

# Hinsdale Public Library

## Social Media Policy

### **Purpose**

The Hinsdale Public Library (HPL) uses a variety of social software tools to provide a limited or designated public forum to facilitate the sharing of ideas, opinions, images, and information. Patrons are invited to share opinions about HPL-related subjects, resources, and programs.

### **Monitoring Content**

Posts, "likes," or other interactions do not indicate HPL endorsement of ideas, issues, hyperlinks or commentary posted. Additionally, endorsement is not implied via "following," "friending," or otherwise linking to other online entities.

Posts to HPL-sponsored accounts are moderated by HPL staff. HPL reserves the right to monitor content before it is posted on any social media account, and to modify or remove any messages or postings at its sole discretion.

Notwithstanding the foregoing, HPL is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

### **Guidelines**

Submissions containing information including, but not limited to, the following are against HPL rules and will be deleted before posting or removed by HPL staff upon discovery:

- Off-topic comments
- Repetitive posts of the same material that disrupt normal operation of the forum
- Libelous or defamatory comments
- Obscene or profane language or content
- Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Sexual content or links to sexual content
- Conduct or encouragement of illegal activity
- Personal attacks, harassment, insults or threatening language
- Hyperlinks to material not directly related to the discussion or HPL
- Information that may compromise the safety or security of the public or public systems
- Content that violates a legal ownership interest of any other party
- Postings of, or requests for, personal information, such as a phone number, address, financial account information, etc.
- Misrepresenting one's identity or organizational affiliation
- Commercial and political messages, including advertisements, solicitations and spam

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Violations may result in the restriction of the user's ability to interact with HPL on social media.

By visiting or interacting with HPL's social media accounts, patrons agree to abide by HPL Social Media Policy and agree to indemnify HPL and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) which arise out of, or are related to, posted content.

Forums and messaging on HPL accounts may not be used for commercial purposes or organized political activities.

Use of HPL's social media constitutes the user's agreement to these terms. Violation of these terms may lead to legal liability. HPL's Behavior Policy and Internet Access Policy are hereby incorporated into the Social Media policy.

### **Privacy and Ownership**

HPL's social media sites may be considered public records. If requested, HPL must disclose public records to third party requestors unless certain exemptions apply. HPL in its sole discretion shall determine whether postings on its social media websites are public records and whether exemptions from disclosure apply.

By posting on HPL's social media sites, users give HPL permission to use their names, profile pictures, and the content of any posting without notice or compensation.

### **Appeal Process**

Residents are welcome to discuss their concerns about HPL's social media accounts with appropriate staff or the Executive Director. If that discussion does not adequately resolve the resident's concern, the resident may make a formal appeal using the following process.

### **Process**

- Resident submits a written request for reconsideration of postings to or response to comments on HPL's social media accounts to the Executive Director.
- The Executive Director reviews the request with the appropriate department manager.
- The Executive Director replies to the resident with their decision whether or not to alter or remove the display.

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### **Appeal**

- To appeal a decision made by the Executive Director, a resident may submit a request to the President of the Board of Library Trustees via letter or email.
- The Library Board or appointed subcommittee will convene to review the request and make a recommendation to the Library Board.
- Following a vote by the Library Board, the Executive Director or Board President will contact the resident with the Board's decision.

The Board aims to resolve all residents' issues in a timely manner.

### Related Library Policies

[Hinsdale Public Library Behavior Policy](#)

[Hinsdale Public Library Computer and Internet Use Policy](#)

### **Policy Review and Revision**

This document will be reviewed by the Board at least every two years.

Approved and Adopted by HPL Board of Trustees on January 24, 2012.

Revised 02/24/15, 01/17/17, 02/19/19, 01/25/22/ 9/24/24.