

dlr Libraries: Social Media Guidelines & Conditions of Use

The mission of dlr library service is to 'enhance the quality of life in the County by enabling the enjoyment of reading and the pursuit of lifelong learning'. Our online presence through social media is an extension of this service, and it plays an important role in helping dlr Libraries live up to its mission statement.

Definition of Social Media

Social media includes the various online technology tools that enable people to communicate easily via the internet to share information, opinions and experiences. It facilitates conversations and interactions between individuals, groups of people and virtual communities.

Social media can include text, audio, video, images, podcasts, and other multimedia. The definition of social media continues to evolve depending on the technology available.

dlr Libraries: Goals of Social Media

dlr Libraries use social media such as websites, email, blogs, podcasts, Twitter and social networking sites such as Facebook in order to:

- Share information
- Engage with our members and users
- Receive feedback, comments and suggestions
- Help build an online community of library users
- Encourage reading and lifelong learning
- Promote library services and events

Conditions of Use

dlr Libraries invite members of the public to follow and share our pages and we welcome contributions, comments and feedback. We will endeavour to ensure our social networking pages are interactive and that we will respond to comments and messages when indicated. By choosing to interact with, comment upon, or utilise any dlr Library social media site (including the library blog), users are deemed to agree to the following guidelines and conditions.

- dlr Libraries recognises and respects differences in opinion. While we welcome comments, tweets, posts and feedback, we reserve the right to remove content or comments that may be considered racist, offensive, abusive, defamatory, or which are intended to annoy, harass, intimidate or ridicule another person. Users and followers must refrain from posting potentially libellous statements,

plagiarised material, political or religious content, or commercial material including advertisements for products or services.

- Most online social network communities have their own guidelines and rules which must be adhered to. dlr Libraries do not endorse the practices or privacy policies of any linked websites. The use of any social networking site is at the user's own risk.
- Social media sites provide many sources of information and links, some of which may be inaccurate, incomplete, dated or offensive. dlr Libraries cannot accept any responsibility for posts, tweets, comments or content posted on its social networking sites by other users.
- While we will interact with our followers and users as much as possible, please note that messages, comments, queries or complaints posted on social networking sites are not considered to be official contact with dlr Libraries. Therefore, users should not rely on social networking sites to raise issues, complaints or concerns regarding dlr Libraries and should instead use the contact details listed on our website for such matters.
- Social networking sites should not be used to request that we renew your books or other items. Any subsequent overdue fines on such items will not be waived. If you wish to renew an item, you can do so through our website, by telephone or by calling into one of our libraries. Similarly, social networking sites should not be used to request or reserve books and other items.
- Please do not post personal details online such as your library card number, PIN, phone number or address.
- These guidelines and conditions may be revised at any time.

February 2013