

# **Carol Stream Public Library**

## **Social Media Comment and Terms of Use Policy**

Adopted 5/20/20 by the Carol Stream Public Library Board of Trustees

### **PURPOSE**

Carol Stream Public Library (CSPL) uses social media to advance the Library's mission to provide the community with exceptional services, enrichment opportunities, and diverse resources in a welcoming environment. Our intended audience is people residing within our official service area. The purposes of Carol Stream Public Library-sponsored online social networking are:

- To help broaden awareness and increase knowledge of library services, resources, and activities.
- To promote the value of the Library's services
- To provide a welcoming place where our neighbors can find useful and entertaining information and interact with fellow community members
- To maintain open, professional, and responsive communications with members of our community
- To facilitate the sharing of ideas, opinions, and information about library- and literacy-related subjects and issues

### **SCOPE**

This policy applies to any web application, site, or account created or maintained by CSPL which facilitates the sharing of opinions and information about library related subjects or issues. For the purposes of this policy, social media includes formats such as blogs, instant messaging, texting, social networking, and media sharing sites.

### **PROVISIONS**

By posting any comments, posts or other materials on Carol Stream Public Library's social media pages, you give the Library permission to reproduce, distribute, publish, display, edit, modify, delete and otherwise use your submissions for any library-related purpose in any form on any media.

By posting content, the user agrees to hold harmless and indemnify CSPL and CSPL's officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) which result from or relate in any way to the user's postings, opinions, or comments.

Comments containing any of the following content will not be permitted on CSPL's social media sites and are subject to removal and/or restriction by CSPL:

1. Obscene, sexual, or pornographic content and/or language

2. Content that promotes discrimination on the basis of race, age, religion, gender
3. Content that violates a legal ownership interest (copyright or trademark)
4. Threats to any person
5. Conduct that violates any federal, state, or local law or encourages illegal activity
6. Promotion of any commercial activities not related to CSPL business
7. Spam or links to malware/viruses
8. Content that advocates or promotes a candidate, referendum, or campaign

A comment posted by a member of the public on any CSPL social media site is the opinion of the poster only, and publication of a comment does not imply endorsement of, or agreement by, CSPL, nor do the comments necessarily reflect the opinions or policies of CSPL.

CSPL reserves the right to deny access to CSPL social media sites for any individual who violates the CPSL's social media policy, at any time and without prior notice.

All comments posted to any CSPL website or social media site hosted by a third-party (ex: Facebook, Twitter, etc.) are also bound by the third party host's terms of use. CSPL reserves the right to report any violation of the third party host's terms of use to the third party host with the intent of that host taking appropriate and reasonable responsive action.

Users who enter private or personal information on CSPL social media sites do so at their own risk, and CSPL is not responsible for any damages resulting from the public display of, or failure to remove, private or personal information. This policy and terms of use may be amended from time-to-time, without further notice.

## **DISCLAIMER**

Comments and opinions expressed in external links appearing in posts are the views of that organization and may not reflect the official position of Carol Stream Public Library, its officers, or its employees.

## **PRIVACY**

The Library may occasionally refer to or respond 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 unless otherwise required by law. Please be advised that each social media platform has its own privacy policies and should be carefully reviewed.

## **COPYRIGHT**

Photo and video content on the Carol Stream Public Library System online social networking sites is governed by a Creative Commons Attribution Noncommercial-Share Alike 4.0 International (CC BY-NC-SA).

## **COMPLIANCE WITH LAWS**

All CSPL websites and social media sites must adhere to applicable federal, state, and local laws, regulations, and policies.

Any content posted to a CSPL website or social media site that is related to CSPL business may be a public record subject to public disclosure under the Freedom of Information Act. Content related to CSPL business must be maintained in an accessible format so that it can be produced in response to a request.

The Illinois Local Records Act may also apply to certain website and social media content. CSPL will preserve records required to be maintained pursuant to a relevant records retention schedule for the required retention period on a CSPL server in a format that preserves the integrity of the original record and is easily accessible.

E-discovery laws may apply to CSPL website and social media content. Therefore, content must be able to be managed, stored, and retrieved to comply with these laws.