

James A. Tuttle Library Social Media Policy

Draft revision January 2021 – awaiting Library Trustee approval

The Library will utilize social media tools to encourage community involvement and to create a dialog between the Library and its patrons regarding library services, resources, events and programs, and community information. The James A. Tuttle Library does not endorse the advertisements promoted on any social media site. These advertisements are displayed by vendors and do not express the Library's views or positions.

Public Comments and Posts

Public posts are monitored and managed by the James A. Tuttle Library staff. Comments, posts, and messages are allowed on the Library's social networking sites as long as they conform to the Library's social media policy. All interactions will be regularly monitored and reviewed for content and relevancy. The Library reserves the right to refrain from posting user submissions or comments or to remove or edit them at any time.

- The Library is not responsible for user-generated content. A posted comment is the opinion of the user only, and publication of a comment does not imply endorsement or agreement by the James A. Tuttle Library.
- Spam and commercial content will be removed. The Library will remove posts or comments used for campaigns, political, religious, or commercial purposes, or for soliciting funds.
- Gratuitous links to sites are viewed as spam and will result in the removal of the comment.
- Individuals should not post anything that they do not have the right to post.
- The Library follows a notice and takedown procedure for complaints of copyright violation under the Digital Millennium Copyright Act.
- Posts containing offensive, obscene, threatening or abusive language or hate speech are strictly prohibited and will be deleted. Individuals are fully responsible for libelous or defamatory comments.
- No harassing, stalking, abusive or unlawful behavior will be tolerated.
- Users may report concerns. The Library staff will respond to those concerns as soon as possible.

Responding to Public Posts

The Library staff is responsible for monitoring and responding to public comments, posts, and questions. Library staff and representatives are to remain neutral in library related posts and in response to questions – offering resources for information that help people to make informed decisions.