



PUBLIC SERVICES MANUAL

Social Software Policy

Date of Origin: 5/10	Procedure Owner(s): Director of Public Services, Programs
Date(s) of Revision:	Approved By: Public Services Team

PURPOSE

The King County Library System (KCLS) offers blogs, community reviews, patron comments and other social software tools for educational, cultural, civic and recreational purposes. KCLS' social software is intended to create a welcoming and inviting online space where patrons will find useful and entertaining information and can interact with library staff and other patrons. This policy ensures the proper use of KCLS' social software by library patrons.

STATEMENT OF POLICY

KCLS' social software tools provide a limited (or designated) public forum to facilitate the sharing of ideas, opinions and information about library-related subjects and issues. KCLS has the right to moderate, edit, delete, move or close any comment at any time without warning or explanation.

Content Rules

Comments and posts containing the following content are unacceptable:

- Intentionally misleading information, libelous or defamatory content
- Verbal abuse, personal attacks, name-calling or harassment
- Obscene or profane posts
- Specific and imminent threats
- Personally identifying information, such as last name, age, phone number, address
- Personal information about other individuals
- Commercial material, advertisements, chain letters, pyramid schemes and solicitations
- Spam and multiple disruptive or repetitive messages
- Off-topic or duplicate comments from the same individual
- Post that reveals crucial plot elements or spoils the ending for others
- Copyright violations

Comments and postings by library patrons do not necessarily reflect the official position of KCLS or its staff. All comments and posts are public records. Patrons are strongly encouraged to protect their privacy when commenting or posting on social software tools.

DEFINITIONS (*if applicable*)

- **Social Software:** Any web application, site or account offered by the library that facilitates the sharing of opinions and information about library related subjects and issues. Includes forms of online publishing and discussion (e.g. blogs, wikis), listservs, websites, file sharing, posts to community reviews, patron ratings of library materials, user-generated video and audio, virtual worlds and social network pages.



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SEE ALSO...

- Social Software Staff Guidelines
- KCLS Staff Members Code of Ethics