

East Providence Public Library Social Media Policy

Purpose

Social media is defined as any website, application, or platform that allows users to generate and share content online. The East Providence Public Library maintains a presence on social media to communicate information about library and community services and resources and to engage with our community. The intended audience for the Library's social media accounts is the general public, particularly visitors to the library, residents of East Providence and residents of communities that are members of the Ocean State Libraries (OSL) Consortium.

By participating in the Library's social media services, users agree to abide by Library policy.

Acceptable Use

The Library welcomes interaction and encourages comments, posts, and messages from the community. All user-generated content is subject to review. The Library reserves the right to remove any content, at its sole discretion, that is abusive, defamatory, in violation of intellectual property rights, or otherwise inappropriate including: commercial promotions, organized political activity, private or personal information published without consent.

Consequences

Users who repeatedly post content that violates this policy may be blocked from the Library's social media platforms. A warning will be issued prior to any blocking action.

Users whose content has been removed or who have been banned may appeal the decision in writing to the Library Director.

Reconsideration Process

Individuals requesting the removal of Library-posted content must submit a Request for Reconsideration form, available on the Library's website or at any Library location. Requests will be reviewed by the Library Director, who will acknowledge the receipt of the form within 14 business days and render a decision on the requested action within 30 days. Appeals to the Director's decision may be submitted in writing to the Library Board of Trustees. Content will remain posted during the reconsideration process.

Disclaimers

- Comments expressed on the Library's social media accounts do not reflect the views of the Library, its board of trustees, or its employees.
- Users should exercise their own judgment regarding the quality and accuracy of information shared via social media.

- The Library is not responsible or liable for content posted by users on Library-affiliated platforms.
- The Library reserves the right to reproduce user comments and messages in other public venues without additional permission.
- The Library assumes no liability for events or interactions that occur on Library-affiliated social networking sites.

Social Media Posting Guidelines

In accordance with the City of East Providence's Social Media Use Policy, all Library social media posts must be scheduled and approved prior to publication. Posts will be reviewed and approved by authorized Library staff.