

Memo

To: Montana State Library Commission

From: Jennie Stapp, Digital Library Director
Darlene Staffeldt, State Librarian

Date: January 27, 2010

Re: Social media policies

The Commission is asked to review and approve the following State Library policies at the February Commission Meeting.

Social media policies – Action requested

The Montana State Library (MSL) is committed to using current social media. Use of this technology meets a critical business need by providing a venue for shared information resources with our patrons and partners and by providing a means for meaningful two-way communication between patrons, other library users and library staff.

To that end, the following three documents have been drafted:

- 1) The Draft Social Media Staff Policy governs staff use of this technology.
- 2) The Draft Social Media User Policy informs patrons of their rights and responsibilities when using MSL managed social media sites.
- 3) The Draft Statement on Privacy and Confidentiality of Library Records is presented for information purposes only and is not a policy for adoption. This document is intended to inform users of their rights and responsibilities as well as MSL practices for ensuring the confidentiality of their interactions with the State Library.

Of note, MSL staff gave considerable input to these policies as they were drafted because of the potential impact to staff that already use social media on a regular basis. Their feedback has been very valuable.

Since the Commission review in December, the state taskforce that was charged with drafting a social media policy for the State has released a draft policy for state review. This policy is scheduled to go into effect on March 15, 2010. To comply with this policy a final paragraph has been added to the Draft Social Media Staff Policy stating that the State Librarian will complete documentation required by the Information Technology Services Division to acknowledge our use of social media and our compliance with state policy.