

## **SOCIAL SOFTWARE POLICY**

The Goffstown Public Library uses various online social software services to provide public forums for sharing ideas, opinions, and information about Library-related subjects and issues. These forums are intended to create welcoming and inviting online spaces where Library users can interact with Library staff and other Library users while finding useful and entertaining information related to the Library's activities and resources. The Goffstown Public Library regards online social software in the same way as its other information resources in accordance with its mission of serving as a primary resource for community information needs.

### **Definition of online social software**

Online social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites (e.g., Facebook, LinkedIn, Twitter), wikis, posts to community reviews, and patron ratings of Library materials via the Library's website.

### **Parental Controls and Privacy**

As with more traditional resources and the Internet, the Library does not act in place of, or in the absence of, a parent/ guardian and is not responsible for enforcing any restrictions which a parent/ guardian may place on a minor's use of social software applications.

The Library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate Library-related information with users on that site, unless granted permission by users for Library contact outside of that specific site. Users may remove themselves at any time from the Library's friends, fans, or follower's lists, or request that the Library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Users are encouraged to protect their privacy by not posting personally identifying information, such as last name, school, age, phone number, or address.

### **Commenting**

Comments, posts, and messages are welcome on the Goffstown Public Library social networking sites. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored for content and relevancy (before publishing when possible). The purpose of our Facebook page is to allow and encourage the Goffstown Public Library to communicate with the public and with other libraries about topics of interest to the Library including its services, events and other Library news. The topics of discussion will be set by the Library Director, and it is expected that comments made will be on-topic. Goffstown Public Library reserves the right to report, mute, block, flag or engage in a similar action, or remove messages or postings that it deems to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate for the service. The Goffstown Public Library further reserves the right to remove posts which contain any of the following:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private personal information published without consent of individual
- Comments unrelated to the Library, its mission, or its activities
- Hyperlinks to materials that are not directly related to the discussion topic

Commercial promotions or spam  
Organized political activity  
Photos or other images unrelated to the Library, its mission, or its activities

All comments are in the public domain.

By posting content, the user agrees to indemnify Goffstown Public Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content.

### **Liability and Participation**

The Goffstown Public Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse content outside of the pages maintained by the Library and the posts created by Goffstown Public Library staff. Participation in Goffstown Public Library social networking services implies agreement with all Library policies and the Terms of Service for each individual third-party service.

### **Ongoing Use Evaluation**

The role and utility of social networking services in relation to the goals and purposes of the Library will be evaluated periodically by the Library's staff and board of trustees, and may be terminated at any time without notice to subscribers.

Approved by the Library Board of Trustees, 3/21/2012

Revised and approved by the Library Board of Trustees, 7/15/2015, 1/17/2018