

Lenox Township Library

Social Media Policy

Purpose

The Lenox Township Library uses social media with the intent of creating greater accessibility for library patrons to a variety of informational, educational and promotional content.

The social media policy serves as an extension of the Library Patron Behavior Policy. Those who choose to interact in the library's digital space will be held to the same standards as those who enter the library building.

Definition of Social Media

Social media is defined as a web application, website, or account that is created and/or maintained by the Library. Social media is a space where community members and patrons can engage with the library staff and with one another on topics related to library services, resources, and spaces.

The list of social media platforms currently used by the Lenox Township Library is as follows: Facebook, Instagram, Zoom, and YouTube.

Guidelines for Posting, Commenting, Messaging, etc.

All shared and original posts made to library social media accounts will be visible to members of the public. Private and/or direct messages sent between members of the public and the library account will be visible to library staff members, the library director, and to the Library Board of Trustees upon their request.

Staff Postings

All shared and original posts, comments, and replies made by library staff members to the public on library social media accounts will remain professional, impartial, and courteous.

Photos and videos from library events and programs may be posted by library staff on library social media accounts. A signed release must be obtained from any patron featured in photographs and videos before such media can be posted library social media accounts.

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Public Posting

The library encourages communication with the public via social media posts, comments, and private messages. We ask that members of the public remain courteous to one another and to library staff when communicating through library social media platforms.

The use of abusive and/or offensive language, including cursing and name-calling, will not be tolerated. Posts that contain any content that includes copyright violations, defamatory or libelous comments, and threats made against the library, library staff, or other users are prohibited.

Violation of this policy may lead to the removal of posts and/or comments. Multiple violations may lead to suspension of posting privileges.

Disclaimer

While The Library maintains its own policy regarding usage of its social media accounts, we will uphold all standards and policies as designated by the hosting site. The Library cannot be held responsible for any posts or comments removed by the hosting site due to violations of their terms of service.

Views and opinions expressed by members of the public on library social media accounts do not reflect the position of the Library.

Approved: 05/2021