



## **Stillwater Public Library Social Media Policy**

Social Media is defined as any website or application which allows users to share information. The library uses a wide array of Social Media platforms. Those platforms include, but are not limited to, Facebook, Twitter, and blogs. The library also uses instant messaging and text communication.

The Stillwater Public Library values civil dialogue. Library patrons are encouraged to communicate with and provide feedback to the library on all Social Media sites and formats. Comments must be consistent with the content produced by library staff. Approved library staff reserves the right to review all comments and postings and delete material that is inconsistent with the content created by the Library staff.

Library staff may block the person who posted inconsistent content from posting any further information to the Library's social networking sites.

Examples of inconsistent content include, but are not limited to:

- Personal attacks, insults, or threatening language
- Content intended to harass Library staff or other social media users
- Libelous statements
- Posting plagiarized or copyrighted material without permission or authority
- Private, personal information of another person published without consent
- Comments or hyperlinks not directly related to the discussion
- Spam or commercial advertisements
- Content advocating illegal activities
- Organized political activity other than activity that directly affects the Stillwater Public Library
- Videos, photos, audio recordings, or other images that fall in any of the above categories

Instant messaging should be limited to:

- Reference questions
- Questions pertaining to library or Stillwater area events
- Questions or comments pertaining to library materials
- Questions about library policies and procedures

Extended requests via instant message or through a social media platform will fall under our Reference Research Policy. Response times for all Instant Messaging and social media questions are contingent upon staff availability and internal library activity level.

Stillwater Public Library's Computer Usage Policy also applies to social media use:

By posting content, the user agrees to release and hold harmless the City of Stillwater, its officers, agents, servants, or employees, volunteers, representatives, or advisors from any and all legal liability or responsibility for any and all claims, damages, losses, costs or expenses arising either directly or indirectly from the use of the library's social media sites or use of social media sites while in the library whether or not caused in whole or in part, by alleged negligence of the City of Stillwater, its officers, agents, servants, employees, volunteers, representatives or advisors.

Comments to library created content do not reflect the opinions and position of the Stillwater Public Library, its employees, or the City of Stillwater.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved: 8/26/08

Re-affirmed: 2/23/10;

Revised 11/22/11; 1/28/14; 5/22/18