

## **Cork City Libraries**

### **Social Media Commenting Policy**

This policy outlines participation criteria for postings and published commentary on any of the Cork City Libraries' social media sites, including but not limited to Facebook and Twitter.

Cork City Libraries use interactive online social media to share information, gather feedback, and create a dialogue with our community. We welcome your input and thoughts, but will remove comments or content that includes:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libellous statements
- Plagiarised material; any material in violation of any laws, including copyright
- Private, personal information published without consent
- Information or links unrelated to the content of the forum
- Commercial promotions or spam

#### House Rules:

- Cork City Libraries' social media sites will be monitored on a regular basis during normal hours of operation.
- We welcome feedback and ideas from all our followers, and will endeavour to join the conversation where possible. However, we may not be able to reply individually to all messages or comments received.
- Individual enquiries can be dealt with by emailing [libraries@corkcity.ie](mailto:libraries@corkcity.ie) or by ringing telephone number 021 4924900 (9am to 5pm Monday to Friday).
- We will endeavour to ensure that any emerging themes or helpful suggestions are passed to the relevant people.
- Please note if your username contains a swear word/expletive then we will not be able to reply to you or RT something that you have asked us to.
- Comments should not advertise commercial products or services.
- We may share or retweet information that we think will be of interest or use to people. But please don't be offended if we don't retweet something you ask us to: as a trusted organisation, any sharing of information could be seen as endorsement of a particular view, individual or organisation, and it's important that we remain impartial and protect the council's reputation.

- Cork City Libraries are not responsible, liable for, and do not endorse the privacy practices of Facebook or Twitter or any linked websites. Your use of Facebook, Twitter, and any linked websites is at your own risk.
- This comment policy may be revised at any time.
- By choosing to comment and/or utilise any Cork City Libraries' Social Media sites, users are deemed to agree to this policy.

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