

THE
HELEN KATE FURNESS
FREE LIBRARY

Social Media Policy

The Helen Kate Furness Free Library uses social media to foster communication with library patrons and to publicize the library's collections, services, and events. The library's social media platforms are intended to create a welcoming online space where patrons will find useful and entertaining information about the library, literature, library programs, events, resources and materials, and where patrons can interact with staff and other users.

Social media platforms include but are not limited to, Facebook, Instagram, Twitter, library-created blogs and websites, and any other online community the library may be a part of in the future.

The content of the library's social media will be created by designated Helen Kate Furness Free Library staff, board members, and/or volunteers. Much of the content will relate to libraries, books, and other library related materials, library programs, events, or special topics that the library is discussing or promoting.

Public Responsibility

The library exercises editorial control on its social media platforms and may moderate comments to create a safe and welcoming environment. The library strives to keep its social media communities like our physical library space: safe and welcoming.

The Library reserves the right to remove posts that include:

- Personal attacks, insults, profanity, harassment, or threatening language
- Posts which discriminate on the basis of race, ethnicity, sex, religion, age, or sexual orientation, or are antagonistic to another's political affiliation
- Posts in violation of state, federal, or local law, ordinance, or regulation
- Posts that violate library policy
- Pornography
- Libelous statements
- Copyrighted or plagiarized material
- Private, personal information published without consent
- Unrelated comments, postings, and/or hyperlinks
- Spam and commercial posts
- Duplicate posts from the same individual
- Photos, videos, or other images that fall in any of the above categories

The library reserves the right to block or ban, either temporarily or permanently, users who violate this policy.

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Library Representative Responsibility

Library representatives, including staff, board members, and volunteers, who post content to the library's social media shall post in a professional manner including, but not limited to, checking facts, citing sources, and avoiding copyright infringement. Library staff are available to respond to comments and questions during library operating hours but cannot assure a timely response to questions and concerns via social media. The best way to contact the library for a time-sensitive need is by phone or email.

Library's Use of Content

The library reserves the right to reproduce comments, posts, images, and messages in other public venues without further permission from subscribers.

The library does not collect, maintain, or otherwise use the personal information stored on any third party site other than to communicate with users on those sites.

The library may collect some anonymous data for statistical and anecdotal purposes.

Responsibility

Posted comments are the opinion of the poster only, and publication of any content does not imply the endorsement or agreement by the Helen Kate Furness Free Library.

Use of the library's social media platforms implies agreement with the terms of this policy.