

Whipple Free Library Social Media Policy

To help achieve our mission, the library's goal is to provide information to our community that encourages a life-long love of learning and literacy, and that educates, entertains and enhances our community. The Whipple Free Library uses various social media platforms to facilitate the sharing of ideas, including information about the library, the town of New Boston, public interest topics, and library-related subjects or issues.

Purpose of Policy

The library's social media forums are limited public forums. The library welcomes the interaction of the community with comments, posts, and messages. While the library recognizes and respects differences in opinion, all posts and comments on social media used by the library will be monitored.. The content posted on the library's social media is intended for users residing in our direct service area.

Policy

In general, users of the library's social media are expected to interact with the library, and each other, in a civil, respectful, and constructive manner.

The library's social media should not be used to advertise goods or services, to post material unrelated to the initial post (including hyperlinks), or to cause damage to other computers through viruses or other programs.

The library requires that users stay on topic and abide by the law, and reserves the right to modify or remove any messages or postings that:

- Are made to incite or produce imminent lawless action, and are likely to incite or produce such action;
- Contain fighting words;
- Contain true threats;
- Are obscene;
- Contain or are related to child pornography;
- Are defamatory;
- Are fraudulent;
- Violate the copyright, trademark right, or other intellectual property right of any third party.

The Whipple Free Library is not obligated to take any action, and will not be responsible or liable for content posted by any visitor to its social media pages. Any member of the public who wishes to contest modification or removal of postings should do so in writing to the library's Board of Trustees.

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The act of "liking" or "following" another page or person does not imply endorsement by the library, nor does it necessarily reflect the views of the Whipple Free Library Board of Trustees or library staff.

The library may occasionally refer to public comments made on social media. However, it will not collect, sell or knowingly transfer to any third party any personally identifiable information related to social media engagement with the library. Please be advised that each social media platform has its own privacy policies, which should be carefully reviewed by any user of the platform.

The library does not act in place of or in the absence of a parent or guardian and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media applications.

Participation in the Whipple Free Library's social media implies agreement with all library policies, including this Social Media Policy, the library's User Conduct Policy, and Internet Access/Computer Use Policy.

Rights of the Library

A copy of any content that is removed or hidden will be retained by the library, along with a description of the reason (s) the specific content was deleted. The library will retain said records for a year. The library may, but is not required to, notify the individual who posted the content. The library reserves the right to monitor posted content on any of its social media sites before or after the comment appears publicly, if the library so chooses.

Users may be blocked for repeated or significant inappropriate interactions with the library's social media such as:

- Repeatedly violating this policy
- Sockpuppeting or use of multiple accounts or fake accounts to circumvent bans or to manufacture disagreements or controversy.
- Repeatedly spamming or posting content that is not related to topics under discussion, particularly in the absence of other, appropriate contributions.
- Inappropriate behavior on social media that is a continuation of offline behavior that has previously been told to cease by a library staff member, or that has resulted in a user having been removed or banned from the library.

Whenever possible, the library will inform a blocked or restricted user of this decision by reasonable means.

Individuals concerned with their content having been removed or about content they may have seen, may contact the Library Director. The director will investigate said concerns and take action if deemed appropriate. The library is not obligated to remove users' posts or comments

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solely on the basis of complaints of other users. Upon request of the individual, the decision of the director may be reviewed by the Library Board of Trustees to discuss during their regular monthly meeting. All decisions of the Board are final and not subject to any further review or appeal.