



Comments Policy

1 Authority

State Librarian and Chief Executive Officer

2 Policy statement

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

3 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.

4 Scope

This policy applies to State Library's online spaces, including:

- comments posted on websites and blogs
- comments posted on social media sites such as our Facebook page, Twitter feed and Flickr Commons photo stream
- tags added to catalogue records

5 Definitions

Word	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.
Social media	Social media is an umbrella term covering websites, technology, applications or tools that enable active and participatory publishing and interaction between individuals over the internet. Social media can be characterised by: <ul style="list-style-type: none">• relationships• user participation• user-generated content• collaboration• multi-directional conversations• highly accessible and scalable publishing• 24/7/365 operation and availability.

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.

6 Comments

Comments

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

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

State Library 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.

7 Inappropriate comments

State Library 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

8 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.

9 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.

10 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](#) Licence. The State 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.

11 References

The Policy is supported by:

- Queensland Government [Principles for the use of social media](#)
- State Library [Customer Complaints Management Policy](#)

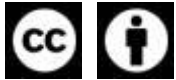
12 Approval

Vicki McDonald
State Librarian and Chief Executive Officer
March 2019

13 Creative Commons license

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