



Social Media Policy

The Groton Free Public Library participates in social media applications to share information about Library services and collections. For purposes of this policy, social media is defined as any website or application that allows users to share information, and can include, but is not limited to instant messaging and social networking sites.

Purpose

The purpose of this policy is to establish clear guidelines for the use of social media platforms by Library staff, volunteers, and patrons, ensure that all social media activities align with the mission, values, and policies of the Library, and promote transparency and respectful communication on social media platforms.

Guidelines

- **Professional Conduct:** All use of the Library's social media platforms should be conducted in a professional and courteous manner.
- **Accuracy and Authenticity:** Information shared on the Library's social media platforms should be accurate, up-to-date, and sourced from reliable sources whenever possible.
- **Public Comments:** Patrons are encouraged to engage in respectful and relevant discussions in the comments section of the Library's social media posts. The following rules apply to public comments:
 1. **Moderation:** The Library reserves the right to moderate all content posted on its social media platforms in order to maintain a safe and respectful online environment. Comments that violate this policy may be deleted and repeat offenders may be blocked from participating in Library social media platforms.
 2. **Respectful Discourse:** Comments must be respectful and refrain from personal attacks, harassment, hate speech, or discriminatory language.
 3. **Relevance:** Comments should be relevant to the topic of discussion. Off-topic comments, links, spam, or promotional content will be removed.
 4. **Privacy:** Patrons should not share personal information, such as addresses, phone numbers, or financial information, in public comments.
 5. **Dispute Resolution:** In the event of disagreements or conflicts in public comments, individuals are encouraged to address the issue respectfully and seek resolution through constructive dialogue. Library staff may intervene to facilitate discussion and resolve conflicts.
 6. **Reporting Violations:** Patrons who encounter comments that violate this policy are encouraged to report them to Library staff for review. Reports can be submitted in person or via email to the Library Director.

Date Adopted by Board	Summary of Action
10/2/2025	New policy approved