

Town of Stratham
Social Media Policy & Guidelines

Adopted: July 17, 2017

Effective: July 18, 2017

I. Purpose of This Policy:

The purpose of this policy is to set guidelines related to the Town of Stratham's Social Media sites and applications. The primary mission of the Town's Social Media efforts will be focused on providing information on Town services and programs to the general public.

II. Departments Activities Affected:

All Town Departments, Boards, Commissions, and Committees. Each creator of a Town Social Media site can have additional guidelines for their site so long as those guidelines do not conflict with any of the terms of these guidelines.

III. Definitions:

Public Body: any duly appointed/elected board, commission, and/or committee of the Town of Stratham

Social Media: any blogs, other types of self-published online journals, and/or collaborative Web-based discussion forums and networking platforms. Social Media facilitates an environment for the Town and users of such site to share opinions and information about Town-related issues, events, and subjects. The Town supports participation in Social Media as an additional method by which to promote its services and resources. Examples are, but not necessarily limited to: Facebook, Instagram, Twitter, etc.

IV. Policy:

It is the policy of the Town of Stratham to ensure that certain standards are set with respect to Social Media to serve all its constituents in a positive, productive manner. The Town supports the use of Social Media as another method to communicate information to its citizens regarding its Town government.

V. Procedures:

- 1) Establishment of, and participation by Town staff or public bodies on, individual official Town Social Media sites, pages, or online communities must be approved in advance by the Town Administrator. Such approval will be based on compliance with these guidelines as documented by the stated need and goals of the proposed Social Media. The Town Administrator will provide any user managing the site on behalf of the Town with a copy of these guidelines with an acknowledgement of receipt. All approved sites will be listed as an Addendum to these guidelines.

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- 2) Town Departments/public body's chair will assign appropriate personnel to manage their individual Social Media sites and provide those assigned these tasks a copy of this policy.
 - 3) Where possible, each Social Media site should clearly indicate that it is maintained by the Town of Stratham and have contact information for the manager of the site along with a link back to the Town's official website and Social Media Policy.
 - 4) Comments containing any of the following inappropriate forms of content shall not be permitted on Town of Stratham Social Media sites and are subject to removal by the Town Administrator or his/her designees.
 - a. Comments not related to the original topic, including random or unintelligible comments.
 - b. Profane, obscene, or pornographic content and/or language.
 - c. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender or gender identity, or national origin.
 - d. Defamatory or personal attacks.
 - e. Threats to any person or organization.
 - f. Comments in support of, or in opposition to, any political campaigns or ballot measures. Postings/comments by Town officials found to be "Electioneering" in violation of RSA 659:44 & 44-a are prohibited.
 - g. Social Media posts that advocate voter action are not allowed. Instead, posts that report on positions taken by a Public Body are permitted.
 - h. Conduct in violation of any federal, state, or local law.
 - i. Encouragement of illegal activity.
 - j. Information that may tend to compromise the safety and security of public systems.
 - k. Content that violates a legal ownership interest, such as a copyright, of any party.
 - l. Redundant or repetitive comments, with the same or similar content posted multiple times under various posts.
 - m. Content that would violate any other policy of the Town of Stratham.
 - n. Commercial promotions or spam
- VI. A comment stating an opinion, posted by a member of the public on any Town of Stratham Social Media site, is the opinion of the commentator or poster only, and publication of a comment does not imply endorsement of, or agreement by, the Town, nor do such comments necessarily reflect the opinions or policies of the Town.
- VII. The Town of Stratham reserves the right to deny access to Town of Stratham Social Media sites to any individual who violates the Town of Stratham's Social Media Policy at any time and without prior notice.

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- VIII. Town of Stratham Department Heads and public body chairs shall monitor their Social Media sites periodically for comments requesting responses from the Town and for comments in violation of this policy.
- IX. Town of Stratham Department Heads, employees, and officials may post content on their respective Social Media pages in their official capacity, if authorized to do so by their Department Head or by a majority vote of respective public body. Comments made by individuals from their personal accounts are personal expressions and not Town representations. Such comments on personal accounts should clearly state that they are solely the expression of the individual.
- X. Multiple member Boards, Committees, and Commissions should be sensitive to the use of Social Media in such a way so as not to inadvertently violate the spirit and intent of RSA 91-A, the State's Right to Know Law, particularly as it pertains to public meetings.
- XI. All comments posted to any Town of Stratham Social Media sites are bound by the respective statements of rights and responsibilities associated with those sites and the Town reserves the right to report any violation of these statements to the appropriate Social Media site with the intent of the site taking appropriate and reasonable responsive action.
- XII. This policy shall be administered through the Selectmen's Office. Specific questions regarding this policy may be direct to the Town Administrator's office.

XIII. **Privacy:**

The Town does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate Town-related information with users on that site. Users may remove themselves at any time from the Town's "friends," "follow," or "fan" lists, or request that the Town remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly. Users are encouraged to protect their privacy by not posting personally identifying information, such as last name, school, age, phone number, or address.

XIV. **Liability for Use:**

The Town of Stratham assumes no liability regarding any event or interaction that takes place by any participant in any Town-sponsored Social Media, and does not endorse content outside of the pages maintained by the Town and the posts created by Town staff in the course of their work duties. The Town reserves the right to use any comments, posts, and messages on the Town's Social Media sites for use in public relations and marketing materials. The Town is not responsible for other people viewing or accessing personal accounts/profiles that are left open on computers in the Library.

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XV. Participation:

Participation in the Town of Stratham's Social Media implies agreement with all Town policies, including its Social Media Policy, Technology Policy and Internet Policy, and the Terms of Service of each individual third-party service. By posting a comment or other content you agree to indemnify the Town of Stratham and its officers, agents, and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred which arise out of, or are related to the content that you post.

XVI. Notwithstanding the foregoing, the Town of Stratham is not obligated to take any of the actions contained in this Policy & Guidelines, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the Town's Social Media.

XVII. If a user does not agree to these terms, they are not to use the services provided.


XVIII. Ongoing Use Evaluation:

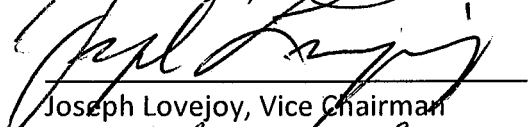
The role and utility of Social Media in relation to the goals and purposes of the Town of Stratham will be evaluated periodically by the Town staff and Board of Selectmen, and may be terminated at any time without notice to subscribers.

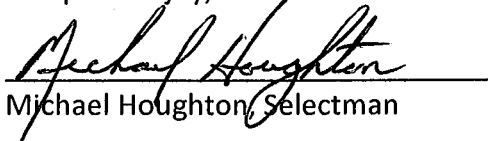
XIX. Severability:

To the extent that any provisions of this policy conflict with State law, then State law shall prevail and the remaining provision of this policy shall remain in force.

Approved this 17 day of July, 2017.


Bruno Federico, Chairman


Joseph Lovejoy, Vice Chairman


Michael Houghton, Selectman

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Addendum
Officially Approved Town of Stratham
Social Media Sites
Updated August 18, 2017

1. Town of Stratham
2. Stratham Parks & Recreation Facebook Page
3. Stratham Recreation Twitter Account
4. Stratham Hill Park Facebook Page
5. The Stratham Fair Facebook Page
6. The Town of Stratham Highway Department Facebook Page
7. Stratham NH Police Department Facebook Page
8. Stratham Fire Department Facebook Page
9. Stratham Conservation Commission Facebook Page
10. Stratham Heritage Commission Facebook Page
11. Stratham 300th Anniversary Facebook Page
12. Wiggin Memorial Library Facebook Page
13. Wiggin Memorial Library Goodreads Page
14. Wiggin Memorial Library Instagram Page
15. Wiggin Memorial Staff Recommendations Wiki Page
16. Wiggin Teens Facebook Page
17. Wiggin Kids Facebook Page

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Acknowledgement of Receipt Form

Name: _____
(please print)

Department/Office/Public Body: _____
(please print)

I acknowledge the receipt of the Town of Stratham Social Media Policy & Guidelines dated July 17, 2017. I have read the Social Media Policy & Guidelines, and I agree to comply with the policies contained in therein.

I understand that I have no expectation of privacy in my use of the Town of Stratham's Information Systems, including but not limited to its computers; computer network; e-mail accounts; Social Media accounts as defined in the Policy, access to the Internet and tools found on or transmitted over the Internet such as search engines, and Instant Messaging; or any file I may create, store, or transmit using any of those or related technologies. I am aware that the Town of Stratham may monitor or audit my use of those items or systems to ensure compliance with this Policy at any time in its sole discretion.

I understand that should the content of this Policy be changed in any way, the Town of Stratham may require an additional signature from me to indicate that I am aware of and understand any new policies.

Date

Signature

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Account Registration Form

(Please Print)

Requestor's Name: _____

Department/Office/Public Body: _____

Name of Designated person to manage the Account: _____

Type of Account to be created: _____

Name of the Account to be created: _____

Any alias or alternative name for the Account: _____

Purpose/goals of the Account and/or designed target audience for the Account:

Start date: _____

End date (if any): _____

Signature of the Requestor
(Dept. Head or Chair of a Public Body)

Date

Approved: _____

Signature of the Town Administrator

Date