

Policy Title:	Public Social Media
Policy Type:	Administration
Policy #:	ADM 09
Policy Authority:	Board
Effective Date:	June 2023
Revised Date:	December 2025

PURPOSE

To provide parameters for participating in Clarington Library, Museums and Archives (“CLMA”) social media platforms. This policy complements related policies such as the Code of Conduct and Internet Access policies.

DEFINITIONS

“**Social media**” is defined as any web application, site or account created and maintained by the Clarington Library, Museums and Archives, which facilitates an environment for staff and customers to share opinions and information about CLMA related topics.

POLICY

1. CLMA regards online social media in the same way as its other information resources in accordance with its mission of serving Clarington’s needs for learning, literacy and community connections.
2. Use of CLMA social media is conditional on the customer’s agreement to observe this policy. By continuing to use the application, the customer indicates agreement to all requirements of this policy. Customers who do not agree must not use the service, as violation may result in legal liability.
3. By posting content, customers agreed to indemnify Clarington Library, Museums and Archives and its officers and employees against all liabilities, judgments, damages and costs (including attorney’s fees) arising out of or related to the posted content.

4. As with more traditional resources, CLMA does not act in place of, or in absence of a parent. The CLMA is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.
5. In addition to the general rules respecting use of CLMA property, CLMA prohibits the use of CLMA electronic communication tools and applications for any purpose that would contravene any legislation or government regulation, or that might create civil liability for the Library Board or its employees.
6. Comments, posts, and messages are welcome on the CLMA social media sites provided they do not contain:
 - a. Obscene or racist content;
 - b. Personal attacks, insults or threatening language;
 - c. Potentially libelous statements;
 - d. Plagiarized material;
 - e. Private, personal information published without consent;
 - f. Comments unrelated to the content of the forum;
 - g. Hyperlinks to material not directly related to the discussion;
 - h. Commercial promotions or spam;
 - i. Messaging for organized political activity.
7. All social media sites affiliated with CLMA will be regularly monitored by staff. Postings that violate the above rules will be removed immediately, and the poster may be barred from posting on CLMA social media sites.

POLICY RESOLUTION

Any questions, concerns, or requests for clarification regarding the interpretation or application of this policy can be directed to the CEO at ceo@cplma.ca.

If the matter remains unresolved or the party is not satisfied with the CEO's determination, the issue may then be formally escalated to the Library Board for review at chair@cplma.ca.

The decision of the Library Board shall constitute the final authority on all matters related to the interpretation and application of this policy.