
Social Software Comment Guidelines for Staff

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A powerful way that the library can **connect** with our users is to use social software to encourage two-way conversations online. However, once we open our web applications for users to “talk” to us and each other online (e.g. via blog post comments), they become public forums and the “conversations” are protected by the First Amendment.

To protect our customers’ free speech rights and our organization, it is important that we have specific guidelines for how customers can use the comment feature on our web applications. By designating our social software applications as **limited public forums**, we are requiring that our users stay on topic and abide by the law. The following list (not exhaustive) is grounds for not posting a comment to an MCL web application.

1. Contains copyrighted material
2. Comment is completely off topic
3. Commercial material / SPAM
4. Duplicated posts from the same individual
5. Obscene posts
6. Specific and imminent threats (specific to a person and actually possible in the near future).
7. Libelous comments about a private citizen (not a public figure)
8. Images

Staff should remove inappropriate links from comments.

Review process for questionable comments

