



delcampe.com®

Le rendez-vous des collectionneurs et des passionnés

The Moderator's guide

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Who are they? What do they do? Why? If you have been in touch with one of our moderators already, this is the type of questions you should have asked yourself. It makes sense since our moderator program is one of a kind on the world wide web...

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1/ Introduction : Why are moderators needed?

1.1/ The Charter or the logical continuation of a growing community

During the first years, when the website was still in its infancy, the Delcampe community was mainly composed of members who already knew each other personally, outside the website.

Today, because of its growing popularity, the Delcampe community has reached more than 100 000 members and the number of new members keeps on growing and growing.

A friendly contact between members, a friendly-user website and a real support and communication from the Delcampe Team are really what members like about Delcampe.

Unfortunately, like in any community, because people have different points of view, different ideas and needs, it was becoming harder to make everyone happy. As the Delcampe community was growing bigger, we noticed that not all the members were getting along together and this new situation was seen as a threat to the spirit of the website.

It was time to guide members and tell them what they should do or should not do in order to preserve the interests of the community. It was time for the Delcampe Charter to make its appearance.

1.2/ The Charter, not always understood

The Delcampe Charter is simply a summary of the lines of conduct members need to adopt to preserve the **interests of the community**.

Because our Charter is inspired by common sense and by our own experience, some members will never have to read it to know the content.

But some do think differently and do need to read our Charter. Most of the time, they do not even realize that what they did was a breach of our Charter. This happens when there is a conflict of interests between the member and the community.

In this case, writing a Charter is not enough. We also need to inform them in a preventive way. We also need to prove the validity of the Charter and explain why we do this and this in the interests of the community.

1.2/ The Charter enforcement or why moderators are needed

It is not always easy to understand what the interests of the community are. Therefore, a preventive posture would give better results than a curative one. However, inform, help, enforce and explain the Charter is not an easy task for the Delcampe Team, especially as the community is getting bigger. Because some members realized how much work this is, they offered to volunteer. This is how the moderators' program emerged.

2/ Who are the moderators ?

Moderators are members of the website who sent us an application because they wanted to help us keep the website pleasant, safe and easy to use for all collectors.

Applications are examined carefully by the Delcampe Team and each moderator is specialized in a specific field of collectibles.

Here is a list of all the current moderators and the field they are specialized in:

Nickname	Lang.	Category	Specialization
Admin101	F	Philately	Europe > France > Marcophily
		Postcards	Europe > France
		Vieux Papiers	
Admin102	F	Postcards	Europe > France > [80] Somme
Admin103	F	Coins	Coins > Antiques
Admin104	F	Books & Forum	Scams
Admin105	D	Philately	
Admin106	F	Philately	Europe > Belgium > Varieties
		Postcards	Europe > Belgium > Hainaut > Binche
		Other	Ads > Coca-Cola
Admin107	F	Coins	Coins > Antiques
Admin108	F	Philately	America > United States
		Postcards	Europe > France > [06] Alpes Maritimes Europe > France > [07] Ardèche Europe > France > [26] Drôme Europe > Monaco
Admin109	F	Other	Jewels & Clocks
Admin110	F	Philately	
Admin111	D	Philately	Asia > Israel
			Europe > Belgium
			Afrique > Congo
			Afrique > Ruanda-Urundi
Admin113	F	Postcards	Europe > France > [61] Orne
Admin114	S	Philately	Europe > Spain
Admin115	F	Philately	Europe > Belgium
Admin116	F	Philately	
Admin118	F	Forum	
Admin119	F	Philately	Europe > France > Marcophily
Admin124	F	Phonecards	
Admin141	F	Philately	
Admin149	F	Other	Militaria

Admin151	F	Other	Tabacco (Related items)
		Philately	Europe > Netherlands Europe > France Europe > Spain Europe > United Kingdoms
		Coins	Pays-Bas France Spain United Kingdom
Admin152	F	Coins	Medals
		Other	Militaria > Medals & badges
Admin153	F	Postcards	Europe > France > [47] Lot et Garonne
Admin154	G	Tout Delcampe	Fight against forgeries
Admin155	E	Philately	
Admin156	G	Postcards	Europe > Germany
Admin157	E	Philately	Europe (Scandinavian countries)
Admin158	F	Philately	Expert
Admin159	F	Philately	Asia (South East, China)
Admin160	E	Philately	Europe > United Kingdom
		Postcards	Europe > United Kingdom

Note: Names will soon replace numbers

3/ What do they do exactly?

3.1/ Special rights

In order to make their task easier, moderators have been granted with special rights. Thanks to these rights, they can: move and close sales or move and remove messages from the Forums.

Apart from these special rights, they do not have access to any private data related to the sales or members, in accordance with the right of privacy.

3.2/ Procedure

What moderators do simply consists of enforcing the Charter.

When possible, they will always act in a preventive way by telling members what is wrong with their sales.

If a seller does not reply to the moderator's message or does not do something accordingly, he/she will resort to the special rights in question. Therefore, it is important that you take moderators' messages into consideration because silence could be misinterpreted.

Note that sometimes, a sale can be closed without previous notice, depending on the urgency of the situation.

3.3/ I disagree!

Sometimes members will be unhappy about what moderators have done with their sales. Most of the time, these members have not read the Charter and do not understand the concept of community.

However, if you have read the Charter but still disagree with it, contact the moderator and explain.

If your arguments are legitimate and do not prejudice the interests of the community, the matter will be discussed within the moderators' team and, if necessary, within the Delcampe team along with the entire community thanks to polls.

The outcome of the debate will define what should be stated in the Charter.

3.4/ To communicate with a moderator

Following the example of communication between members or with Delcampe team members, it is essential to remain courteous and objective.

Moderators as well as the Delcampe team are always listening to members. They also are real persons with human feelings like you. They will always answer to all your emails and messages, according to their availability. Do not forget that they also are regular users of the website wanting to help the community.

Besides, just like in a quarrel, the more you shout, the less the person you are talking is listening. If you remain objective and courteous, it will be easier to listen, understand and to something accordingly.

Also, do not wait for a moderator to contact you and contact them if you have any question regarding your sales.

4/ Frequent reasons of intervention

What moderators do will always be in accordance with the Charter, they will never do something for personal reasons. The Charter serves the community's interests, not personal interests. If some terms do not seem clear to you or if you disagree with one of them, do not hesitate to tell us about it.

4.1/ Wrong category

Delcampe is specialized in collectibles and so are the categories. It is important to list an item under the proper category in order for buyers to find it more easily.

If an item is listed under the wrong category:

- Buyers will be annoyed by uninteresting items when browsing categories and looking for a specific item
- Buyers are less likely to find your item
- If categories become messy, they become useless as their main purpose is to classify items so they can be found more easily. If categories become useless, the result would be as if there was one single category on Delcampe for all the items.

Moderators will tell you the appropriate category where your items should be listed.

Categories can sometimes get confusing. If so, please let us know.

Finally, list items under '**other**' only if there is no specific category that already exists. Same with '**to identify**'; list items under this category only if items have not been identified.

4.2/ Doubles

Some sellers do list one single item twice or more under different categories. Sometimes they do this because one item could fit in more than one category. Most of the time, they do this just to reach a greater number of possible buyers.

Side effects:

- This can lead to a dispute because two items have been sold whereas there only is one item
- This is unfair for sellers who are using selling options to make their sales more visible.
- This will pollute categories with fake sales.
- This takes space on the servers and makes searching fastidious.
- The offer goes up and demand goes down.

Sometimes, sellers have several copies of the same item. Soon, sellers will have the possibility to create one single sale for several items. Until then, moderators are allowed to intervene because:

- Items listed several times devalue.
- There is an obvious abuse of our free-listing system.

Listing items on Delcampe is completely free. We have to protect this system from abuse if we want to keep it that way.

4.3/ Scams

Sales can be closed without previous notice if a moderator, member or Delcampe team member comes across what seems to be a scam.

4.4/ fakes, reproductions and forgeries

When an item listed on Delcampe is not genuine and described as such, moderators will ask the seller to mention it clearly on the title and the description of the sale.

Sellers are expected to answer promptly because these sales could be closed very quickly for preventive reasons.

Forgeries are forbidden and sales can be closed without previous notice (ex : bags, perfumes, watches, ...).

Once again moderators have a preventive mission because legal actions could be taken against such activities.

4.5/ Publicity

An email address or Internet link in the seller's personal message, terms & conditions or descriptions can be seen as an invitation to make transactions outside of Delcampe.

Members trying to make transactions outside of Delcampe do not only try to avoid paying the final value fees but they also try to slip from our vigilance. Be careful with these sellers, for you and also for the maintenance of the website. Such sales can be closed without previous notice.

4.6/ Forbidden or questionable items

A list of questionable and forbidden items can be found in the Charter (4.1).

4/ Becoming a moderator

All you need to do is: send your application, your specialization, your own experience and why you would like to become a moderator to: mario@delcampe.com

See you on the Net !

