

## **Bristol Public Library Social Media Policy**

### **I. Scope and Audience:**

1. Bristol Public Library uses social media to help further the library's stated mission of "providing the community with a friendly and knowledgeable atmosphere where educational, informational, recreational, cultural, and professional materials and services can be found in a variety of formats," by broadening the awareness of the wide range of library resources, programs, and activities available to the Bristol community
2. The intended audience for Bristol Public Library's social media platforms shall be the population residing in the city of Bristol, CT, who are interested in learning about the availability of library materials and services. The library engages with the Bristol community regarding matters related to library resources and services.

### **II. Public Comment Guidelines: Acceptable Behavior and Consequences**

The Bristol Public Library reserves the right (but is not obligated) to review, screen, edit and delete comments, or remove social media posts and comments, in accordance with the following public comment guidelines:

1. The Bristol Public Library may alter or remove objectionable content that contains profanity, obscenity, or violence; defamatory or personal attacks; discriminatory content; threats; trademark or copyright violations; unrelated content; and any content violating the policy of the social media site or a federal, state, or local law. The Bristol Public Library reserves the right to block access to Library social media sites for any member of the public who posts objectionable content.
2. The Bristol Public Library may hide or delete off-topic posts or comments that are designed to advertise, promote, or solicit for any business, commercial transaction, or non-government service; promote or oppose a political position, or persons seeking office, unless directly related to a library program, event, or resource.
3. Posts or comments that are removed from library social media platforms, along with associated correspondence, shall be retained for the period of ten (10) years in accordance with the State of Connecticut Municipal Records Retention/Disposition Schedule.

### **III. Privacy**

1. Everything posted to library social media accounts is public record and subject to public disclosure.
2. By posting any comments or tagging the Bristol Public Library, Manross Memorial Library or any of their respective departments in a post, you give the Bristol Public Library permission to reproduce, distribute, publish, or display your submissions for any library-related purpose in any form on any media.
3. 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 social media platforms may have their own privacy policies, which should be carefully reviewed by users.

#### **IV. Disclaimers**

1. Comments expressed on any social media platform do not reflect the views or position of the Bristol Public Library or its employees. The Bristol Public Library accepts no liability for public comments that are posted to library social media sites. Contents posted by the public are not the opinion of the library.
2. Social media services that host library forums may also have their own policies and restrictions that may affect comments posted.
3. Sharing of other social media profiles, media, or websites does not constitute an endorsement or guarantee of accuracy by the library.

#### **V. Adjudication**

1. Patron posts and comments containing “objectionable content” or constituting “off-topic posts or comments,” as identified in Section II, paragraphs 1 and 2 of this policy, may be removed or altered at the discretion of the Library Director. Decisions concerning the removal or alteration of posts or comments may be appealed in writing to the Board of Library Directors. The decision of the Board of Library directors shall be final.
2. Patron concerns or requests for reconsideration regarding content posted on the library’s social media platforms should be submitted in writing to the Library Director for reconsideration. Decisions concerning patron requests for reconsideration of social media content shall be at the discretion of the Library Director. Decisions for reconsideration may be appealed to the Library Board of Directors. The decision of the Library Board of Directors shall be final.
3. Members of the public who post objectionable content may be blocked from library social media sites for a specific time period as stated in paragraph 3 of this section.
4. The Adjudication process for members of the public blocked from library social media:
  - A. The author of social media posts identified as containing “objectionable content” or “off-topic posts or comments,” as identified in Section II, paragraphs 1 and 2 of this policy, may be blocked on library social media platforms for a period of 3 months per occurrence at the discretion of the Library Director.
  - B. The Library Director will make a good faith effort to contact any member of the public who is blocked on library social media platforms in order to notify them that they have been temporarily blocked, how to appeal the decision, and how to be re-instated.
  - C. Members of the public who are blocked from using library social media platforms may appeal the decision to the Library Board of Directors by submitting a written statement to the Board explaining the reasons why the decision should be overturned and requesting reinstatement. The decision of the Library Board of Directors shall be final.
  - D. For each occurrence, members of the public who have been temporarily blocked from library social media platforms may request re-instatement in writing to the Library Director after the expiration of (3) three months. Upon receipt of this request, reinstatement shall be granted.
  - E. Documents pertaining to the blocking of patrons from library social media platforms will be retained for a period of ten (10) years in accordance with the State of Connecticut Municipal Records Retention/Disposition Schedule.