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CITY OF CARBONDALE SOCIAL MEDIA POLICY

Welcome to the City of Carbondale, Illinois' social media sites. The purpose of our sites is to enable communication between citizens and the City. We strive to make our sites fun, informative and safe place for discussion and sharing of ideas appropriate for all ages.

The City of Carbondale has a zero tolerance policy for advertising, profanity, threatening, defamatory and/or discriminatory speech on our sites. We encourage sharing and commenting but followers who don't adhere to the following guidelines will have their comments removed, and may be blocked from our sites.

DO NOT POST:

- Profane, obscene, violent, pornographic or sexual content.
- Threats to any person or organization.
- Content that defames an individual or organization.
- Content that promotes discrimination on any legally protected category including race, religious creed, color, national origin, ancestry, sex, age, physical or mental disability, medical condition, sexual orientation, marital status, gender identity, gender expression, genetic characteristics or information, military and veteran's status, or any other category protected by federal or state law
- Commercial solicitations (i.e.: asking users to "like" your Facebook page or visit your website).
- Ads, prize contests or giveaways.
- Content that defames or defrauds any financial, commercial or non-governmental agency.
- Details about an ongoing investigation or proceeding that could prejudice the processes or interfere with an individual's rights.
- Copyrighted or trademarked images or graphics.
- Content that suggests illegal activity.
- Content in support of, or in opposition to, any political campaign or ballot measure.

The City of Carbondale reserves the right to determine which comments are unacceptable for the sites. Citizens who repeatedly violate the policy may be blocked.

All information posted on the City's page is public record and subject to records requests. By posting a comment, users agree to indemnify the City of Carbondale, its officers and staff from all liabilities, judgements, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content, posted by a user.

Questions are answered in a timely manner. Social media pages are managed by City staff or sanctioned agents of the City of Carbondale during regular business hours Monday through Friday, 8 am to 5 pm. Comments or messages submitted after hours or on weekends/holidays may be read by staff members or its authorized agents the next business day. If you have an immediate question or concern, contact the City's Public Relations Officer at (618) 457-3262 or visit the City's website at www.explorecarbondale.com.