

Social Media Policy

Purpose

Social media provides a valuable, timely, and efficient way for the Webb Shadle Public Library to disseminate information about and promote library news, events, resources, and services. It also serves to inspire conversation and expand the Library's connection with the community. The Webb Shadle Public Library regards Social Media as equally important as any other venue for the dissemination of library information.

Definition of Social Media

Social media is defined as a website or application where creative and informational content is created and shared to allow users to participate in social networking. The Webb Shadle Public Library utilizes and monitors accounts on Facebook, Instagram, X (Twitter), Linktree and Google Business.

Usage Rules

The Webb Shadle Public Library welcomes the comments, posts, and messages of the community and recognizes and respects differences in opinion. However, all comments, posts, and messages will be regularly reviewed and the Webb Shadle Public Library reserves the right to, but is not required to, remove any comment, post, or message that it deems inappropriate or off-topic.

The Webb Shadle Public Library is not responsible for or liable for any content posted by any participant in a Library social media forum who is not a member of the Library's staff or a current Library Volunteer working on their social media presence. .

Users should have no expectation of privacy in postings on Library sponsored social media sites. By using such sites, you consent to the Library's right to access, monitor, and read any postings on those sites. Users must understand that social media is permanent, retrievable, and public. Messages can potentially be read by anyone once posted, regardless of status on Friends, Followers, or Subscribers Lists. The Library recommends that users do not post their personal information or contact information on social media sites.

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.

Content containing any of the following will be removed immediately from any Webb Shadle Public Library social media forum:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Private or personal information, including phone numbers and addresses, or requests for personal information
- Potentially libelous statements
- Falsification of identity
- Plagiarized material
- Comments, links, or information unrelated to the purpose of the forum
- Spam or other commercial, political, or religious messages unrelated to the Library or its social media postings
- Solicitation of funds
- Any images, links, or other content that falls into the above categories


The Library reserves the right to ban or block users who have posted in violation of this policy. Repeated violations of this policy will culminate in commenters being blocked. Any threatening comments or messages may be forwarded to local authorities.

In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate Federal and State Law.

The Library asks that individual user complaints be addressed directly to the Library Staff so they can be addressed quickly and specifically. Social Media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs. All complaints must be emailed to webbshadle@pleasantville.lib.ia.us and will be forwarded accordingly.

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