

MNG-23**SOCIAL MEDIA AND WEB PRESENCE****Policy Statement:**

The Manhattan Public Library uses and participates in various media and social networking software to provide services and information and to build connections with people in the community. The purpose of this policy is to establish guidelines for the use and maintenance of the library's digital presence. Digital presence includes websites or applications that allow users to find and share information, including social media.

Library Social Media Purpose and Scope:

The library utilizes social media platforms to share information about its services, resources, and community programs. Our social media presence serves as a space for engagement and communication with our patrons, and we are committed to the following principles:

- **Information Sharing:** The library posts updates related to its services, operations, collections, and events to keep the community informed.
- **Community Engagement:** We invite patrons to participate in discussions and share their thoughts on various library-related topics. While we encourage open dialogue, we recognize that many comments are protected under the First Amendment.
- **Occasional Surveys:** The library may conduct surveys to gather feedback from the community, helping us improve our services and better meet the needs of our patrons.
- **Moderation Limitations:** While we aim to foster a welcoming environment, the library does not actively moderate comments or restrict speech based on viewpoint. However, any comments considered unprotected speech in accordance with the First Amendment are subject to removal.

Our goal is to create an inclusive online space that promotes access to information and encourages constructive dialogue while respecting the principles of free expression. We value the input of our community and strive to enhance the library experience through meaningful engagement on social media.

Social Media Guidelines:

Public comment and posting to the library's social media outlets are encouraged as part of our commitment to fostering community engagement. We aim to create a welcoming online environment that reflects the diverse perspectives of our community. To maintain a positive space for all users, we kindly ask participants to consider the following:

- Be respectful and courteous to other users and staff
- Consider how your content might impact others in our diverse community

- Respect intellectual property rights
- Protect personal privacy by not sharing sensitive information about yourself or others
- Keep comments and posts relevant to library services and content
- Avoid commercial promotions or solicitations
- Refrain from posting repetitive messages

The library does monitor our social media platforms. Our goal is to foster meaningful discussions and ensure that our digital presence remains a valuable resource for all community members. We appreciate your cooperation in helping us maintain a constructive online environment that benefits everyone in our library community.

User Participation and Accountability:

Please note that by participating, users who engage anywhere within our digital presence assume personal responsibility for their own comments, username, and any information they share. The Manhattan Public Library is not responsible for the comments, interactions, opinions, or other content of other users. In accordance with the First Amendment, speech that is considered not protected is subject to removal and may result in deletion of comment(s), removal of post(s) in its entirety, or blocking of user(s).

REGULATIONS:

1. The development of digital presence and social media tools must clearly support the library's service roles, goals and objectives, and operation. All social media must be integrated with the library's other established outlets. Development of new digital and social media will be reviewed by the Community Engagement Coordinator. The staff member will make recommendations for library administration's approval.
2. The role and utility of social networking sites will be evaluated periodically by staff and may be terminated at any time as deemed appropriate by the library.
3. Social networking records are transitory. Records from third-party sites are not stored by the library. Records are not retained after administrative or reference value has been served.
4. Some social media tools are governed by the terms of a third-party service provider. Users should be aware that third party services have their own privacy policies and should proceed accordingly.
5. Manhattan Public Library has compiled a very selective list of useful web links, which is used by library staff as a "ready reference" guide to the internet, and is

also beneficial for the general public. Here are some guidelines used by librarians in selecting these links:

- Preference is given to non-commercial and not-for-profit sites.
- Preference is given to local resources.
- Including links and resources on our site is at the discretion of the library staff, based on a thorough evaluation process to ensure they align with our guidelines. The library reserves the right to decline any request to add new links.
- The Library provides these lists of links as a convenience to patrons and does not control the content of sites outside of Manhattan Public Library's website. Therefore, Manhattan Public Library cannot be responsible for any wrong or harmful information present on any of the sites on these lists.