

## **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](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](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)

Center for Democracy and Technology, Mixed Messages? The Limits of Automated Social

Media Content Analysis, Nov. 28, 2017, <https://cdt.org/insight/mixed-messages-the-limits-of-automated-social-media-content-analysis/>

Twitter Safety Blog: How Policy Changes Work, Oct. 20, 2017,

[https://blog.twitter.com/official/en\\_us/topics/company/2017/HowPolicyChangesWork.html](https://blog.twitter.com/official/en_us/topics/company/2017/HowPolicyChangesWork.html)

Nicholas Thompson, Instagram's Kevin Systrom Wants to Clean Up the &#%\$@! Internet, Wired, Aug. 14, 2017, <https://www.wired.com/2017/08/instagram-kevin-systrom-wants-to-clean-up-the-internet/>

David Talbot and Nikki Bourassa, How Facebook Tries to Regulate Postings Made by Two Billion People, Berkman Klein Center, Oct. 19, 2017, <https://medium.com/berkman-klein-center/how-facebook-tries-to-regulate-postings-made-by-two-billion-people-bca9408b6b4b>

---