



Inspiring Ideas, Strengthening Community, Enriching Lives

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Social Media Policy

The East Greenbush Community Library (Library) uses social media as an important enhancement to communication and information exchange between staff, Library patrons and the community. Social media includes, but is not limited to, Facebook, Twitter, Instagram, YouTube, and TikTok. This policy governs the use of the Library's social media accounts, publication of comments and staff responses.

Use of Library's Accounts:

- The Library social media offerings may include information regarding Library programs, services, collections, news, and events as well as useful and entertaining information. Positive interaction with community members will be promoted on the Library's social media accounts to foster an atmosphere of education and learning. The Library may repost and/or like content from community partners. The act of liking or following another page does not imply endorsement by the Library.

Publication of Comments:

- The Library invites comments, posts, and messages, while recognizing and respecting differences of opinion and upholding the standards delineated in the Rules of Conduct for Library Users.
- Comments expressed on the Library's social media accounts do not reflect the views or positions of the Library, its Trustees, or its employees.
- The Library reserves the right to monitor content on the Library's social media sites and to remove any comments or postings that contain the following type of negative content:
 - Commercial promotions or spam
 - Duplicate posts from the same person
 - Threatening language or personal attacks
 - Private, personal information published without consent
 - Obscene or libelous content
 - Copyright infringement/plagiarized material
 - Political advocacy
 - Off-topic and/or disruptive posts
 - Posts that violate laws or Library policies
- If an individual repeatedly provides content that meets the above criteria, the Library may block them from posting any further information to the Library's social media sites, but only after said person has received one warning that they are violating Library policy. Any social media user who has been banned or had a message/content deleted may appeal this decision, in writing or email, to the Library Director.

Responsibilities:

- It is the responsibility of the Director to interpret and apply this policy.

New Policy

Department Heads 9/16/2022; Service Committee 11/7/2022; Approved by Library Board 11/15/2022