Social Media Policy

I. Purpose

A. The Mount Prospect Public Library uses social media to communicate information about its library services and resources and to engage the community consistent with its mission. The purpose of this policy is to provide guidelines and information about the library's use of social media.

II. Definition of Social Media

A. Social Media are electronic communications channels and online communities used to share information, ideas, messages, and other content. This includes, but is not limited to, social networking sites, social news, blogs, forums, microblogs, wikis, bookmarking sites, and photo and video sharing sites. The library monitors its organization, name, and reputation on all social media platforms as well as within traditional media.

III. Public Social Media User Guidelines

A. The library considers its social media and electronic communications channels (SMAECC) to be limited public forums.

B. As such, the library invites topical contributions, comments, and other interactions from the public via SMAECC consistent with the rules and laws applicable to limited public forums. For example, the library may limit the topics that may be discussed on its SMAECC to programming, resources, services, events, public announcements, and responses to library staff requests, surveys, or contributions topical to the initial post of the thread started by the library on its SMAECC.

C. The appearance of external links or shared posts to library SMAECC does not constitute official endorsement on behalf of the Mount Prospect Public Library, its Board of Library Trustees, or employees.

D. Any content or information that is disclosed in a public forum becomes public information. Patrons should exercise caution disclosing content or personal information online.

E. Members of the public participate in all social media and electronic communications channels at their own risk and take personal responsibility for their usernames, comments, and information.

F. The library moderates and reserves the right to restrict and remove content or comments that violate this policy, other Mount Prospect Public Library policies, or any applicable law. Content that is deemed not suitable by the library because it is not topically related to the subject being commented on, or is deemed prohibited, will be deleted and retained by the library pursuant to records retention requirements.

G. Content and comments on the library's social media containing any of the following shall not be allowed:

1. Commercial interests, solicitations, and advertising
2. Spam
3. Copyright or trademark violations
4. Harassment or bullying of library employees, patrons, or others
5. Specific or imminent threats
6. Libelous comments, threatening comments, or statements intended to defame anyone or any organization
7. Obscene, graphic, explicit comments or submissions, or sexual abuse material

8. Off topic commentary, including content not related to library business, programs, events, resources, and materials, or anything not topically related to the initial post of the thread created by the library
9. Offensive language
10. Personal or private information posted about oneself or others
11. Personal and/or cultural attacks, hate speech, or insults
12. Political campaigning, candidate endorsements or opposition
13. Promotion or encouragement of illegal activities

H. By choosing to comment, members of the public agree to abide by these guidelines.

IV. Agreement

A. By choosing to access the library's presence on SMAECC, members of the public agree to abide by this policy. In addition, any policies or user agreements set forth by a social media platform and agreed to by that platform's users remain in effect.

Revision History
06/19/2025, 10/15/2020, 05/01/2017, 06/01/2016, 07/01/2013, 08/16/2012