

# Social Media Policy at the National Library Scotland

## How we engage with social media

We post on social media about our own collections, events, exhibitions, Library 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 remove any offensive or inappropriate comments or content
- We will block anyone who repeatedly posts offensive or inappropriate comments
- We monitor our Facebook and Twitter accounts during office hours (Monday to Friday), and aim to respond to any comments or queries within 24 hours (48 hours at weekends).

## Twitter policy

Re-tweets (RTs) are not endorsements; if we RT something, it is because we feel it is of potential interest to our followers. For guidance on replies, please see below.

## Facebook policy

We are happy to receive comments, likes, shares, queries and suggestions on our Facebook page. 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

Whilst we aim to respond to queries and messages posted on social media, the best way to contact us is via email to our Enquiries Team at [enquiries@nls.uk](mailto:enquiries@nls.uk)

## 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.

## Terms and conditions for social media competitions

1. Competitions are open to all members of the public who follow any of the National Library of Scotland main Twitter ([@Natlibscot](#)) or [Facebook](#) accounts
2. Any instructions on entering or participating in the competition form part of the rules of that competition and must be adhered to
3. Winners will be announced and contacted through the same medium as the competition, e.g. we will use Twitter for Twitter competitions and Facebook for Facebook competitions
4. Prizes are not transferable for cash or any other alternative
5. Only one entry is permitted per person per competition

6. The National Library reserves the right to suspend or terminate any competition, extend the closing date or amend these terms and conditions
7. By entering the competition you agree to accept these terms and conditions.

## **Availability**

Facebook 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](mailto: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](mailto:enquiries@nls.uk) and see our [Takedown Policy](#) for more information on how we will remove infringing content.