

Goodreads' Q4 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](#). No changes have been made since the previous report.

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.

Q4 2023 Activity

In Q4 2023, 13,968 items of content were flagged for harassment (186 authors, 6 author blog posts, 1,873 comments, 3 community answers, 906 community questions, 11 groups, 17 messages, 1 photo, 9,830 reviews, 1,130 users, and 5 user statuses) and 5,050 items of content were flagged for hate speech (228 authors, 866 comments, 3 community answers, 112 community questions, 1 group, 3,366 reviews, 468 users, 5 user statuses, and 1 quote), totaling 19,018 items of content. Of the items flagged, 2,136 were actioned, i.e., removed from the site: 1,852 for harassment (284 comments, 48 community questions, 2 messages, 1,516 reviews, and 31 users) and 255 for hate speech (51 comments, 3 community questions, 196 reviews, 4 users, and 1 quote). 185 items of content actioned for harassment and 39 items of content actioned for hate speech also resulted in action taken against the user who posted the content. 1266 items of content were flagged and actioned (i.e., removed) by Goodreads employees (harassment: 132 comments, 1,093 reviews, 2 users; hate speech: 10 comments, 28 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 Q4 2023, actioned content appeared on pages that were viewed 3.4M times.