



SOCIAL MEDIA POLICY

Approved 8/26/2019 by the Board of Trustees

The Ridley Township Public Library & Resource Center uses social media to disseminate information about library events, news, programs and services, and to create welcoming and inviting online spaces where library users can interact with library staff and other library users. Social media includes, but is not limited to, Facebook, Instagram, Twitter and other community network sites. Comments are moderated by library staff, and the library reserves the right to remove comments that are inappropriate, unlawful or off-topic.

The library encourages users to protect their privacy by not posting personally identifying information such as last name, school, age, address or phone number.

Content containing any of the following will be removed from any Ridley Library social media:

- Obscene content or hate speech
- Personal attacks, insults or threatening language
- Private, personal information, or requests for personal information
- Potentially libelous statements
- Plagiarized or copy-written material
- Comments, photos or links unrelated to the library or its discussion topics
- Commercial promotions, spam or solicitation of funds
- Political or religious messages
- Images

Individual user complaints should be addressed directly to the Library Administration so they can be addressed quickly and specifically. Social Media is not the mechanism used by the library to document or address user problems or concerns, or to influence library policies, procedures or programs.