

Memo

To: Montana State Library Commission

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

Date: November 9, 2009

Re: Social media policies

The Commission is asked to review the following draft State Library policies at the December Commission Meeting. Action will be requested at the February meeting.

Social media policies – Review

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.

Additionally, there is currently a state taskforce headed by the Department of Administration's Information Technology Services Division that is charged with drafting a social media policy for the State. We are closely monitoring the work of this taskforce to ensure that this policy will meet our business needs and to ensure that our policies align with this new policy.