

Social Media Policy Southwick Public Library

This policy governs the Southwick Public Library's participation in online venues and social media, defined here as any facility for online publication and commentary, including but not limited to blogs, wikis, and social networking sites. The library uses these tools to communicate and to be more accessible to current and potential library users. Social media allows the library to meet users where they are, and gives staff and the public a convenient way to interact and share information related to the library's mission, collections, and services.

The library welcomes and encourages participation on all of its social media platforms, however, the library requests that posters and commentators keep their responses appropriate for all audiences. The library reserves the right to remove any content, including comments or responses to library posts, that is deemed, in its sole view, to be inappropriate in nature. This may include:

- Plagiarized materials
- Advertisements
- Solicitation of funds
- Commercial, political, or religious comments unrelated to the Library or its social media posting
- Private or personal information or requests for such information
- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Profane language or content or discriminatory content
- Conduct or encouragement of illegal activity
- Links to any sites containing any of the above

The library reserves the right to ban or block users who violate this policy. The library is not responsible for the content posted by others on its social media platforms. User content is the opinion of the specific author and does not necessarily represent the opinions of the library. Participation in the Southwick Public Library's social media implies agreement with all library policies. The library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site. Users may unlike or unfollow the library's social media at any time. The library is not responsible for content posted by the public. The library does not endorse or review content of third party sites.

The Southwick Public Library's social media presence is monitored by the Library Director. In the event of an employee leaving their position at the library, all social media passwords and login information will be changed. Staff are expected to check their posts for accuracy and are responsible for making sure their posts do not violate any laws (i.e.- copyright law). Staff will not post photographs of library patrons (i.e. such as photographs from a library event) without getting permission from the patron and having the patron sign a photo release form. The Library Director is responsible for monitoring comments as well as responding to comments and messages.

Library staff will not provide personal information over social media platforms (including library card numbers, items checked out, etc.), such transactions must take place over the phone or in person depending on the request.

Approved by the Board of Trustees 3/9/2012, revised 5/2/2023