Library Social Media & Comment Policy	
ADOPTED DATE	12/6/2018
REVISED DATE	12/12/2024
REVIEW DATE	10/22/2026
REVISION #	2.0

LIBRARY POLICY

Library Social Media & Comment Policy

PURPOSE

Governing the Library staff and public use and interaction with social media tools.

POLICY

The Frankfort Public Library District utilizes various social media tools to communicate information to its community about Library services, resources, upcoming events, and other information about Library-related subjects. Frankfort Public Library District social media accounts are open to comments by the general public. Posting on these forums is restricted to information or discussion about Library programs, services, and relevant community events. The public is encouraged to interact with Library social media accounts. While the Library recognizes the conversational nature of social media sites, the Library is not responsible or liable for the content of posts by community members on any Library sponsored social media site. Posts made by community members do not necessarily reflect the opinions or positions of the Library, its employees, or the Library Board of Trustees.

The Library reserves the right to edit and modify Library-authored posts for space and content while maintaining the intent of the original post.

Impermissible Content

Although content is not viewed in advance of posting, the Library reserves the right to remove any comments, photographs, links, or posts that it deems to be inappropriate, including:

- Obscene, sexual, or pornographic content;
- Content that promotes discrimination on the basis of a protected class;
- Content that violates copyright;
- Conduct that violates a law or encourages illegal activity;
- Defamation;
- Posts impersonating the Frankfort Public Library District, not from clearly identified parody account;
- Threats of violence; and
- Spam, malware, or viruses.

The Library Director or designee reserves the right to deny access to any/all of the Library's social media sites for any individual or entity who violates this policy or applicable laws, at any time and without prior notice.

Content that violates this Social Media and Comment policy and is subject to removal, shall be retained by saving a screenshot of the comment along with a memo to the file that describes the reason the specific content was deleted. This should be retained pursuant to the Illinois Records Retention Act.

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Privacy

Community members should be aware that content posted on Library social media sites is subject to the Illinois Freedom of Information Act (FOIA) and record retention laws. The Library reserves the right to reproduce posts submitted to its social media sites. Personally identifiable information will be removed. The Library does not collect, maintain, or otherwise use personally identifiable information stored on third party social media sites other than to communicate with users on that site. Users should be aware that third party websites have their own privacy policies and should act accordingly.

Employees

Library staff will follow these guidelines when posting on the Library's social media sites;

- Posts will be professional and reflect well on the Frankfort Public Library District and the Frankfort community.
- Posts will be written in accordance with the Confidentiality of Library Records and Patron Data Privacy Policy; disclosing confidential business and patron information is strictly prohibited.

The Library does not endorse, monitor, or review the content of personal, non-Library related social media activity of its employees. However, when a Library employee makes posts pursuant to their official duties, the employee is not speaking as a citizen for First Amendment purposes, and the Constitution does not insulate employees from potential discipline by the Library. Employees must be aware that information they post to Library social media sites may be viewed by community members as representing official Library-sponsored content. Therefore, Library employees must follow any and all Library social media guidelines.