



Comments Policy

1. Authority

State Librarian and CEO

2. Purpose

The purpose of the Comments Policy is to:

- affirm that contributions to the State Library's online spaces including our website, blogs and catalogue are welcomed from all, and
- ensure they are appropriate and respect the needs and sensitivities of others.

3. Scope

This policy applies to the State Library of Queensland online spaces, including:

- comments posted on SLQ's websites and blogs
- comments posted on SLQ's social media sites such as our Facebook page and Flickr Commons photo stream
- tags, reviews and comments posted to SLQ's catalogue records

4. Definitions

Term	Definition
Tags	Descriptive words or phrases used to describe meaningfully content found on the web by an individual. Tags are used extensively in photo sharing sites such as Flickr and in library catalogues to make it easier to bring together or find relevant content.
Monitored	In this policy, monitoring is the process where a nominated staff member reviews all user comments and tags after they become visible to other users. Comments and tags are monitored to ensure that any inappropriate content is quickly removed.
Moderated	Moderating is the process where a nominated staff member reviews all comments and tags before they become visible to other users.
Creative Commons	Creative Commons is a non-profit corporation founded in 2001 "dedicated to making it easier for people to share and build upon the work of others, consistent with the rules of copyright." [http://www.creativecommons.org] Creative Commons provides a set of licences to help creators easily identify how others may use their work legally, releasing some rights, while retaining others.

5. Policy Statement

Comments

- are open to all
- will be available online as posted
- will be monitored by State Library of Queensland staff.

Commentary, opinion and reaction to web content published by State Library are all welcome as part of our commitment to encouraging community engagement with our services, collections and programs.

Comments should be relevant to the specific post or record to which they are attached.

SLQ chooses to monitor rather than moderate comments and tags to enable responsive, trusted collaboration and engagement with our communities of users.

Comments will be monitored within 48 hours of posting.

Inappropriate comments

The State Library of Queensland reserves the right to remove comments if they have content that:

- is abusive
- is off-topic
- contains personal and/or cultural attacks or insults
- promotes hate of any kind
- is offensive in nature or contains offensive language
- is spam
- is potentially libelous or defamatory
- contains plagiarised material
- contains commercial content or unauthorised advertising
- is detrimental in any way

Breaches of policy

Contributors may be suspended or banned from making submissions where there have been serious or repeated breaches of the conditions set out in this policy.

Filtering

All blog comments are filtered through spam filtering technology. The spam-filtering technology isn't perfect, and from time to time it flags legitimate content as inappropriate. If you find that your comment isn't immediately displayed, it may have been mistakenly flagged as spam. Please [contact us](#) to follow up on the status of your comment if it does not display after 24 hours.

State Library's rights

State Library does not own copyright in comments posted on our website, blogs or catalogue. However, by submitting a comment or tag contributors agree that their comments be licensed under a [Creative Commons Attribution 4.0 International Licence](#). The library will be able to edit and re-use comments provided we attribute the contributor.

The State Library reserves the right to change, add or modify this comments policy at any time.

6. Related Procedures

The Policy is supported by:
QLD government [Official use of social media policy](#) and guidelines
SLQ Complaints Management Policy

7. Document Control

Version	Approved By	Approval Date	Revisions
V.01	Voyager/ENCompass Steering Group	16 July 2009	
V.02	Executive Team	23 October 2012	Renamed to Comments Policy Expanded to include a wider scope of comments Includes Creative Commons licensing for Comments Confirmed monitoring, rather than moderating of comments
V.03	Executive Manager, Discovery	April 2015	Desktop review. No changes. Future inclusion into SLQ Online Engagement Strategy.
V.04	Director, Corporate Services	March 2015	Desktop review. No changes. Future inclusion into SLQ Online Engagement Strategy.
V.05	State Librarian and CEO	November 2017	Desktop review. Addition of timeframe for review (within 48 hours)

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Maintained By:	Content Development, Digital Library Initiatives
Review Date	November 2018

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