

Official OtakuNet Handbook

Contributors: Ben Editor: Reaver

All the information that is needed to begin your journey as a staff member will be contained within the following pages. Let this handbook serve as a guide to your work, adventures, missions, and quests during your time as an OtakuNet staff member.

This guide will be one of the tools available to you in becoming a core, dedicated, positive member of the staff team. The importance of understanding your permissions, roles, communications, on-site behaviour is essential in order to be a successful staff member.

We hope you enjoy your time as an OtakuNet staff member!

If you have any questions that may arise, feel free to message an admin for further clarification. Every staff member started where you are. There are no <bad> questions. Don't be afraid and just ask away. We are happy to help.



I: Permissions

An OtakuNet staff member has a variety of permissions both on site and off-site. Every staff member that has been accepted will have the same default permissions. Additional permissions are granted if the staff member chooses to partake in additional roles that requires additional permissions or if the staff member is promoted.

Default Staff Permissions

Website Permissions ([Site Moderation Tools Thread](#))

- Forum Permissions (Move thread, delete, sticky, etc.)
- Shoutbox Permissions
- Site Wall Permissions
- Site Chat Permissions
- User Management Permissions
- Access to Site Logs
 - > User Management and Site Logs can be found via [Moderator Dashboard](#)

Discord Permissions

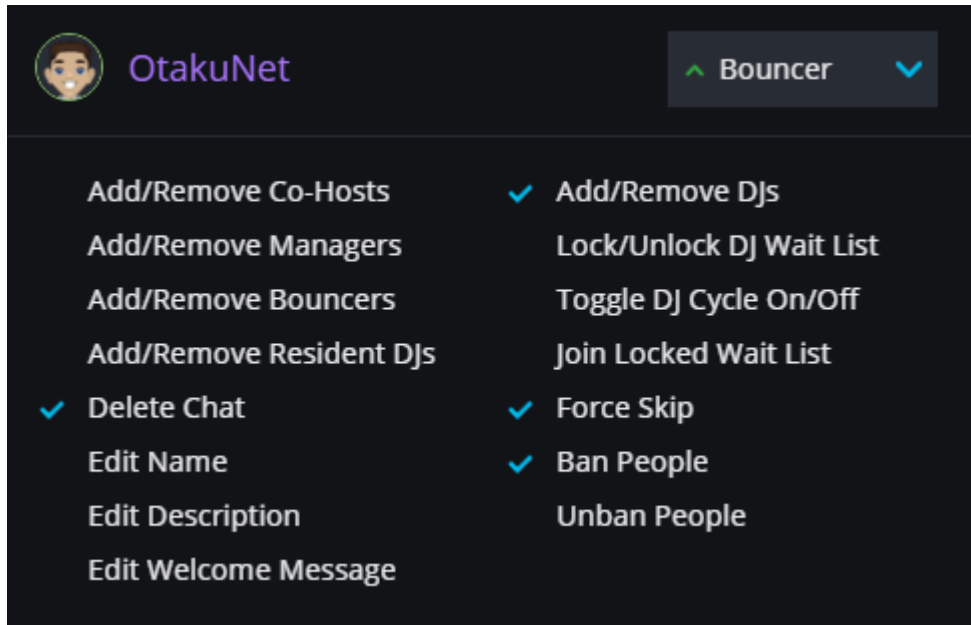
- Access to #logs
- Access to Staff-only text and voice channels
- Discord Moderation Permissions
- Ability to Upload Server Emojis

Slack Permissions

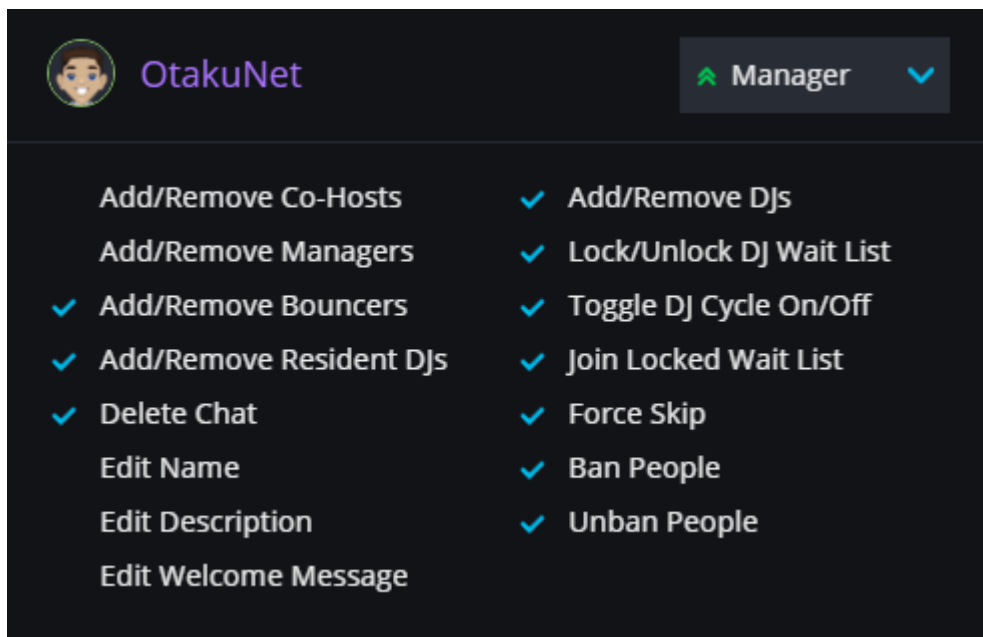
- Access to Slack
- Access to Staff-Specific Text Channels
 - #general: OtakuNet General. Any kind of talk between staff members! Enjoy yourself!
 - #logs: Logs for any incidents on any of OtakuNet's platforms.
 - #suggestions: Have a suggestion to improve ON? Shoot it here!
 - #moderators: Staff chat for serious staff-related discussion.
 - #updates: Please only chat/send messages regarding OtakuNet activities.
 - #trial-mod: The channel for trial mod-related activity.

[plug.dj](#) room Permissions

- Bouncer Rank



- Manager Rank (in cases where staff member runs events which require it)



- Access to Bot Permissions ([Command List](#))
- Minecraft Server Permissions (Coming soon)

Additional Staff Permissions:

Social Media Management

- Access to OtakuNet Twitter, Facebook, Google Plus
- Additional Site Permissions (Event Management)

IMPORTANT: Remember that with many permissions comes many responsibilities. Don't abuse your powers and understand that staff members also need to follow the [rules](#).

II: Guidelines

To be a successful staff member, a few aspects are vital. Becoming a staff member means being a role model for the community and someone in which members look up to and aspire to be. It is important that staff members show professionalism, respectfulness, kindness, friendliness and understand despite the situation. A role model doesn't just tell how users should be acting but by demonstrating and working with them on how to improve.

Tips in being a role model:

- Welcome new members. Answer their questions and support when necessary.
- Respect and follow the rules.
- When dealing with rule breakers or disrespectful users, stay calm, treat them with respect and deal with it professionally.
- Be friendly to everyone.
- Act to make OtakuNet the community to be.
- Be helpful.
- Report all cases to #logs in Slack with SCREENSHOTS AS EVIDENCE.
- It is up to the staff member's discretion on what type of action that needs to be taken.
- Taking initiative to assist other staff members and members.

Communication:

It is vital to stay active and communicate with the staff team. **COMMUNICATION IS KEY.** The OtakuNet staff team uses Slack as our main tool for communication. It is important to stay active in order to be informed of new updates, ready for tasks that need to be completed, and able support/provide assistance when needed.

- Activeness is very important. An inactive staff member will be warned and removed from staff. In the event that you cannot be active for a period of time, leave a message in #updates (Slack) or post in the [Leave of Absence Thread](#).

Administration:

Administration is a smaller part of the team where the OtakuNet major decisions are the final say. Administration consists of only admins and owners in which most of the important decisions are made. All staff have the opportunity to be promoted to administration based off of contributions, dedication, etc. The goal is to also keep users motivated, learn from older higher ranked staff, and have the set location when needing to ask questions. All of the members of administration are open in regards to private messages, just DM one of us and we would be glad to help. Don't hesitate to reach out to us!

Representing OtakuNet:

As an OtakuNet staff member, you are representing our community. You are critical in regards to the public image of OtakuNet and influence our reputation. Members can easily recognize that you are apart of the staff. It is important, as a good staff member, to be a good role model and other members will respect and learn from your actions.

Some tips to help you represent OtakuNet better are:

- Have fun, but be professional.
- Do not use offensive language, even jokingly (this includes language that is prejudicial, racist, sexist, or rude).
- Do not discuss things on the site that could be perceived as illegal.
- Never user hate speech or harassment.
- Do not share classified OtakuNet information with anyone outside the staff team.
- Follow the rules of the community. It is important to understand that staff members also need to follow the rules.

If you do not meet the guidelines stated above, you may be subject to a review of your behaviour by administration. This may lead to a possible suspension or having to step down from the staff team.

Contacting Associations:

In the event, that a community, YouTuber, Twitch streamer, etc, wishes to associate with OtakuNet. Remember that it is important to be polite and act professionally. It is important to properly inform them of the requirements and who to contact in regards to it.

- If an organization contacts you about OtakuNet, please let administration know and introduce them to the contact page (<http://otakunet.me/#contact>).
- If you wish to ask other organizations if they have the interest to associate, be sure to ask administration first.
- Remember, that as a staff member, it is important to not make any final decisions regarding associations but redirect to administration.

If there are any questions, please ask an administration member.

Important Threads:

The following is a list of important threads that are stickied in the [Administrator Forums](#) or are global threads.

This list of threads is important to have a quick read over as it discusses how we handle certain tasks as well as important threads that may be used in the event that you take a leave, wish to resign, etc.

- [Leave of Absence Thread](#)
Important for letting us know if you need to be absent for a period of time.
- [Official Staff Guidelines \[Old\]](#)
Guidelines for staff members including responsibilities and roles. Good for a quick reference in the forums.
- [How to Judge an Application Guide](#)
A guide to help in judging an Application.3
- [Official Interview Guide](#)
This is a guide regarding how an applicant's interview will be run. Procedures for a successful interview, and the requirements for holding one are all discussed.
- [Official Staff Warning Guide](#)
This is a guide for staff which contains warnings and consequences to warnings. The current warning system will be based off of a three-strike principal. Staff members will be warned if they violate site rules. If any of the rules are violated, that staff member will be sent a message regarding it and will accumulate points depending on the severity. After a total of 3 points accumulated, that staff member may be demoted and/or banned depending on the severity.
- [Staff Resignation and Reinstatement Guidelines](#)
Guide in regards to the steps that need to be taken for either resignation or reinstatement.
- [Recruitment Points and Awards System](#)
Recruitment points and awards system which explains it in detail.
- [Rules and Regulations](#)
Important! Overall rules and regulations of all ON platforms. Note* Discord has a slightly modified version of the rules in the #rules text channel of the OtakuNet Discord Server.
- [OtakuNet Terms of Service](#)
OtakuNet's ToS in regards to user agreement for site use and shop purchases.
- [OtakuNet Point and Rank System](#)
A thread regarding ways to earn site points and possible ways to spend them.
- [OtakuNet Associating Standards](#)
All association-related standards for potential associate applicants.

III: Moderation

Moderation is a very important part in being a staff member. This section focuses on how to deal effectively with community issues, reporting properly, and how to handle common situations. If you are ever unsure of how to handle a situation, simply ask for help in the #moderators Slack channel or message a member of Administration.

Note: IT IS IMPORTANT TO TAKE SCREENSHOTS IN ANY SITUATION.

This is so that we can reference to it later if needed.

When handling issues/situations, be sure to remain calm and be kind, respectful, and friendly throughout the whole interaction. It helps if you are more positive and supportive rather than authoritative.

Violation of Rules:

The community has two sets of rules.

1. [Site Rules](#)
2. [Discord Rules](#)*

Site rules are global rules that are in effect in regards to all OtakuNet platforms, with the exception of Discord.

Discord rules are located in #rules in the OtakuNet Discord Server.

**OtakuNet staff reserve the right to remove, warn or ban a user in the event of a violation of the rules stated. OtakuNet staff can rely on their discretion in regards to the severity of the offence.*

1. Site Rules:

When a user violates a rule, they will be warned via DM, mention or Enjin message. If the behaviour continues, the user (depending on the severity) will be kicked from the platform, temporarily banned, or permanently banned.

Non-Discord related Appeals can be made regarding warnings, chat prevention and bans **submitting a contact form via our site** <http://otakunet.me/#contact>

2. Discord Rules*

OtakuNet has a low tolerance policy in which means any user who does not follow the guidelines may be warned, messages promptly removed or the user may be suspended or banned. This is to ensure a friendly and efficient community.

Discord Warning System:

OtakuNet also has a warning system. Users acquire warnings by breaking our rules. Warnings given are based on the severity and number of offences.

Warning 1: Just a warning to not do it again. User will be marked for 1 month with a warning 1 tag.

Warning 2: Second warning or a repeat offence after warning 1. Comes with a 3 day chat prevention and user will be marked for 1 month with warning 2.

Warning 3: User will be banned. This is based off of the severity of the offence as the ban can vary from temporary to permanently. This can also be given after the user has repeated the same offence three times before the previously acquired warning have expired.

Discord -related Appeals can be made regarding warnings, chat prevention and bans **by messaging an admin or owner on Discord.**

NSFW content:

This is short for **Not Safe For Work**, and includes content that is inappropriate to an age group of under 18 years of age.

Content relating to NSFW, should be removed after screenshotting with the user notified that it doesn't belong in this community and should go to the nsfw- permitting channels. (ie. NSFW Discord Text Channel).

For users to gain access to the NSFW Discord Text Channel, they need to ask an administration member to add it to them.

By having access to the NSFW chat channel, the user gives their consent to us that they recognize all material in #nsfw as not safe for work.

Reporting:

When reporting a user/complaint/disciplinary action, it is important to always follow the procedure.

Remember: When handling issues/situations, be sure to remain calm and be kind, respectful, and friendly throughout the whole interaction.

During the interaction-

- Keep in mind that users who are violating the rules are often taking negative approaches to attract attention to themselves.
- Calmly ask them to stop doing so.
- Ask why they choose to behave the way they are. When a community member feels they are heard they are more likely to stop negative behavior.
- If their behavior continues, give them a warning. If they do not stop, they will be banned.
- Once you have tried to reason with them and if they still have not stopped, you can ban that member.

- Please provide simple reasons on why they are being banned. Give them a moment to alter their behavior and if their behavior persists, ban them.
- Log all disciplinary actions/warnings and report.

After the interaction; reporting-

- Screenshot all evidence. Delete the messages if it has occurred in a chat.
- Report the disciplinary action to the Discord #logs (if it occurred on Discord). If it occurred anywhere besides Discord, post it in Slack #logs. Be sure to also provide evidence (screenshots) and a reason.

Inappropriate Usernames

In the event that a user has an inappropriate username, it will be changed. Simply, change it, provide the user a private message on why it has been changed, screenshot and report. This is effective on all OtakuNet platforms.

> If there are any questions in regards to moderation, contact an administration member for further clarification.

IV: Responsibilities

Many responsibilities comes in addition to this role. It is important to understand what to do and what the moderator role entails.

Staff Responsibilities:

- All Staff-related info should be kept staff-only.
- Staff members are role-models - be sure to minimize cussing, violation of site rules as well as unethical decisions.
- Inform other staff members before implementing a large scale project.
- Aid/help/direct users when asked and welcome new members.
- Be courteous and nice to all users on the site.
- Follow the site rules.
- Respond to applications.
- Attend as many Staff meetings as possible.
- Be ready to give your honest input on decisions and able to present beneficial ideas to promote site success.
- Display Positive Attitude towards co-workers, users and members.
- Be updated and active on the site.

There are two positions in our staff team.

1. Moderator

- Provide site updates, handling blogs, posting promotional site content on your wall, advertising, promoting the site, creating forum announcement, managing associations, social media, welcoming new users who join, and all above staff responsibilities. For associations, direct interested individuals/communities to the contact form: <http://otakunet.me/welcome#contact>
- Moderate the forums, be active, post, forum updates, move/locking threads, hiding off-topic/double posts, warning members, etc. Welcoming users and responding/posting, moderating chat/shoutbox and the forums are all responsibilities of moderators.

2. Administrator

- This position cannot be directly applied to. Only existing staff members will have a chance to apply for this position.
- Administrators overlook and supervise all staff, help further site development and implement ideas. They are in charge of running the staff team and making sure everyone is doing their part.

Official Thread found [here](#).

V: Staff Warnings & Resignation/Reinstatement Guidelines

I. Staff Warnings

The current warning system will be based off of a three-strike principal. Staff members will be warned if they violate site rules/Discord Server rules.

If any of the rules are violated, that staff member will be sent a message regarding it and will accumulate points depending on the severity. After a total of 3 points accumulated, that staff member may be demoted and/or banned depending on the severity.

Inactivity, along with failure to inform administrators and/or post in the [Leave of Absence Thread](#), will also result in a demotion.

If you see a fellow staff member violating the rules, kindly remind them not to and screenshot/report to administration.

[Official Staff Warning Guide](#)

II. Resignation and Reinstatement Guidelines

Resignation

There are now three mandatory steps to complete when retiring/resigning/withdrawing from OtakuNet Staff-

1. Withdrawal Announcement

You will need to officially announce your withdrawal from our staff team either in the staff only forums (General Admin Discussion) and/or announce it in #updates. Please also provide a reason if you are able to.

2. Withdraw out of all staff groups

You will need to leave all OtakuNet staff groups that you are in.

3. Confirm decision with the administration team

You will need to approach administration or allow them to approach you to ask you questions to confirm for sure that you are absolute in your decision to withdraw.

After all three steps are completed, then your resignation/withdrawal is official and you will be tagged with a retired tag and have only the permissions of a normal member.

Reinstatement of Staff Position

To be reinstated as staff again, a retired staff member will need to go through the application process again. However, there will be additional questions geared specifically for returning staff members. It will be treated as an application and reinstatement requests via general form will no longer be accepted.

App: <http://www.otakunet.me/app>

[Staff Resignation and Reinstatement Guidelines](#)

VI: Testing & Bug Reports

I. Testing

As a member of the staff team, you will have many opportunities to test certain new site features. It is important that all staff-related information stays in staff.

It is important to remember that any cases in regards to "*leaking*" staff-only information to a non-staff member may result in disciplinary action, demotion and possibly a ban.

The majority of the OtakuNet staff-related testing occurs on the main site via test pages or on Bento-Test. These test pages may be only viewable to staff members.

II. Bug Reports

If there are any bugs/glitches that you may find, message a member of administration, or post in the #moderators Slack server.

User Inquires/Reports

In the case that user (non-staff) wishes to report a bug and messages you, link them to the site contact page or redirect them to an available administration member.

Contact Form: <http://otakunet.me/#contact>

VII: Administration & Rewards

I. Administration

Feel free to contact administration members any time. We are happy to help and are eager to hear from you. If you have any ideas/suggestions/opinions, also feel free to directly voice it out to us. We prefer that it is placed in #suggestions in the Slack server so that more opinions can be placed on it, however, we are always open to private messages.

Currently in administration, there are 3 members.

Ben @mr_ben	Owner
Reaver @reaverrapier	Admin
*Brad @brad	Admin, Back End Developer & Enjin Tech Support

We are all approachable and are open to suggestions.

* Brad is an administrator on the Enjin side. It is more preferable to ask more Enjin-related issues (if you have any with him).

* In regards to issues related to OtakuNet, please message Ben, Reaver.

II. Rewards | [Official Thread](#)

There are quite a few benefits in being an OtakuNet staff member. Here are the following perks which we offer to our staff members.

Official Staff Perks:

- 2 Free entries in all giveaways by OtakuNet. (so, essentially post twice)
- Vote & opinion in all decisions related to OtakuNet's future.
- Access to an Ultimate Test Site and if desired, a *personal page that belongs to you to use. (<http://bento-test.enjin.com/> Just simply join the site and message me to get permed.)
 - *Personal page* is just a test page on the test site for your personal use.
- Any shop tags that you wished to be tagged with for 0 credits. (Limit of three.)
- Discord/Site Perms
- Opportunity once a year to gain Staff of the Year. (Non administration members only)*

Administration Staff Perks:

- All Official Staff Perks except opportunity once a year to gain Staff of the Year.
- Full perms on site, test site and Discord.
- Unlimited Credits
- Unlimited Tags
- Final vote on major decisions and for Staff of the Year.
- Based on performance/activity/contribution, will be awarded equivalent in value to a staff of the year award.

> Have a reasonable suggestion in regards to staff perks? Feel free to leave it in #suggestions or contact a member of administration.

Thank you for becoming a staff member of our community! We are looking forward to having you and cannot wait to hear all of your great ideas!

「It's A Big World」