



Comments Policy

1 Authority

State Librarian and Chief Executive Officer

2 Responsibilities

State Library staff are responsible for implementation of this policy, including monitoring of comments and removal of inappropriate comments, if required.

3 Policy statement

Commentary, opinion, and reaction to online content published by State Library of Queensland is welcomed as part of our commitment to encouraging community engagement with our collections, services and programs, and aligned with our vision *Inspiring possibilities through knowledge, stories and creativity*.

4 Purpose

The purpose of the Comments Policy is to:

- affirm that contributions to State Library's online spaces including the website, blogs and catalogue are welcomed from all, and
- ensure they are appropriate and respectful

5 Scope

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

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

6 Definitions

Word	Definition
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.

Monitor	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.
Social media	<p>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.</p> <p>Social media can be characterised by:</p> <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.
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.

7 Policy

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 2 business days of posting.

8 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 libellous or defamatory
- contains plagiarised material
- contains commercial content or unauthorised advertising

9 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.

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 Essential considerations

Review of this policy has included consideration of the 23 fundamental human rights protected under the Human Rights Act 2019. When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the Human Rights Act 2019.

12 References

The policy is supported by:

Queensland Government

- [Principles for the use of social media](#)

State Library of Queensland

- [Customer Complaints Management Policy and Procedures](#)
- [State Library Responsible Conduct Policy](#)

13 Approval

Vicki McDonald

State Librarian and Chief Executive Officer

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