



Scope

Romulus Public Library (“Library”) uses various forms of social media to enhance accessibility to library patrons in our service area, to promote library services, resources, programs, and events with responsiveness and professionalism, and to maintain a positive image. Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users. The role and effectiveness of social media sites will be evaluated periodically by library employees, and may be terminated at any time without notice to subscribers.

General Policy

This policy shall apply to all users of Romulus Public Library’s social media pages, including the general public, library patrons, employees, and the Library Board. This policy does not apply to any employee or Board member’s personal social media accounts.

Content

Designated library employees will have access to Romulus Public Library’s social media accounts to post and moderate content including but not limited to:

- Notice of library events, meetings, and programs
- Notice of community events
- Photographs and videos from the above
- Links to articles, videos about libraries, publishing, books, reading, and other literacy related content
- Information about library resources and services
- Spotlighting special collections or new additions to the collections

Terms

Romulus Public Library social media outlets (e.g., Facebook profiles, X feeds, YouTube videos, etc.) are also a place for individuals to share opinions about library-related subjects. By posting a comment, individuals agree to:

- Abide by all Romulus Public Library policies, including the Patron Responsibilities and Conduct Policy, Internet and Computer Use Policy, and the Social Media Policy.
- Abide by the Terms and Service of each individual third-party provider.
- Abide by appropriate State and Federal laws, including but not limited to intellectual property, copyright, Michigan Campaign Finance Act and the Library Privacy Act.
- Not post or link to obscene, threatening, violent, illegal, abusive or nudity in profile pictures.
- Not post any information or links to information that may compromise the safety or security of the public or the Library’s systems or create a hostile work environment.
- Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
- Not engage in commercial activity regarding goods/services or solicitation of funds of any kind.
- Not post spam, viruses, malware, or any other destructive program, script, or code.
- Post only their own content and not post any content found to be in violation of copyright law.
- Not post comments that contain random or unintelligible text.
- Not post multiple, off topic posts or repetitive posts that are copied and pasted.



- Not post comments, links, or information unrelated to the purpose of the limited public forum.
- Not make any anonymous postings, or multiple postings by the same person using a fictitious or different name.
- Not post content that contains another person's personal information, including, but not limited to Library Records as defined in the Library Privacy Act, identification numbers, phone numbers, and email addresses.

The Library shall post a list of the above content as set forth above in a prominent location on the Library's website and on its social media pages. Placing a link on a social media page linking to the Library's website meets the requirements of this section.

Violations and Appeals

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information and the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

General Complaints

The Library asks that individual user complaints be sent directly to a manager or the Director so that they can be addressed efficiently. 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.

By posting a comment, individuals agree to indemnify Romulus Public Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by, arising out of, or related to the content posted.

Notwithstanding the foregoing, Romulus Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted.

Library Rights

Romulus Public Library retains the right to reproduce comments for Library marketing. Authorship will always be credited if it is known.