

Social Media Policy

How we engage with social media

We post on social media about our collections, events, exhibitions and outreach work, as well as external events and subjects we feel may be of interest to our followers. We welcome feedback and suggestions to improve our services. We also welcome any information you think may be of interest to the National Library.

Please note the following:

- We will adhere to our internal social media policy for staff usage, and to our [Safeguarding Policy](#) and procedures, which apply to digital engagement including social media.
- Harmful content will be removed and reported. Harmful content includes, but is not limited to: hatred incited by, or bullying based on, race, gender, disability, sexuality, or religion; self-harm and suicide-related content; terrorism-related content; child abuse content.
- We will block anyone who repeatedly posts harmful content or comments.
- We monitor our Facebook, Twitter and Instagram accounts during office hours (Monday to Friday), and aim to respond to any comments or queries within 24 hours (48 hours at weekends).

Twitter

Retweets (RTs) are not endorsements; if we RT something, it is because we feel it is of potential interest to our followers. For guidance on direct messages and replies to Tweets, please see below.

Facebook and Instagram

We are happy to receive comments, likes, shares, and suggestions on our Facebook and Instagram pages. For guidance on direct messages to us, please see below. Shares of any posts/content are not endorsements. If we share something, it is because we consider it to be of interest to our followers.

@Replies and direct messages

While we welcome interaction with our posts on social media pages, direct private messaging is disabled on our Facebook page(s), and on Twitter and Instagram other than for accounts we follow. In line with our safeguarding policy and procedures, any questions or discussions about our services or collections should be directed to our enquiries team by using our [online chat and enquiry form](#) (when available), or by emailing enquiries@nls.uk. Any enquiries that are sent via social media (messages or comments) will be redirected to the enquiries team.

Who we follow

We welcome followers to our social media accounts – please note that if you follow us, we will not automatically follow you back. If we do follow you, it does not mean we endorse your views or posts.

Availability

Facebook, Instagram and Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to downtime.

Freedom of information, data protection, privacy and copyright

Requests for information under the Freedom of Information (Scotland) Act and similar regulations are valid requests when made through social media. We will respond to requests for information. However, to ensure that your request is handled promptly please email foisa@nls.uk, where possible, instead of contacting us through social media.

The Library's use of social media is subject to our Data Protection Policy and must comply with the Data Protection Act. We process personal data in accordance with this policy, the Act, and the Library's privacy statement.

We make every effort to ensure that content we share on social media does not infringe any party's copyright or other intellectual property rights. If we have shared information which infringes your intellectual property rights, please contact enquiries@nls.uk and see our [Takedown Policy](#) for more information on how we will remove infringing content.