

## Goodreads' Q3 2023 Terms of Service Report to California's Attorney General

### **Overview**

Goodreads' mission is to help readers discover books they love and get more out of reading. Among other things, Goodreads community members can track the books they're reading, have read, and want to read; receive personalized book recommendations tailored to their literary tastes; and find out if a book is a good fit based on community members' reviews. Goodreads' goal is to keep Goodreads a welcoming place where people can come together to share reviews, participate in discussions, and enjoy interacting with readers and authors.

### **Our Terms of Service**

Goodreads' current terms of service are available at: [Terms of Use](#), [Community Guidelines](#), and [Review Guidelines](#).

### **Our Approach to Moderation**

Goodreads is committed to ensuring reviews are trustworthy, relevant and authentic for readers and authors. For that reason, Goodreads welcomes a wide variety of reviews—whether positive or negative—but prohibits reviews that violate its guidelines, including reviews that harass readers or authors, or that contain hate speech.

Goodreads relies on a combination of human and automated review to prevent content that violates its terms from appearing on its site. Goodreads users, including employees, are able to flag content that might violate Goodreads' guidelines and are also able to contact Goodreads via a [contact us form](#) to report any potentially violative content.

Goodreads investigates each report and takes action on content and/or accounts that violate Goodreads policies. The specific enforcement action taken depends on the content type, type of violation, and the reported user's previous history of violations. If Goodreads determines that a piece of content is in violation of its terms, a Goodreads team member will take action by removing or demoting the content. Goodreads may also warn, suspend, or ban a user who posted the violative content.

### **Q3 2023 Activity**

In Q3 2023, 5,245 items of content were flagged for harassment (1,167 comments, 4 community answers, 3 community questions, 2 friend requests, 7 messages, 2,802 reviews, and 1,260 users) and 3,248 items of content were flagged for hate speech (1 author blog post, 630 comments, 4 community answers, 1 community question, 1,776 reviews, and 836 users), totaling 8,493 items of content. Of the items flagged, 584 were actioned, i.e., removed from the site: 459 for harassment (168 comments, 1 community answer, 3 community questions, 1 friend request, 4 messages, 278 reviews, 3 users, and 1 user status) and 125 for hate speech (46 comments, 1 community answer, and 78 reviews). 274 items of content actioned for harassment and 28 items of content actioned for hate speech also resulted in action taken against the user who posted the content. 215 items of content were flagged and actioned (i.e., removed) by Goodreads employees (harassment: 88 comments, 2 community questions, 1 community answer, 109 reviews, 1 user status; hate speech: 8 comments, 5 reviews and 1 user), and the remainder were flagged by users. No members requested a reassessment of their content. We provide the number of views for pages with actioned content, but the number of page views overstates the number of times the actioned content was viewed because content from users typically appears near the bottom of the page, requiring users to scroll to see it. For Q3 2023, actioned content appeared on pages that were viewed 3.3M times.