

Crawfordsville District Public Library

Social Media Policy

Adopted as Social Networking Media Implementation, Use, and Management Plan 4/12/2018;

Revised 8/12/2021

Purpose

Crawfordsville District Public Library (CDPL) and the Carnegie Museum of Montgomery County use social media to increase awareness of the resources and services of the library and museum. This policy governs the use of social media, including social networks, websites, and other library-established accounts, by library and museum employees, board members, volunteers, patrons, and community members.

The terms “CDPL” and “library” in the context of this policy refer to both the Crawfordsville District Public Library and the Carnegie Museum of Montgomery County.

Definition of social media

Social media is defined as any online website or account created and maintained by the library for the purpose of online sharing of library-related information.

Disclaimer

Comments on social media do not reflect opinions or positions of the Crawfordsville District Public Library or its employees. Information not supplied by the library should be critically examined for quality and accuracy.

Privacy and confidentiality

Library staff members protect patron privacy at all times and treat patron information with strict confidentiality. However, privacy is not guaranteed for online interactions. Social media posts are permanent, retrievable, and are accessible to the public, and those who post should do so with these facts in mind.

Usage rules for staff

The library’s social media accounts are operated and monitored by library staff members.

Posts should address library-related content or more general information about reading and learning. Social media content should be written from the point of view of the “We” which represents the library as a whole and not an individual staff member. Personal views should not be expressed while posting on the library’s behalf.

Acceptable behavior

The library welcomes conversation relating to the library's services, programs, and collections and recognizes and respects differences of opinion. All participants in library social media should be respectful of others and, likewise, should be treated with respect.

The Crawfordsville District Public Library is not responsible or liable for any content posted by any participant who is not a library employee. Though profiles may contain links to other websites, the posting of those links does not constitute an endorsement by the library.

The following will be removed from any Crawfordsville District Public Library social media forum:

- Obscenity, profanity, vulgarity, nudity, defamation (libel or slander), or hate speech
- Personal attacks, insults, or threats
- Personal information, such as phone numbers or addresses of private individuals, or requests for personal information
- Information which is confidential by law or regulation
- Falsification of identity
- Plagiarism or other infringement on copyright
- All links
- Information unrelated to the purpose of the forum
- Comments whose main purpose(s) is to sell a product or service, campaign politically, or repeatedly spam the comments section
- Requests for money or property

The library's monitoring capabilities are not 24/7, so not every comment or content that violates or is inconsistent with this policy may be seen and/or deleted right away

The Library reserves the right to ban or block users who have repeatedly posted in violation of this policy.

All participants will be expected to abide by any terms and conditions set by the third-party social media platforms, as well as applicable Federal and State laws.

The Library reserves the right to reproduce comments, posts and messages in other public venues; such reproduction may be edited for space or content while retaining the original intent of the post.

Questions or complaints

Questions or complaints should be sent to the Library Director at dir@cdpl.lib.in.us.