

Social Media Policy

Approved by: Library Board of Control, Date: Apr 2019

Introduction

Bossier Parish Libraries recognize that social media is regularly used as a form of communication. In an effort to better serve the educational, informational, cultural and recreational needs of its patrons, the library uses social media to increase awareness of and accessibility to its programs, resources, and services. The library wishes to encourage dialogue and new learning opportunities with the communities it serves and is committed to providing an online environment that is engaging, enlightening, and entertaining.

Public Content

The library recognizes and respects differing opinions and welcomes posts on any of the library's social media sites, but does not endorse the opinions expressed. Library staff will monitor input and may participate or intervene as appropriate. Monitoring will occur during normal working hours, Monday through Friday, 8:00 am to 4:00 pm. Inappropriate comments may not be seen right away but will be handled upon the next business day.

To protect user's privacy and the privacy of others, comments will not contain phone numbers, email addresses, or other personal information. Users can use private messaging for sending personal information to the library's social media sites.

Expectations

The library will not tolerate comments that are offensive to an individual or organization, rude in tone, or abusive. The library reserves the right to edit or refuse comments that meet any of the following conditions:

- Racist, hateful, sexist, homophobic, slanderous, insulting, or life-threatening messages
- Messages that contain name-calling and/or personal attacks
- Serious, unproven or inaccurate accusations against individual or organizations
- Aggressive, coarse, violent, obscene, or pornographic comments
- Spam messages
- Messages for advertising purposes
- Unintelligible or irrelevant messages
- Intentional trolling, troll baiting, or flaming
- Comments regarding personnel or legal matters are prohibited

Repeated violations of these conditions may cause the author to be blocked from the library's various social media platforms.