



## Social Media Policy May 2023

The Riverside Public Library uses social media to assist in fulfilling our mission and connecting people with information about Library resources, programs and services as well as providing a welcoming online space where users can find useful and entertaining information. “Social media” is broadly defined as any online forum, website, or account in which users share information, ideas, or other content.

These guidelines are created to supplement, not replace, existing Library policies.

### **General Standards**

Library social media sites, including individual responses, shall be archived in accordance with Illinois Public Records laws and the Freedom of Information Act, including any content edited or removed by the Library or user.

The Library’s social media sites are not intended to be a traditional public forum for the general exchange of ideas, but a limited public forum for discussing Library programs, events, and materials. The Library encourages open dialogue, but requests that commenters be courteous and civil. The Library reserves the right to review all comments and postings and remove comments that are inconsistent with the content created by the Library.

Comments or postings that fall within any of the following categories are prohibited:

- Content that constitutes or encourages illegal activity
- Obscenity
- Content that fosters or promotes discrimination or harassment on the basis of race, color, age, religion, sexual orientation, disability, or any other category protected by federal, state, or local law
- Threats against the Library, Library staff, or other users or organizations
- Personal information published without consent
- Commercial promotions or solicitations
- Political campaigning or advocacy
- Information that is knowingly false
- Plagiarism or other content that violates intellectual property rights
- Content or links unrelated to the purpose of the forum
- Violating existing terms of service of social media platforms or websites

Users who post inconsistent or prohibited comments or materials shall be warned and may be banned at the Library’s discretion.

The Library reserves the right to reproduce comments, posts and messages in other public venues. Identifying information, beyond first name, will be removed unless prior approval is given by the user.

### **Library Sponsored Social Media**

Only those employees authorized by the Library Director to post to the Library's social media should be actively participating on those sites during work hours. Social Media staff shall not express personal views in Library posts or comments.

Social media staff are responsible for posting in a professional manner, including, but not limited to, checking facts, avoiding copyright infringement and editing errors.

### **Personal Social Media Use by Staff or Trustees**

Library staff and Trustees are free to enjoy social media as members of the public and are subject to all the standards laid out in this policy. Additionally,

- Employees shall limit social media use to Library-related responsibilities or professional development while at work
- Employees and Trustees shall not divulge confidential or proprietary Library matters, including personal information about staff or patrons.
- If identifying yourself as an employee or Trustee of the Library, indicate that the view expressed are yours alone and do not represent the Library
- Employees and Trustees shall not make any negative or mocking posts or comments about patrons or patron behavior on the Library's social media sites.
- Trustees should be aware of the rules of the Open Meetings Act if involved in discussions on the Library's social media sites.
- Pursuant to the Illinois Open Meetings Act, Trustees should not be in discussion of public business on social media platforms.

### **Liability**

By using the Library's social media, you agree to comply with this Policy and other applicable policies. The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media.