**Digital and Social Media Engagement House Rules**

We want our social media channels and digital channels to be safe spaces for open and respectful discussion.

**Accessibility and Inclusion**

We strive to make our social media and digital channels as accessible and inclusive as possible. If you encounter barriers, let us know how we can improve.

**Monitoring and Moderation**

Our social media channels are monitored from 9 am to 5 pm Monday to Friday, excluding public holidays.

Please comply with each platform's Terms of Use. Do not share personal details such as your address, email or phone number.

We reserve the right to close comments on a particular post.

We will remove or hide comments and block users who post messages which we believe are:

- Hate speech, discriminatory language or content
- Threats, harassment, abuse or obscene content
- Personal attacks or sensitive information on staff, volunteers, partners or other users
- Scams, impersonation or deliberately deceptive contentIn violation of any regulations, laws or intellectual property rights
- Spam, repeated trolling or disruption
- Promotions, e.g., links to external websites

We will not remove comments simply because they criticise Libraries Unlimited, disagree with a decision or express an opposing point of view.

Where there are concerns relating to threats, harassment, safeguarding, potential criminal activity or another serious breach, we may retain a record of relevant content and share it with appropriate authorities where necessary.

**Endorsement**

A share, like, comment, or follow does not imply Libraries Unlimited’s endorsement of content, individuals, or organisations.

**Complaints**

If you perceive an issue with an element of our service, a library, etc., you can submit an official complaint.

We have a complaints policy and process. Find out more details here.

Allegations shared via posts or comments may result in their removal, and/or be directed to the complaints process.

Posts naming individual staff members in allegations or complaints, discussing legal proceedings, may be subject to removal to preserve legal integrity and privacy.

**Safeguarding**

If you wish to raise safeguarding concerns, please raise them via our safeguarding page. View the safeguarding policy here.

**Privacy and Data Protection**

Please align with our privacy and data protection regulations:

- Do not share any personal or sensitive information in public comments
- Make sure all personal data is handled in line with our privacy policies and relevant data protection laws

**Customer Service Requests**

Please direct customer service requests through proper channels, not social media direct messages and comments. To get in contact, send a message via email info@librariesunlimited.org.uk the Get In Touch form, or ask for assistance at your local library.

**Updates to House Rules**

We may update our House Rules to reflect changes in best practice or policy at any time.