



Social Media – Community Use

How Howe Library Uses Social Media

In keeping with our mission to bring together people, resources, and information to engage minds and to strengthen connections to our community and the world, Howe Library uses social media to:

- Communicate with members of the Upper Valley community by presenting information about library events, services, and other library-related news; discussing books and literature; and offering other information that may be of interest to our community.
- Engage with community members by offering opportunities for them to ask questions, post comments, and discuss issues with the library and each other.

Our goal is to create a welcoming online space where community members will find information that is useful and interesting and where they can interact virtually with the library and each other.

Retweets, "shares", "favorites", "likes", and follows by Howe Library social media accounts do not constitute endorsements of the organizations, ideas, issues, or commentary that is shared, liked, or followed.

Guidelines for Community Member Use of Howe Library Pages

We welcome and encourage your comments and participation on Howe Library's social media pages, including on our Twitter, Facebook, and YouTube pages.

To make sure our pages are welcoming and have content relevant to our community, we ask that you follow these guidelines when you post. Posts that do not adhere to these guidelines may be removed. If the same poster repeatedly violates these guidelines, he or she may be blocked from further posting and/or from following the library.

What to do:

- Stay on topic for the post that you are responding to/commenting on.
- Be courteous and respectful of other commenters and library staff.

What NOT to do:

- Do not post personal attacks or name-calling, threats, or harassing or discriminatory comments. Howe Library will not tolerate these kinds of comments on our social media pages. If you disagree with someone, please speak about the issue you disagree on, not about the person you disagree with.
- Do not use profanity or post sexually explicit material (or links to such material). We wish to maintain a space appropriate for all ages.
- Do not post advertisements or other commercial messages endorsing products or services, with the following exceptions:
- Local authors (living in New Hampshire or Vermont) or those who have written books about the Upper Valley specifically may post about their books on Howe Library pages. We request that other authors refrain from posting promotional material for their books.
- Staff or volunteers from local nonprofits may post information about services or events sponsored by the nonprofits that may be of particular interest to Howe Library patrons. We request that nonprofits keep these posts reasonably infrequent.
- Do not post material that violates copyright law. Howe Library will remove the material if we become aware of a post that violates copyright law.
- Do not post in a way that disrupts others' ability to use the forum or that is malicious, including (but not limited to) repetitive posts of the same material or posting links to spyware, malware, or other malicious software.

We recognize that the Internet is a 24/7 medium, and you are welcome to interact with Howe Library social media at any time. However, given staffing constraints, the library's social media pages will typically only be monitored during regular business hours.

Created June 2014.

This document is to be reviewed by the library director every five years.