

TOWN OF ANDOVER

Social Media Policy

POLICY

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

PROCEDURES

The following principles apply to professional use of social media on behalf of the Town of Andover as well as personal use of social media when referencing the Town of Andover.

- * Employees need to know and adhere to the Town of Andover's Code of Conduct, Employee Ordinance and other Town policies when using social media in reference to the Town of Andover.
- * Employees should be aware of the effect their actions may have on their images, as well as the Town of Andover's image. The information that employees post or publish may be public information for a long time.
- * Employees should be aware that the Town of Andover may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to the Town of Andover, its employees, or customers.
- * Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- * Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with their supervisor or the Board of Selectmen.
- * Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Board of Selectmen.
- * If employees encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- * Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted materials, trademarks, service marks or other intellectual property.

* Social media use shouldn't interfere with employee's responsibilities. The Town of Andover computer systems are to be used for business purposes only. When using the Town of Andover's computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.

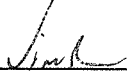
* Subject to applicable law, after-hours online activity that violates the Town of Andover's Code of Conduct or any other policy may subject an employee to disciplinary action of termination.

* If employees publish content after-hours that involves work or subjects associated with the Town of Andover, a disclaimer should be used, such as this "The postings on this site are my own and may not represent the Town of Andover's positions strategies or opinions."

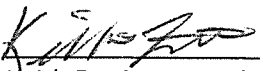
* It is highly recommended that employees keep the Town of Andover's related social media accounts separate from personal accounts, if practical

Policy adopted: 6/2/15

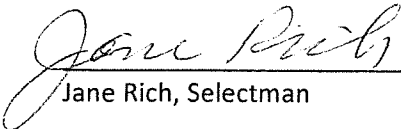
Approved by:



Jim Adler, Chairman



Keith Farrington, Selectman



Jane Rich, Selectman