

2.81 Social Media Policy

Policy Statement

Richland Community Library's (RCL) social media presence is intended to provide the public with an increased awareness of the library's programs, resources, and services while continuing community engagement and customer service. RCL welcomes civil dialogue and respectful discourse when interacting with social media posts. The Library's social media is not intended to be an open public forum for ideas, opinions, or viewpoints that do not pertain to the library's posted content (for specific examples, see Usage Rules).

Anyone who engages with the Richland Community Library's social media through posts, comments, and messages agrees to comply with this policy.

Defining Social Media

Social Media is defined as "websites and applications that enable users to create and share content or to participate in social networking." RCL's social media includes any app or webpage through which the library interacts with users. This includes, but is not limited to, Facebook, Instagram, Pinterest, RemindApp, and Ploud.

Usage Rules

RCL welcomes comments, posts, and messages that relate to the Library's programs, resources, and services. The Library recognizes that those engaging with social media may have opposing ideas, opinions, and viewpoints on posted subject matter. Comments and posts expressed on RCL's social media platforms do not reflect the views or positions of the Library.

Users who engage with social media should not expect anonymity when posting, commenting, or tagging the Richland Community Library. Comments and posts may be seen by anyone regardless of one's friends or followers. Public comments and posts may also be subject to disclosure under the Freedom of Information Act.

RCL reserves to right to review and remove any post, comment, or message that violates the following rules:

- Comments substantially off-topic or unrelated to the original post
- Copyright or trademark violations
- Defamatory or libelous comments

- Personal attacks or threats to other users, RCL staff or board members, or the Library as a whole
- Use of racist, obscene, threatening, or harassing language
- Pornographic or sexually explicit materials
- Commercial materials, advertising, and solicitation
- Content that may not be protected by the First Amendment
- Spam

Removal and Reconsideration

When a post, comment, or message is deemed a violation of the Library's Social Media Policy, the Richland Community Library reserves the right to remove it.. The user may appeal this decision with the Library's Board of Trustees (see policy 2.15 Patron Complaints).

RCL has no oversight or recourse for posts, comments, or messages flagged or removed by specific social media hosting sites.