

## 5.8.2 Social Media Policy

Social media is defined as any web-based tool such as a blog, micro-blog, online forum, content-sharing website, or other digital channel established for online interaction and connection. The Library maintains a presence on several social media sites such as Twitter, Facebook, and Instagram. These sites allow users to interact with the Library's profile.

Postings containing any of the following will be removed:

1. Obscene comments or hate speech
2. Personal attacks, harassment, or threatening language
3. Potentially libelous statements
4. Plagiarized or copyrighted material
5. Commercial messages or spam
6. Material that is deemed off-topic or inappropriate
7. Private or personal information
8. Falsification of identity
9. Any illegal activity
10. Solicitation for donations, or memberships, or services requiring a fee
11. Photos or other images that may fall in any of the above categories

The library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site. Users should be aware that third party websites may have their own privacy policies. The Library is not responsible for any of the patron generated comments/content that appears on the website(s). A posted comment is the opinion of the poster only, and publication of a comment does not imply endorsement or agreement by the Schenectady County Public Library

Staff will monitor the Library's social media pages and remove postings that violate this policy. Violators of this policy may have their user profiles blocked.

When using social media both behavior and content are a reflection of the staff person posting to the site and of the Library. Staff posts to social media should be professional, accurate, and be in keeping with the library's mission. Comments and messages sent to social media should be responded to in a timely manner by staff.