

Wallingford Public Library Social Media Policy

The Wallingford Public Library (WPL) defines social media as any electronic platform that enables interaction among organizations, groups, and individuals through user-generated digital content and media.*

Social media content will be created by WPL staff members to assist in fulfilling our mission of “connect[ing] people with ideas, experiences, and with each other to inspire, enrich, and inform.” They may also share or repost content generated from community partners or other organizations and individuals when that content is deemed relevant to fulfilling this mission.

Although comments and posts are welcome on WPL’s social media platforms, it does not intend to create an open forum through its social media presence. Postings containing any of the following may be removed:

- Obscene comments or hate speech; including, but not limited to, racist or sexist comments
- Harassing, abusive, or threatening language
- Potentially libelous statements
- Commercial messages or spam
- Postings made through a falsification of identity
- Private, personal information of another person without appropriate consent or authority
- Soliciting, petitioning, canvassing, proselytizing, selling of any goods or services, or listing the Library as a primary business location without permission from the library director or designee
- Any illegal activity
- Photos or other multimedia files that may fall into any of the above categories

By interacting with WPL’s social media channels, users agree to these rules. The Wallingford Public Library accepts no liability for public comments.

While we welcome and make every attempt to respond to questions and comments through various social media messaging services, we maintain that these message services are not a primary outlet for official library correspondence. We instead encourage library users to contact the library in person, by phone, by text, in writing, or via email.

The Wallingford Public Library does not have staff exclusively dedicated to social media activities and therefore we are unable to continuously monitor interactions on our social media platforms; however, staff members make reasonable attempts to moderate during business hours.

Concerns about social media activity should be directed to the Library Director at: sscarpa@wallingfordlibrary.org

Adopted by Board of Managers 6/24/24.

* Based on the U.S. Government definition - a website or internet medium that— (A) permits a person to become a registered user, establish an account, or create a profile for the purpose of allowing users to create, share, and view user-generated content through such an account or profile; (B) enables 1 or more users to generate content that can be viewed by other users of the medium; and (C) primarily serves as a medium for users to interact with content generated by other users of the medium.