

# Trent Lakes Public Library



Policy Type: **Human Resources**

Policy Number: **HR-12**

Policy Title: **Staff Use of Social Media**

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The board recognizes social media as an essential tool for organizational and individual development. Through social media, the communication between staff, library users, and the community is enhanced and extended.

This policy sets out requirements and provides guidelines for employees who engage in the library's online and social media channels as part of their jobs. This policy also addresses employees' personal engagement in online and social media channels. The policy applies to all library staff and violation of these policies may be subject to disciplinary action.

Social media means any web application, account, or site created or used for online publishing, discussions, file sharing, and social networking.

## **Section 1: General**

1. The Library Board supports the use of social media, while recognizing the need to protect the organization's image.
2. Staff are encouraged to use social media tools for the benefit of the library, this may include:
  - a) general research on work related issues,
  - b) following social media as part of ongoing professional development,
  - c) participating in social media networks created by organizations and individuals,
  - d) proposing the use of social media applications in library programs and services, and
  - e) staff or user training.

## **Section 2: Risk Management**

1. Any proposal by staff to introduce social media applications to expand or promote library services requires the approval of the CEO.
2. The library's social media applications/profiles are the intellectual property of the library and not of the individual tasked with maintaining them.
3. When setting up a library account for a social media application, an email address from the library's domain must be used for registration. A record of the logins/passwords is maintained centrally by the CEO. Staff may not use false screen names or pseudonyms.
4. The CEO will be responsible for monitoring the social media communication written by library staff and any mentions/discussions of the library in the larger social media environment. This monitoring will ensure that discussions initiated by library staff follow the standards established in this policy and also ensure that any questions or queries from outside the library are responded to, in an appropriate fashion.

5. Posting from external contributors to the library's social media channels may be removed at the direction of the CEO when the content of the posting is considered malicious or destructive rather than a constructive contribution to a conversation.

## **Section 2: Guidelines for Posting**

1. Postings, comments, and online content should reflect the mission and values of the library.
2. Posts should:
  - a) develop relationships with our users and community,
  - b) raise awareness and promote the library,
  - c) deliver information,
  - d) improve and support customer service, and
  - a) build a sense of community.
3. When posting or engaging in conversation on any social media site, a staff member must:
  - a) accurately and completely identify himself or herself and the library;
  - b) use proper spelling, grammar, voice, and tone;
  - c) post accurate information and respond to errors promptly and honestly;
  - d) exercise good judgment and common sense; opinions expressed should reflect the opinions of the library as a whole;
  - e) respect copyright;
  - f) protect confidentiality and show consideration for the privacy of others;
  - g) make others feel comfortable sharing, connecting, and receiving help;
  - h) be respectful of others and their opinions;
  - i) provide worthwhile information and perspective; and
  - j) report inappropriate behaviour, such as a malicious post on the library Facebook wall, to the CEO.

## **Section 3: Personal Use**

1. Personal use of social media should be respectful of the library, colleagues, library users, and the community. While online activity can be a medium of self-expression, actions, writing, and content may also be a reflection of the library if one's name and/or areas of social media engagement are linked to the library.
2. When engaging in social media or online forums outside of work, staff should make it clear that the views they express about library and community-related issues are their own and do not necessarily reflect the management or board's position. On personal accounts some social media users state that their views are their own and not their employers'. This is a good practice, but it will not negate your responsibility or potential embarrassment.

## **Related Documents**

Trent Lakes Public Library HR 10 - **Use of Technology**