

## **B10. SOCIAL MEDIA**

### POLICY:

The Park Ridge Public Library uses various social media platforms to communicate information and promote Library programs, collections, services. Social media is defined as online discussion forums, including but not limited to Facebook, X , Instagram, YouTube, and LinkedIn. The Library allows the posting of public comments on social media platforms as specified in the rules.

### RULES:

1. The Library's social media platforms are managed by the Library Director and Marketing Office staff. This group meets regularly to review content, suggest changes and enhancements and to review user comments and statistics with the goal of continuous improvement.
2. The Library Director or their designee reserve the right to monitor content before it is posted on any Library sponsored social media platform.
3. The Library does not endorse the opinions expressed by members of the public when commenting on Library posts on social media platforms. The Library may respond to commenters to correct misinformation regarding Library programs or services.
4. By participating in the library's social media platform(s), patrons agree to abide by the Library's Social Media Policy. Comments posted to Library-sponsored social media platforms are moderated by Library staff.
5. The Library reserves the right to limit, suspend, or remove comments, posts, or responses containing information including, but not limited to, the following:
  - Language perceived as abusive or bullying in nature
  - Advertising or sale of merchandise or services
  - Copyright and trademark violations
  - Spam
  - Obscenity
  - Specific threats, discriminatory or harassing language
  - Libelous or defamatory comments
6. The Library will make every reasonable effort to monitor comments posted to its social media outlets, however continuous monitoring is not practicable.
7. Comments posted in violation of this policy can be reported to the Library using the social media outlet's direct message feature or by contacting the Library Director via telephone or email [librarydirector@parkridgelibrary.org](mailto:librarydirector@parkridgelibrary.org)
8. The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media.

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