

DISCORD USAGE PROCEDURE

For Carbondale Public Library Project Next Generation

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What is Discord?

Discord is a free instant messaging and VoIP application and digital distribution platform designed for creating communities ranging from gamers to education and businesses. Discord specializes in text, image, video and audio communication between users in a chat channel. Discord runs on Windows, macOS, Android, iOS, Linux, and in web browsers. Discord is very popular amongst teens, older children, and the gaming community.

Why Discord?

Due to the COVID-19 Crisis, all CPL programming is virtual for at least the remainder of 2020. There is need for a virtual space for PNGers to interact and share their projects. The Project Director has determined Discord to be the best platform to fill this need. Reasons for this determination include:

- Free
- Browser-based UI available (good for devices that can't download the application)
- Pre-extant popularity with PNG demographic
- Allows synchronous and non-synchronous communication
- Allows file sharing
- Provides an opportunity to educate PNGers on internet safety
- Server customizability (chat and voice channels, privacy and security settings, automated content moderation)
- Allows the creation of multiple channels within a server to organize communication

Why not Zoom?

The functionality and purposes of Zoom and Discord are different. Zoom is for live meetings/webinars only. In addition to real-time voice chat, Discord allows asynchronous communication, like an internet forum or message board except with channels instead of threads.

How does Discord work?

Discord uses the metaphors of servers and channels to describe the platform's structure. A user can create a server on Discord, managing its public visibility and access, and create one or more channels within the server. Within a server, depending on access controls, users can create channels within a category framework. Users can create text-based and voice-chat channels. Channel visibility and access is also customizable. One such customization is the ability to mark channels "NSFW" (Not safe for work), which forces first-time channel viewers to confirm that they are over 18 and willing to see such content.

What privacy and safety measures are available on Discord?

Discord allows anyone to create an account or create a server. There are NSFW servers (see above). Unknown parties can message a user IF that user shares their account information.

A server creator/administrator can manage the access settings of their server. For example, a server can be created such that only whitelisted accounts can join and interact the server; this is the privacy parameter that the CPL PNG server will have. This means that only invited accounts can join the CPL PNG server. The only accounts invited to the server will be PNG participants and mentors. The only server administrators will be the Project Director and Project Mentor. See: [Private Discord server setup](#)

Discord also allows the creation and management of bots. There are automated AIs that scan for and exclude content based on parameters created by the server administrator (for example, language); this is one of the monitoring tools that PNG staff will be utilizing. For example: [Censor Bot](#); [Profanity Blocker](#)

An account creator can manage the access settings of their account. For example, account settings can be configured such that no unsolicited DMs (direct/private messages) can be received; this is the privacy parameter that PNG participants will be instructed to utilize. Further, even without this account setting, account names are partially randomly generated and are not accessible unless someone displays their information in a public Discord server. PNG participants will be instructed to create a Discord account for PNG purposes only.

To reiterate: no uninvited persons will be on the CPL PNG Discord server. The Project Director and Project Mentor will monitor the content of the CPL PNG Discord server daily, both manually and through the usage of server bots. The Carbondale Public Library does not control the content of the internet.

What if a parent doesn't want their child using Discord?

Participants do not have to use Discord to participate in PNG, though it is recommended. If a PNGer does not wish to use Discord, the Project Director will distribute any information and communication sent via Discord to that PNGer through other means (ex. E-mail).

Participants who do not wish to use Discord will still be provided the opportunity to interact with PNG presenters and other participants. In addition to using Discord, CPL plans to have weekly virtual webinars on Zoom for peer interaction and the ability to ask questions of expert presenters in real-time.

Other Considerations

The CPL PNG Project Director could pre-create all PNG Discord accounts for PNG participants. This would ensure the proper privacy settings, as the PNG Project Mentor would both initially set up such settings in addition to having the ability to monitor those accounts. However, having PNG participants set up the accounts themselves is a beneficial lesson in technology usage and safety. Eliminating that part of the program could be a loss of an opportunity to teach both technological use and cybersafety.

DISCORD REGISTRATION WORKFLOW

1. A PNG participant creates a Discord User Account as per CPL instructions.
2. A PNG participant submits a PNG Discord Server Application.
3. A CPL PNG Server Administrator adds the participant to the server whitelist.
4. The participant receives an email with an invite to the server.

HOW TO MAKE A DISCORD USER ACCOUNT FOR THE CPL PNG SERVER

See document: docs.google.com/document/d/1BEQXr_ohfBcHxQZ3g96LurpeETQfW7kivMHjpcN0IXk

PNG DISCORD SERVER APPLICATION

From Google form:

https://docs.google.com/forms/d/e/1FAIpQLSfnNL9Vv8heKpkMzTyp0Vacd47CVmZMpM_FtI3kfoxP_dKbgQ/viewform

SECTION 1: CPL PNG DISCORD SERVER APPLICATION

This form is for Carbondale Public Library (CPL) Project Next Generation (PNG) participants applying for access and usage of the Discord server.

The CPL PNG Discord server is a virtual space for PNG participants to hang out, work on projects together, ask questions, and share project progress. Have fun!!

Before filling out this application, create your Discord User Account using these instructions:

docs.google.com/document/d/1BEQXr_ohfBcHxQZ3g96LurpeETQfW7kivMHjpcN0IXk

Questions? Email Librarian Liz: ehartman@carbondale.lib.il.us

SECTION 2: CONTACT INFORMATION

Librarians take privacy very seriously. Your contact information will only be used to invite you to the server.

Name:

Please provide first and last name.

Email:

Discord Account Information:

Enter your Discord User ID here. Don't have a Discord Account yet? Check out our instructions: [How to make a Discord User Account for the CPL PNG Server](#)

Age Requirement / Guardian Consent for Discord

Check the appropriate box. If your parent does not agree to your usage of Discord, email your Librarian Liz; we'll get you in on the conversation through email!

- I am 13 years of age or older
- I am under 13 years of age and my guardian is aware and approves of my use of Discord for library programming purposes and is the manager of my account.
- I am under 13 years of age and my parent does not approve of my use of Discord.

SECTION 3: CPL TEEN DISCORD SERVER RULES OF CONDUCT

The Carbondale Public Library uses social media (such as this Discord server) to maintain a welcoming online presence where people can learn about, share, find out about Library events, and discuss Library-related topics with staff and other users.

In order to encourage a safe, online community, please abide by these Rules of Conduct:

- 1) Be polite and respectful of each other, yourself, and the Teen Librarian.
- 2) No trolling, spamming, bullying, or hate speech of any sort will be tolerated.
- 3) Refrain from "callouts" or personal attacks.
- 4) Avoid controversial political or religious topics. Agree to disagree should a difference of opinions erupt.
- 5) Protect your privacy and the privacy of others.
- 6) Keep things PG. Do not post graphic content, including explicit language, sexual content, and gore.
- 7) Do not post advertisements or try to sell anything.
- 8) Do not conduct or encourage illegal activity.
- 9) Use an appropriate name and avatar.

You are responsible for your own actions on our server.

You cannot hold the library responsible for anything that happens on this server. The library does not control the content of the internet.

The PNG Project Director and Project Mentor reserve the right to delete any comments or mute, kick, or ban any member from the server should these rules be ignored.

These Rules of Conduct will also be pinned to the CPL PNG server, in case you need to refer to them again.

[By typing your full name below, you are acknowledging that you have read and understood the Rules of Conduct and agree to abide by them.](#)