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Explorecarbondale.com

City of Carbondale Social Media User Policy

In case event of an emergency, CALL 9-1-1.

The City of Carbondale (the “City”) sponsors one type of social media account: those that serve as limited public forums, for those social media accounts that the City sponsors as limited public forums, the City has the right to limit the content posted to those accounts to the topics of those accounts.

The City is committed to fully complying with the freedom of speech clause of the First Amendment of the U.S. Constitution and other similar obligations surrounding free speech. The City has an essential interest in assuring the accuracy and consistency of information associated with our social media sites. These terms and conditions establish guidelines for the public’s use of our social media sites in a way that balances these values. We ask commenters to consider that children and other impressionable people may view our social media feeds. Please avoid profanity, slurs, personal attacks, bullying, or the use of false information.

The City recognizes that social media (e.g., Facebook, Twitter, Instagram, LinkedIn, Pinterest, etc.) has become a precious tool for communication among and between the City and its residents, businesses, visitors, media outlets, other governmental agencies, and others. The City’s social media accounts are intended to provide news, information, public safety alerts and notices, emergency announcements, and limited forums for exchanging ideas and information of importance to the City and its surrounding community. The City commits to train its employees on this policy and relevant freedom of speech case law and hold employees accountable when they violate policy or law.

USE POLICIES APPLICABLE TO LIMITED PUBLIC FORUM ACCOUNTS

Content Restrictions and Site Monitoring: For its limited public forum accounts, the City reserves the right to reject or remove any content that the City deems in violation of this Social Media User Policy or in violation of any law applicable to posting comments on government social media accounts. Social media account posts and comments containing any of the following content will be subject to removal at the City’s sole discretion:

Comments or posts that:

1. Contain defamatory language.
2. Threaten any person’s life, health, safety, or physical harm to property.
3. Promote, foster, or perpetuate discrimination based on race, color, creed, class, national origin, religion, sex, age, marital status, physical and mental disability, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, prior arrest or conviction record or source of income.
4. Contain obscenity or sexual content, including, but not limited to, links to other websites or social media accounts that contain sexual content.
5. Contain spam or solicitations for commerce.
6. Contain or that link to other websites or social media accounts that contain personally identifiable information such as address, telephone/mobile phone number, social security number, driver’s license number, or other sensitive information.
7. Contain content utterly unrelated to the post's topic.

8. Contain information that may interfere with or compromise current investigations, police tactics, or the safety or security of the public in general, public safety staff, or public systems or infrastructure.
9. Contain content that encourages illegal activity.
10. Infringe on any person's copyrighted photographs, music, video, artwork, graphics, or other material without the express written permission of the copyright owner.
11. Contain or that link to malware.

The City monitors its social media accounts and comments posted by visitors to these accounts to ensure that the content is constructive and suitable for all visitors to the respective accounts and pages. While social media is a 24/7 medium, the City cannot monitor the comments posted to the City's social media accounts and pages on a 24/7 basis.

As the City's social media accounts are not monitored on a 24/7 basis, users are advised not to use any of the City's social media accounts to report a crime or an emergency, or any other situation that the user believes requires immediate attention by the City's public safety staff including its Police Department or Fire Department. In the case of an emergency, please use the 911 emergency call service in your community. Likewise, please do not use this social media account if you believe a repair to a road, highway, sidewalk, parking area, other public right-of-way, or a City-operated building is necessary. Please submit those requests through the City's website at <https://www.explorecarbondale.com/415/Report-a-Concern> or call the City's Public Works Department at 618-457-3270 Monday through Friday from 8 a.m. until 5 p.m. Central Standard Time for such repairs.

Removal of Improper Content: To the extent technology reasonably permits, the City shall have the sole and exclusive right to remove any comments from its social media accounts and pages that violate the above restrictions without notice to the person who posted such content.

Confidentiality of Content: Any content posted to any of the City's social media accounts shall be deemed public information available to and viewable by the public. Any user of the City's social media accounts and pages shall have no expectation of privacy or confidentiality in their use or posting of any content to such account or page. To the extent that any of the City's social media accounts include or allow for information sharing beyond the particular social media account used by the user, the user recognizes that any content they post to the City's social media account may be shared or made available beyond the City's social media account to which the user posted such information.

ASSUMPTION OF THE RISK

Disclaimers: The City shall not be liable for any claims, damages, or injury a user may sustain arising out of or relating to any use of any of the City's social media accounts. The City and its elected and appointed officials and employees make no warranty, representation, or guarantee as to the content, accuracy, timeliness, or completeness of the information provided on any of the City's social media accounts, including, but not limited to, any information provided by any third person whether posted on a City social media account or by way of a link to another person's website or social media account.

The City shall have no obligation to undertake efforts to detect the presence of any malicious programming or viruses on social media websites. A user of any of the City's social media accounts assumes all risks for any download or use of any information contained on a City social media account and links to websites and other social media accounts which may be provided on a City social media account.

By using any City social media account, the user agrees to hold harmless and indemnify the City and its elected and appointed officers and employees from and against any claims, actions, suits, liabilities, damages, losses, settlements, demands, deficiencies, judgments, fines, penalties, costs and expenses (including, without limitation, the reasonable value of time of the City's Legal Division and costs, expenses,

and attorney fees of other counsel retained by the City) suffered by, incurred by, accrued against, charged to, or recoverable by the City and/or any of its elected or appointed officials or employees that arise out of or are related in any way to your use of this site or to any external links you post on this site to other sites or any content posted on them. Governing Law: Regardless of the location of the user of any of the City's social media accounts, the laws of the State of Illinois shall govern the interpretation and construction of this Social Media Policy and any claim that a user might assert against the City in connection with the user's use of any of the City's social media accounts. By using any of the City's social media accounts, the user submits himself to the jurisdiction of the State of Illinois and the venue of the Circuit Court of the First Judicial Circuit, Jackson County, Illinois, and any and all actions arising out of the use of any of the City's social media accounts shall be brought and shall be maintained in the aforesaid Circuit Court.