Social Media Policy

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Social Media Policy

What is social media? Social media are internet-based applications and platforms used for digital communication which allow users to create, share, and consume user-generated content, fostering online communities and social interaction. These services focus on networking, collaboration, and content sharing, such as text, videos, and images. Social media is defined as any web application, site, or account created and maintained by the Onondaga County Public Library (OCPL).

Social media provides a valuable and timely way for the Onondaga County Public Library (OCPL) to disseminate information and promote library-related news, events, projects, and services. It also serves to inspire conversation and expand the Library's connection with the community. The Library is a central figure in the community and aims to bring the community together through social media, mirroring the interactions in its physical space.

What does OCPL accept in terms of community interaction with OCPL's social media accounts? The Onondaga County 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 reviewed, and the Library reserves the right to – but is not required to – remove any comment, post, or message that it deems inappropriate, irrelevant, off topic, unlawful, or otherwise does not comply with our expectations (Standards of Behavior Policy).

The Library is not responsible or liable for any content posted by any participant in a OCPL social media forum, who is not a member of the Library's staff, utilizing the library's official social media accounts.

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 privacy settings or status as friend/follower and/or belonging to a subscriber list. The Library strongly recommends that users 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.
By choosing to comment, the user agrees to these rules.

What will OCPL not tolerate in terms of community interaction with OCPL's social media accounts? OCPL will not tolerate discrimination, including age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, sizeism, or marital status or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.

Content containing any of the following will be removed immediately from any Library social media forum including but not limited to:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Specific and imminent threats
- Private or personal information, including phone numbers and addresses, or requests for personal information
- Potentially libelous statements
- Falsification of identity
- Plagiarized material (copyright violations)
- 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
- Duplicated posts from the same individual
- Solicitation of funds
- Any images, links, or other content that falls into the above categories

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.

What are the consequences? The Library reserves the right to block users from commenting on future posts, whose comments are in violation of this guideline.

What can you expect from the Onondaga County Public Library?

- Library staff exercise editorial control over our social media platforms to create a safe and welcoming environment, and to support our aim to create online communities around the Library and its services.
- OCPL will remove comments which do not comply with our expectations for community interactions with our social media accounts.
- OCPL reserves the right to respond to complaints regarding comments which have been removed or other concerns about our use of social media.
- OCPL will not post any content which violates Federal or State Law.