



DENTON PUBLIC LIBRARY

SOCIAL SOFTWARE POLICY

POLICY STATEMENT: The Denton Public Library employs numerous Internet-based applications and accounts as avenues of communication between staff, customers, and other libraries. The library puts forth this policy to govern the online behavior of staff and customers when initiating and conducting library business through these technologies. These forums may not be used for commercial purposes.

Current applications include, but are not limited to:

- City-based website
- Online catalog
- MySpace
- Facebook
- The Denton Public Library weblog
- Twitter
- Text-a-Librarian mobile reference
- Velti text-based circulation notifications
- Flickr
- AirPac mobile catalog

Library staff are personally responsible for any and all online activities conducted on these sites, including content, photos, and comments. Customer interactions online will be conducted professionally, just as they would inside the library. Staff will identify any copyrighted or borrowed materials with links and/or citations, and will uphold the privacy of cardholders.

The Denton Public Library reserves the right to monitor content posted on all of its accounts, and the following will be removed from all library-owned accounts:

- Obscene or racist content
- Personal attacks or threatening language
- Potentially libelous comments
- Plagiarized material
- Personal information published without consent
- Commercial promotions or spam

Persons posting said content may be blocked from the applications and/or accounts listed above.

Approved by Denton Library Board, April 13, 2009