

## **Text Chat Transcript for April 2, 2014 webinar: Writing a Social Media Policy for Your Library**

Francisca Goldsmith:hi all! Laura, I'm tweeting this with #ipwwebinar.

LeAnn:What about 'harassment' against others?

Deirdre:What about confidentiality of a patron mentioned in a post?

Eileen O'Shea:Slides can be downloaded here:

<https://infopeople.org/civcrm/event/info?reset=1&id=387>

LeAnn:City policy states that employees who aren't designated PIOs can't speak publicly. That might be illegal?

bobbie williams:PIO = public info officer

Deirdre:What about political comments on personal posts of a city worker. We are told we can put on name to endorse a candidate.?

bobbie williams:YES

bobbie williams:fer shore!

LeAnn:No privacy on Facebook!!

Danielle Angerbauer:not a private space!

bobbie williams:did she post while on the job??

Robin Johnsen:if you were concerned about privacy maybe you should have made the posts private.

Otto:what privacy? :)

Aisha G:Definitely not

Aspasia Luster:if she was worried about privacy she should have changed her profile settings to private!

Clay Gediman:No privacy but it also really shouldnt matter if there is no confidential info

Barbara Gerhard:is the monitoring the issue?

michael fosses:was she still doing her job?

Shawn Riney:In the early days of FB, there werent many privacy settings

Aspasia Luster:was she told when hired that her social media accounts would be monitored?

Danielle Angerbauer:It is still kind of seeking out bad behavior though

Kimberlee Wheeler:the question may be more about whether or not there is an assumption of privacy on the part of the employee

Otto:Would it have made a difference if she did it at work?

Aspasia Luster:You said my name correctly on the first try!! :)

Shawn Riney:Facebook is blocked at this company

Danielle Angerbauer:FB is part of my job requirement

Liz S:^

Robin Johnsen:ditto

Barbara Gerhard:here too

michael fosses:same

Kathy Hall:not here

Carrie Herrmann:We have statues of flying pigs all over the city

Eileen O'Shea:<http://michaelhyatt.com/five-reasons-why-your-company-doesn%E2%80%99t-need-a-social-media-policy.html>

Erin:We have 8 ppl on staff here and only 3 of us use Social Media LeAnn:It just takes one bad employee for us to wish we had a policy!

Robin Johnsen:tumblr has a great terms and conditions document. it's pretty funny. still too long though.

bobbie williams:exactly

Robin Johnsen:just as soon as i find it!

Laura Solomon:<http://www.twitter.com/laurasolomon>

Eileen O'Shea:here are some templates:

<http://socialmediagovernance.com/policies/>

Liz S:<http://www.tumblr.com/policy/en/terms-of-service>

Robin Johnsen:<http://www.tumblr.com/policy/en/community>

Robin Johnsen:what Liz said, too :)

Eileen O'Shea:does your library have a policy you can share? plug it into chat!

Carrie Herrmann:We have two policies—one for personal social media use and one for the library's social media posters

bobbie williams:WOW

Danielle Angerbauer:We need this culture in libraries!

Aisha G:It's funny...I think people will be more considerate of what they send out using that policy

Aisha G:even though it is very vague

michael fosses:im still unclear what is applicable to a personal account and what is for a library/corp account

bobbie williams:personal

bobbie williams:how BORING

bobbie williams:no reading employees posts...all the time

Barbara Gerhard:email test too

bobbie williams:does this include IMAGES from google??

Danielle Angerbauer:google - advanced search - free to use and share

Victoria:flickr has many images in Creative Commons that allos fair use

Amy:The advanced search free to use and share results often have caveats. You still need to check the fine print on each image and attribute.

Rachel Basher:what about patrons posting comments about our patrons? can we delete them if on our FB page?

michael fosses:cameras steal your soul

Kelly:we have a photograph release form

Sarah:is permission something you should get in writing?

Barbara Gerhard:user generated content

Kimberlee Wheeler:good answer!

Barbara Gerhard:user generated content

Sarah:what about protecting a child's privacy?

Clay Gediman:We reserve the right to delete from our FB page posts if they are sketchy

michael fosses:pfft half of library twitter would be gone

Clay Gediman:havent done it yet. just like to have it handy

michael fosses:i dislike the idea that my job has any impact on my life outside 9-5

michael fosses:i know

Karen:How would you handle an employee who uses a pseudonym and creates a "satirical" page that discusses employees, but not by name This upsets employees.

Barbara Gerhard:morale is affected

Victoria:what about comments an employee might post on a blog or article?

Danielle Angerbauer: "I work in a public library" blog

bobbie williams:does anybody EVER use the IGNORE key??

Francisca Goldsmith:yes

bobbie williams:just ignore stuff

Kathy Hall:use common sense

Jennifer Cromer:We use it when we get unsolicited posts from authors wanting us to buy their books.

Victoria:What about board members? what policy applies to them - patron?

Shawn Riney:social networking guidelines

Liz S:I think board members = patrons

Kathy Hall:it should be the same policy for them

Nan:I would group board members with library staff—they represent the library to the community

Liz S:I feel like if you give them that, though, then they expect special treatment

Erin:Especially in a small type library, like where I work, Library Board are more like extended Staff

Liz S:If anything, they should adhere to the patron guidelines even more strictly

Victoria:board members don't work for the library - not employees

Eileen O'Shea:<http://www.archives.gov/social-media/policies/>

Liz S:Agreed ^

Victoria:perhaps the policy of the appointing municipality apply to board members

bobbie williams:<https://www.facebook.com/columbuslibrary>

Eileen O'Shea:<http://www.chomp.org/terms-conditions/social-media-web-site-participation-policy/>

bobbie williams:This is the official page of Columbus Metropolitan Library. At Columbus Metropolitan Library, our purpose is to inspire reading, share resources and connect people. Columbus Metropolitan Library includes 21 locations in Franklin County.General InformationWe are a family friendly Facebook page. To support this, please do not use inappropriate language, post irrelevant content, verbally abuse another fan, advertise or seek support for or opposition of political candidates, campaigns or ballot measures. We reserve the right to remove any posts or inappropriate content that violates these guidelines. Thank you.

michael fosses:research and adapt to your own needs

Jack:Heh, I just noticed that our Facebook refers to our social media policy, and features a link that sends you to a dead page :/