>

The Secret Rules of the Internet,

http://www.theinvestigativefund.org/investigations/rightsliberties/2226/the_secret_rules_of_the_internet/?page=entire

YouTube: An update on our commitment to fight terror content online,

<https://youtube.googleblog.com/2017/08/an-update-on-our-commitment-to-fight.html>

Adrian Chen, The Laborers Who Keep Dick Pics and Beheadings Out of Your Facebook Feed,

Wired, Oct. 23, 2014, <https://www.wired.com/2014/10/content-moderation/>

Julia Angwin and Hans Grassenger, Facebook's Secret Censorship Rules Protect White Men from Hate Speech But Not Black Children, ProPublica, June 28, 2017,

<https://www.propublica.org/article/facebook-hate-speech-censorship-internal-documents-algorithms>

How To Appeal Content Removals from Social Media Sites:

<https://onlinecensorship.org/resources/how-to-appeal>

Technology Coalition, Employee Resilience Guidebook For Handling Child Sexual Abuse Images, January 2015: <http://www.technologycoalition.org/wp-content/uploads/2015/01/TechnologyCoalitionEmployeeResilienceGuidebookV2January2015.pdf>

[f](http://www.technologycoalition.org/wp-content/uploads/2015/01/TechnologyCoalitionEmployeeResilienceGuidebookV2January2015.pdf)