

Social Media Policy

Purpose

Webb Shadle Public Library uses social media to share news, promote events and services, highlight resources, and engage with the community. Social media is considered an official channel of communication, equal to any other public platform used by the Library.

Definition of Social Media

Social media includes websites or applications that allow users to create, share, and comment on content. The Library currently manages and monitors accounts on:

- Facebook
- Instagram
- X (formerly Twitter)
- Bluesky
- Linktree
- Google Business

Public Forum Status

The Library's official social media accounts are considered **limited public forums**. This means that while the public is encouraged to engage, the Library may **enforce reasonable, viewpoint-neutral rules** to keep interactions safe and productive — without violating users' First Amendment rights.

Community Guidelines and Content Moderation

The Library welcomes respectful comments and discussion. However, in order to maintain a safe and constructive environment, the Library reserves the right to hide or remove content that clearly violates the following content-neutral rules:

Content may be removed if it includes:

- Obscene or pornographic content (as defined by law)
- Incitement to violence or criminal activity
- True threats or harassment
- Personal, medical, or confidential information of others (doxxing)
- Commercial advertisements, spam, or phishing links
- Repetitive or disruptive posts (flooding)
- Content unrelated to the Library, its mission, or the post being commented on

The Library does not remove content based on disagreement with opinions or viewpoints expressed.

Account Restrictions

Users who repeatedly violate these content guidelines **may be temporarily limited or blocked**

from interacting with Library accounts. If you believe a comment was removed or a block was issued in error, please contact us at hello@webbshadle.org to request a review.

Privacy Reminder

Users should be aware that social media platforms are public spaces. Do not post private or sensitive information. Comments are public and may be seen by anyone, regardless of privacy settings.

Reporting Issues or Concerns

Social media is not the appropriate venue to submit formal complaints or requests. Please direct all inquiries, feedback, or formal concerns to hello@webbshadle.org.

Legal Compliance

All users are expected to follow the terms of service of each platform, as well as applicable federal and state laws. The Library's moderation practices are guided by the First Amendment, Iowa Code, and relevant legal precedent.

Policy Review

This policy is reviewed periodically by Library staff and the Board of Trustees. The most current version will always be available in print at the library and online at <https://www.webbshadle.org/about/library-policies/>.

Policy Approval

Approved by the Webb Shadle Public Library Board on 23 June 2025 *Julie Cowden, President*
Adapted from: [CHPLNJ Library Policies](#)