

## **EPL Social Media Community Policy**

Our social media platforms are a place for you to share. We want to hear what you think!

We look forward to interacting with each and every one of you on our social media channels! Although we cannot commit to replying to every comment posted, we will answer your questions and engage in conversation whenever possible.

We understand that social media is a 24/7 medium; however, our moderation capabilities are not. We are usually available 9:00am to 5:00pm MST, Monday to Friday.

The views of participants in the Edmonton Public Library's social media channels do not necessarily represent the views of EPL. EPL representatives will be monitoring the input and may participate or intervene, as appropriate. We may not see every inappropriate comment right away, but we will deal with them appropriately upon the next business day. We trust our community members (that's you!) to be mature, respectful and to respond politely to each other.

Although we believe in spreading the words, there are some we don't want you to spread. To protect your own privacy and the privacy of others, please do not include phone numbers, email addresses, or other personal information in public messages. If you need to provide personal information, please send us a private message.

All comments will be monitored and/or moderated by EPL representatives. Please keep in mind we will not tolerate comments that are offensive to an individual or an organization, rude in tone, or abusive. We also reserve the right to edit or refuse comments that meet any of the following conditions:

- Contrary to the principles of the Canadian Charter of Rights and Freedoms
- Racist, hateful, sexist, homophobic, slanderous, insulting, or life-threatening messages
- Messages that contain name calling and/or personal attacks
- Serious, unproven or inaccurate accusations against individuals or organizations
- Aggressive, coarse, violent, obscene, or pornographic comments
- Messages where the sender is not the author (For example, messages coming from a bot)
- Messages for advertising purposes
- Messages written in a language that cannot be read by one of the EPL staff members (Don't worry – we speak a lot of languages here!)
- Unintelligible or irrelevant messages

- Intentional trolling, troll baiting, or flaming

Repeated violations of this comment policy may cause the author to be blocked from EPL's various social media channels.

In the (very unlikely) case of ongoing investigations or legal proceedings, we will not be able to comment.