

## Policy Statement

The Comstock Township Library (“The Library”) uses social media to increase awareness of and accessibility to its programs, resources, and services in order to serve its mission. The purpose of this policy is to address use of social media activities including without limitation blogs, social networks, online communications, online catalogs, websites, and mobile applications by the Library and its employees, volunteers, elected officials, and patrons. The Library’s social media accounts are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited public forum for discussing Library programs, events and materials. The Library generally does not make its social media accounts available for general public discourse, but rather reserves and limits the topics that may be discussed on social media accounts.

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## Regulations

### Definitions

- “Library” shall mean Comstock Township Library
- “Post” or “Posting” shall mean any writing, image, video, audio file, and hyperlinks to other websites [or media which is downloaded, referenced; or inserted] placed upon any library social media site.
- “Social media site” shall include any online web site, web application or web account which permits users to communicate with other users, including without limitation, Facebook, X, BlueSky, SnapChat, TikTok, YouTube, Pinterest, Flickr, Instagram, blogs, and chat rooms.

### 1. Library-Sponsored Social Media

- A. The Library Board has the authority to determine whether a particular social media account is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy, except as otherwise required by law.
- B. Content that is posted on Library-sponsored social media sites is subject to the Freedom of Information Act and records retention requirements.

### 2. Posting on Social Media

- A. The purpose of the Library’s social media sites is to inform Library users about educational opportunities, library programs, events (including those co-sponsored with other organizations) and materials, and to encourage dialogue and the exchange of information and knowledge between Library staff and users about these programs, events, and materials.
- B. The Library may permit comments on Library posts and invite opinions about Library-related subjects, resources and programs. The inclusion or exclusion of any content in

posts or comments does not indicate the Library's endorsement of the ideas, issues, or opinions expressed in the posts or comments on its social media accounts.

- C. The Library reserves the right to turn off comments and/or reactions on any Library social media account and/or individual post or thread.
- D. If the Library allows comments and/or reactions on any Library social media account, post, or thread, the Library reserves the right to restrict or remove any content that is deemed to be in violation of this policy or any applicable law. Content that is deemed not suitable for posting by the Library because it is not topically related to the particular subject being commented on, or is deemed prohibited based on the criteria defined below, shall be retained pursuant to the records retention schedule along with a description of the reason(s) the specific content was deleted. Content and comments on the Library's social media accounts containing any of the following forms of content shall not be allowed:
  - i. Obscenity or child pornography
  - ii. Slanderous, libelous, threatening or defamatory statements.
  - iii. Private or personal information, including phone numbers and addresses, or requests for personal information.
  - iv. False or misleading information, and any statement by a user under a false name or any falsification of identity.
  - v. Copyrighted or trademarked material.
  - vi. Spam.
  - vii. Content not related to Library business, programs, events, resources and materials.
  - viii. Advertising or sale of merchandise or services
  - ix. Solicitation of funds.
  - x. Violations of any local, state, or federal law, including without limitation the Michigan Campaign Finance Act, the Michigan Election Law, or the Michigan Library Privacy Act.
  - xi. Encouragement of illegal activity.
  - xii. Any images, links, or other content that falls into the above categories.

### 3. Violations

- A. The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media. The Library is not responsible or liable for the content or postings by third parties on any Library sponsored social media site, and third-party postings do not reflect the opinions of positions of the Comstock Township Library, its employees, its agents, or its Board of Trustees.
- B. The Library reserves the right to remove or hide any comments or posts that violate this policy and to block or ban users who have violated this policy. To the extent the Library has sufficient contact information, the Library will message users who have been

blocked or whose content is deleted to explain the issue and notify the person of the Library's action.

#### 4. Patron Participation

- A. By using the Library's social media accounts, you agree to comply with this Policy, and the Library's Policy on Internet and Computer Use, as applicable. The Library's Social Media Policy applies whether or not a user chooses to interact with Library social media using a Library computer or any other device, regardless of the location of the use. Users must be mindful that Library social media sites are open to the public and be courteous and civil toward other users. Users give the Library permission to use their name, profile picture, and content added to Library social media accounts without compensation or liability on the part of the Library. Users should be aware that third party websites have their own policies and should proceed accordingly.
- B. Users are personally responsible for their commentary. Users should be aware that they may be held personally liable for commentary that is defamatory, obscene, proprietary or libelous by any offended party, not just the Library.

#### 5. Appeal

Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban, or (2) deletion of the post or comment, whichever is applicable. The decision of the Library Board is final.

#### 6. General Complaints

User complaints should be sent directly to a manager or the Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

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Approved: April 9, 2018; Revised: August 11, 2025  
Comstock Township Library Board of Trustees