



Keene Public Library Policies

Social Media Policy	Adopted: January 25, 2022
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Introduction

The Mission of the Keene Public Library is to provide free, open, and convenient access for all Keene residents to acquire information for growth in their personal knowledge; for life-long learning and enjoyment; for the fulfillment of informational needs, desires, and curiosities; and for enhancing quality of life in the community.

The Keene Public Library uses various online social media platforms as a means to communicate announcements and updates on current events, programs, and services for library-related subjects and issues to individuals within the Keene Public Library service area.

Online social media platforms include any website or application that allows users to share information. Social media platforms can include, but are not limited to, blog posts, instant messaging, social networking sites, and wikis.

The Keene Public Library regards social media in the same way as its other information resources in accordance with its mission of serving the informational, educational, and leisure needs of residents of the City of Keene.

The Library is not responsible or liable for any content posted by any participant in a Library social media forum. Comments, posts and messages from the community do not reflect the views of the Keene Public Library, Library Trustees or employees.

Social Media Usage/Engagement

The Library welcomes the comments, posts, and messages of the community that are related to the library's posts.

Those who participate on social media should have no expectation of privacy when engaging in Library sponsored social media sites. By using such sites, you consent to the Library's right to access, monitor, and read any postings and access analytics recorded on those sites. Social media is permanent, retrievable, and public. All participation in the services should be conducted with assumption that it is part of the public domain. The Library recommends that users not post personal information or contact information on social media sites.



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Keene Public Library social media accounts are subject to the State of New Hampshire Right to Know laws and maintained in accordance with those laws. All user's posts that are removed for any reason whatsoever will be securely retained in accordance with City of Keene's retention schedule. The library retains social media posts and comments for a period of three (3) years. 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 are subject to removal from any Library social media forum:

1. Comments not topically related to the particular social medium article or post being commented upon;
2. Obscene language or content;
3. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, veterans status, physical or mental disability or sexual orientation;
4. Sexual content or links to sexual content;
5. Solicitations of commerce;
6. Conduct or encouragement of illegal activity;
7. Information that may compromise the safety or security of the public or public systems;
8. Content that violates a legal interest of any other party;
9. Personal attacks, insults, threatening language or potentially libelous statements;
10. Private or personal information, including phone numbers and addresses, or requests for personal information;
11. Plagiarized or copy-right protected material

The Library reserves the right to restrict or remove content that is deemed in violation of this policy or any applicable law, rule or regulation, and the Library may ban or block users who post in violation of this policy after having been notified to comply with the policy.

The Library's social media platform is administered by designated staff. The Library Director or Assistant Director will be notified if the library Social Media Administrator suspects a violation of the Keene Public Library Social Media Policy. The Assistant Director and Social Media Administrator will review and authorize removal of a comment if it is deemed to be in violation of this policy. When appropriate and if possible, the Social Media Administrator will contact the commenter regarding a violation of the library's Social Media Policy to notify the commenter and/or to request voluntary removal of the comment and compliance with this Policy.



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Appeals regarding the decision to remove a comment, or to block a user or users, may be submitted to the Library Director by completing a Contact Us Form on the Library's website or by calling 603-352-0157. The appeal must identify the individual submitting the appeal, provide contact information, state the action taken by the Library that is the subject of the appeal, and provide a clear statement as to why the person appealing believes that the action by the Library is in error. Appeals not containing all of this information will not be considered. The appeal will be considered by a staff committee. The Library Director or designee will respond to appeals within five business days. The response may include a decision to uphold the action taken by the Library, overturn the action taken by the Library, or to request additional information and state a reasonable time period to receive and to act on the additional information. The decision of the Director or designee on the appeal shall be final.

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

The Library asks that individual user complaints be addressed directly to the Library Administration by completing a [Contact Us Form](#) on the Library's website or by calling 603-352-0157 so they can be addressed quickly and specifically.

By choosing to engage with Library social media accounts you agree to these rules.