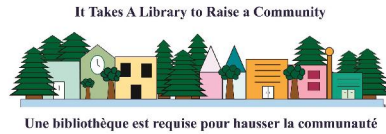

Wawa Public Library



Policy Type: **OPERATIONAL**

Policy Number: **OP-10**

Policy Title: **Social Media Policy**

Initial Policy Approval Date: Oct 2020

Last Review/Revision Date:

Year of next review: October 2024

Social media is defined as any web application, site or account created and maintained by the Wawa Public Library which facilitates an environment for library staff and library users to share opinions and information about library-related subjects or issues. Wawa Public Library recognizes and respects differences of opinion.

Terms and Conditions

1. The Wawa Public Library is committed to:
 - Responding to questions and concerns regarding checkouts, holds, events, etc. will be done as quickly as possible during library open hours. Any questions pertaining to Board related issues should be addressed by email to cabbott@wawa.cc
 - Maintaining the highest levels of accuracy, objectivity, and impartiality in the information that we communicate
 - Respecting the privacy and anonymity of those with whom we communicate
 - Respecting freedom of speech and difference of opinion while protecting staff and users from offensive, abusive, or otherwise inappropriate speech
 - Providing accessible and inclusive services
2. We expect the following from those who use our social media services:
 - Courtesy and respect to Wawa Public Library staff and other users
 - Adherence to all levels of government legislation including the Ontario Human Rights Code
3. All staff are permitted to use Wawa Public Library's social media platforms after being provided the training on how to use the platform effectively.
4. The library prohibits the use of its social media for any purpose which would contravene any legislation or government regulation, or which might create civil liability by the user or the Library Board to any person. Users are reminded that ignorance of the law is not an excuse.
5. Use of Wawa Public Library social media is conditional on the user's agreement to observe this policy. By continuing to use the application, the user indicates agreement to all requirements of this policy. Comments, posts, and messages are welcome on Wawa Public Library social media sites, provided they do not contain:
 - Obscene or racist content
 - Personal attacks, insults, or threatening language
 - Potentially libelous statements
 - Plagiarized material
 - Private, personal information published without consent
 - Comments totally unrelated to the content of the forum
 - Hyperlinks to material that is not directly related to the discussion
 - Commercial promotions or spam

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6. All social media sites affiliated with the library will be regularly screened by library staff. All posting which contain any of the above will be immediately removed and the poster barred from posting any subsequent messages to library social media sites.
 7. By posting content, the user agrees to indemnify Wawa Public Library and its officers and staff from and against all liabilities, judgments, damages and costs (including legal fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.
 8. The library does not act in place of or in the absence of a parent or guardian and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.
 9. The library will never use information shared through its social media for commercial purposes nor will it share this information with third-parties. We will share personal data with other institutions only as required by law. Patrons are encouraged to protect their privacy when participating in online public forums. By posting content in a public forum, the user acknowledges that they may forfeit any expectation of patron privacy.
 10. If any user does not agree to these terms, that are not to use the service, as violation of the terms can lead to legal liability.