

Staff Handbook

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 (change visibility) (diff) ← Older revision | Latest revision (diff) | Newer revision → (diff)



This page documents Lunarys or wiki policy! The content below is enforceable within the community.

The **staff handbook** is the explanation of expectations that staff members are held to, how they fit in with the staff team, and the philosophies and principles that Lunarys wishes staff members to uphold.

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Global Guidelines

1. Do not discipline peers or alter discipline they've enacted.
2. Be professional (within reason) when acting in a moderative capacity.
3. Any time a command calls for a reason it is to be impartial.
4. Do not debate moderative decisions publicly.
5. Do not distribute information only accessible to staff members (e.g meeting notes, #moderators, in-game staff chats, etc).
6. The reason "staff disrespect" in discipline is prohibited. Instead, use "toxic," "harassment," etc.
7. Your name must remain static on the staff Discord. This same name will be what is put on the wiki main page roster and is how you are identified by management internally on your record.

Moderative Philosophy

The purpose of the staff team is to foster a positive environment. The most *common way* of doing this is through the enforcement of rules that when broken typically encourage the inverse. That said, it is important to remember that the rules are a *tool* and aren't a *hardline*. Moderators need to develop the skill of determining when the rules should and should not be utilized.

If a user is breaking a minor rule (relatively speaking) and no one has an issue with it then it can slide. Conversely, if a user is being disruptive, but no rule exists that prohibits their behavior, then the moderator should still intervene to maintain order.

Moderators possess the authority to request any activity cease. Period.

Newer moderators may find the idea of enforcing things outside of the rules intimidating. Newer moderators are more than welcome to lean on the rules more heavily so long as they do not cause disruption or permit disruption to continue.

Common Terminology

The following terms are ones that are commonly unknown or misunderstood in Lunarys. The table below explains their meaning.

Term	Meaning
Leadership	Refers only to super administrators.
Super Administration	Refers only to super administrators.
Management	Refers to administrators <i>and</i> super administrators.
Administration	Refers only to administrators.
Division Management	Used within context to mean a specific management team. For example, if talking about SCP:SL time requirements, usage of this term would refer to <i>only</i> the administrators in charge of SCP:SL.
Unaffiliated Administrator	Used within context to refer to administrators <i>outside</i> of the division being spoken about. Most often used when clarifying the difference between Discord and non-Discord administrators, since the latter posses senior moderator-equivalent authority.

Chain of Command

The **chain of command** is the succession of staff ranks through which decisions or orders are made. The following are the ranks within the community and an overview of their responsibilities, from highest in authority to lowest.

Super Administrator

The **super administrator** rank is the leadership position in Lunarys. While the term is not often used, for all intents and purposes, they are the "owners." They work together in an attempt to lead the community in a positive direction.

General responsibilities:

- Stand up or down divisions.
- Oversee, and if necessary discipline, the administration.
- Speak and act on behalf of Lunarys as they so desire.
- Assist management in the introduction of policies, procedures, and software to better the community in some fashion.
- Perform inter-community collaboration or communication.

Administrator

The **administrator** rank is the management rank in Lunarys. They are entrusted with the oversight and control of a division and it's staff team. All divisions usually have 2 or more administrators that work in tandem to keep a division running. These individuals tend to have a significant say in how the community evolves, as leadership often relies on their advice before big decisions are made. They are directly overseen by leadership. They inherently possess senior moderator-level permissions and authority over the Discord division.

General responsibilities:

- Recruit and hire moderators for their division. Make sure relevant documentation and software is maintained to reflect this.

- Oversee, and if necessary discipline, the moderation team.
- Speak and act on behalf of their division as they so desire.
- Actively maintain the service through regular maintenance and configuration edits.
- Communicate with leadership regarding issues or news to garner assistance or insight.
- Nominate senior moderators for administrator.

Senior Moderator

The **senior moderator** rank acts as mentors to their division's moderator team. Their primary responsibility is the training and mentoring of trial moderators. The instructions of senior moderators are expected to be followed despite the rank not possessing disciplinary capabilities. Insubordination that is willful and needless can result in discipline if it is escalated to an administrator. Senior moderators may possess other responsibilities at the discretion of division management.

General responsibilities:

- Train trial moderators.
- Perform responsibilities equivalent to a moderator.

Moderator

The **moderator** rank is the baseline staff position and performs the day-to-day moderation of Lunarys services. They uphold the rules when appropriate (https://www.lunarys.net/index.php/Staff_Handbook#Moderative_Philosophy), act as role models to the community, and work together to maintain a positive atmosphere. They are directly overseen by management (<https://www.lunarys.net/index.php/Admin>).

General responsibilities:

- Facilitate a positive environment for their division.
- Discipline problematic players.

Climbing the Ladder

When referring to staff members elevating in rank it is called **climbing the ladder**. Depending on the rank being ascended to there are different polices in place.

Becoming a Full Moderator

At the end of the staff member's trial period a senior moderator will report the end date in the #trainers-room channel of the staff Discord (https://www.lunarys.net/index.php/Staff_Discord). They will then declare if they endorse the staff member for elevation or not and explain why. If they state they do *not* endorse it, the trial period will either fail or be extended by no more than 2 weeks. If they are incapable of endorsing it due to lack of interaction, it'll be at the discretion of the trial moderator and management as to what occurs from there.

Presuming the consensus amongst management is in favor of elevation, the staff member will be approached and asked if *they* are comfortable with elevation or if they should get more time. If they are not comfortable, the trial period will be extended by no more than 2 weeks. If they are comfortable, they will be elevated.

Becoming a Senior Moderator

A staff member must be a full moderator for a minimum of 1 month to be eligible for elevation to senior moderator.

Elevation is simply done by an administrator of the relevant division offering the staff member the position. While technically a single administrator may assign someone to senior moderator, it is best practice for the administrator to have the approval of their peers.

Becoming an Administrator

Any staff member may enter the administration by all administrators voting on the candidate and the vote passing in favor of elevation by simple majority. The specifics of how the vote is carried out is documented in the management section of the wiki.

Becoming a Super Administrator

There is no standard procedure for elevation to super administrator. The only non-negotiable requirement would be *unanimous* agreement for elevation by the standing leadership team. Everything else would be case-by-case.

Feedback & Discipline

Feedback is the process by which management (<https://www.lunarys.net/index.php/Admin>) chastises or praises staff dependent on the behavior observed.

Documenting of Feedback

All feedback mentioned, aside from verbal correction, is placed onto a staff member's disciplinary record. This is an internal record used to keep track of staff activity. Events tracked include but are not limited too LOA's, hour adjustments, and discipline.

Positive Feedback

The only form of documented positive feedback is a **kudos**. This is when a staff member is properly thanked for doing something that is above and beyond what is generally expected of their position. Examples of actions that have warranted kudos in the past include:

- Recording staff meetings so that Sirdog may compile written notes.
- Seeding game servers for stretches of time well beyond what is required.

- Answering questions from peers or community members regularly and confidently.

Negative Feedback

There are 2 levels of negative feedback.

Verbal Correction

This is when management observes unfavorable behavior and politely educates the staff member on what they did wrong and how to more appropriately handle the situation. This is the most common form of feedback, and for many staff members, will be the only level they ever see. This is especially common for trial moderators as they learn the ropes of how to moderate for Lunarys. As previously mentioned, verbal correction is never placed onto a staff member's record.

Some non-exhaustive examples of behavior warranting **verbal correction** include:

- Failure to properly format a punishment log or any other moderative command.
- Instating punishment more severe than is generally accepted.
- Spreading misinformation due to ignorance.

Internal Note

These are used for situations where management observes poor behavior that warrants documenting for future reference. The most common reason for this is when verbal correction does not change unfavorable behavior. These aren't mandated to follow other discipline, however, management may decide to instate additional discipline at their discretion.

Some non-exhaustive examples of behavior warranting **an internal note** include:

- Failure to attain required hours without notifying management.
- Instating punishment **egregiously** more severe than is generally accepted.
- Violating game server rules with any level of regularity or comfort.

Termination

Termination is when a staff member is dismissed from the staff team involuntarily, or otherwise, due to behavior that's in violations of Lunarys principles or standards.

Termination is achieved in 3 possible ways:

- Staff member fails their trial period and is dismissed at it's conclusion.
- Division management moves to terminate.
- A super administrator terminates the staff member.

Termination is followed by the individual being barred from any management position **permanently**. Termination is not to be confused with **resignation**, which is when staff members leave voluntarily and/or on a good note, and thus do not incur the aforementioned penalty.

Punishment Escalation



Note: The Discord division has a different escalation ladder as described on their training documentation.

Generally speaking, moderators should adhere to the following escalation of punishment:

Warn → Kick → Ban

A **warning** in this context can either be a literal verbal/textual warning or be any inconveniencing command short of removal from the service. Moderators must use their best judgment to determine when this guideline is and is not sufficient. Someone new to the community may be given consecutive warnings. Someone who has been with Lunarys awhile and obviously knows our standards should be treated more harshly.

If a moderator is uncertain, the above escalation may be followed as written. Alternatively, a moderator can inquire with moderators that are senior to them for assistance.

When it comes to ban length, that is not something that can be reasonably taught. It is recommended that moderators follow the example of their peers. So long as management is satisfied that action taken is reasonable, and was done in good faith, a moderator should not worry about discipline. If the discipline can be optimized, management will instead provide input on how they would have handled events. If a moderator has concerns regarding anything mentioned in this section they should reach out to their management team.

Staff Meetings

Staff meetings are held on an as-needed basis by leadership and management.

The Wiki

The community wiki is a comprehensive resource that is aimed at giving people the information they need to perform their duties and/or understand how Lunarys works as a whole. The software used on the wiki is equivalent to that of Wikipedia (<https://www.wikipedia.org>). The wiki is maintained and controlled by the wiki director, which at the moment is Sirdog. He is the primary contact for any and all issues, questions, comments, concerns, or ideas regarding the service.

Finding Information

There are a *lot* of pages that go over a wide variety of topics. The following are the 3 best ways to find information:

1. Main Page (the page seen when visiting <https://www.lunarys.net>)

2. Searching
3. Browsing categories

The goal of the main page is to show information that is either most important and/or is most often sought after. If that fails, people may use the search bar on the top right of the screen. The search bar will dynamically provide suggestions based on input prior to hitting enter. **These suggestions are the wiki searching for page names that fit what was typed in.** In order for the wiki to search for input *inside a page*, the staff member must hit ENTER.

For a more in-depth explanation of how to search the wiki for information, visit [Help:Searching](#).

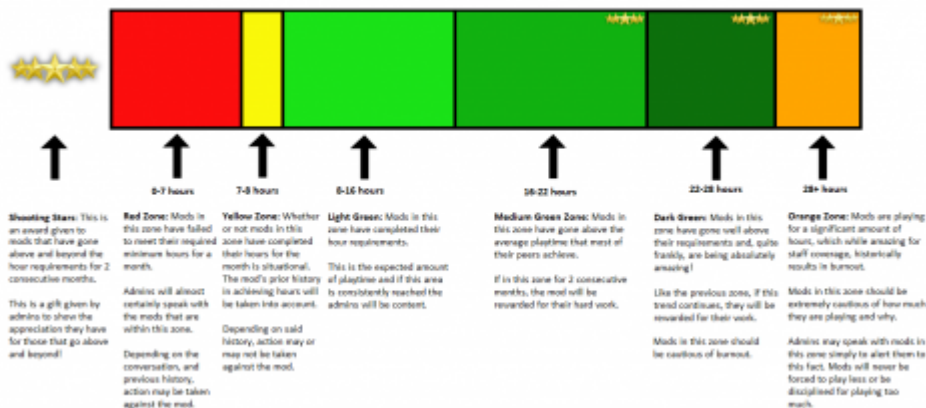
Contributing

Per the [manual of contribution](#), everyone is encouraged to contribute to the wiki at their level of comfort. All contributors, regardless of rank or position, possess equivalent authority over contributions to this wiki aside from the wiki director. If a someone sees *anything* that they think is wrong, they may simply fix it. If they tried to find information, and it didn't exist, they can [create the relevant page](#). The more people that contribute, the better the resource becomes.

Time Requirements

The **time requirements** refer to how long staff members must play on their home division during a set period of time in order to ensure adequate moderation.

SCP:SL Division



A graph representing how time requirements are handled in SCP:SL.

The SCP:SL division has nuanced time requirements. The graphic above describes the number of hours a moderator plays in any given month and how the administration team feels about it.

- Below 7 hours will generally result in intervention from management.
- 8 hours is the minimum to avoid intervention.
- 8 to 16 hours is the average playtime of a moderator.
- Over 16 hours can result in being recognized and awarded for outstanding service.
- Over 28 hours can result in the moderator being cautioned against burnout.

A moderator is encouraged to speak with an SCP:SL senior moderator, or administrator, if they have further questions.

Plugin Engineers

Plugin engineers, like SCP:SL staff members, are required to commit 8 hours of time towards plugins every month.

Discord Division

The Discord division, while there is no reasonable way of tracking hours, still have an 8 hour monthly time requirement that they should be spending monitoring and moderating the Discord.

Clerks

Clerks, while having no time requirements, are expected to help out with clerk tickets whenever they have time available to do so.

Cross-Division Policy

The term **cross division** refers to a staff member being a moderator in 2 or more divisions (<https://www.lunarys.net/index.php/Division>) simultaneously.

Limitations

- A moderator may only be in 2 moderative divisions at any given time.
- Senior moderators may not cross division. If a staff member of this rank wishes to do so, they must be demoted to regular moderator.
- Administrators may not cross division.

Becoming Cross Division

Both the home and target management teams must agree to it. The home management team must authorize first *followed* by the targeted one. The target management team may or may not have stipulations moderators must meet prior to acceptance (e.g meet X time requirements in home division, have no more than X coachings, have at least X kudos, apply via the application form as normal, etc).

Time Requirement Adjustment

The required hours for a staff member in two moderative divisions is halved. Crossing into a division without any hour requirements does not impact hour requirements for other divisions.

Leave of Absence

A **leave of absence** (or **LOA**) is an authorization for a staff member to not perform their duties or meet time requirements (https://www.lunarys.net/index.php/Time_requirements) for the approved period. Staff members *are not prohibited* from performing their duties during a leave of absence. They are simply not required to during the duration.

Requesting an LOA

A leave of absence may be requested for virtually any reason; ranging from a personal emergency to burn out. Staff members are to take leave of absence for non-emergency reasons in reasonable intervals.

To request a leave of absence contact an administrator (<https://www.lunarys.net/index.php/Admin>) and present the following information: the start date, the end date, and the reasoning for it. If there is a personal emergency and staff are uncomfortable discussing details the phrase "personal emergency" is a sufficient reason. Management reserves the right to decline non-emergency leave of absence requests at their discretion.

Any leave of absence request meeting or exceeding **90 days** requires the approval of a super administrator (https://www.lunarys.net/index.php/Super_Admin).

Time Requirements Adjustment

If the requester has time requirements to meet their superiors will adequately adjust their hours. This occurs on a case-by-case basis. If a staff member feels their adjustment is unreasonable they may report the situation to the appropriate authority.

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