

SOCIAL MEDIA

Elmhurst Public Library will further its Mission and Vision by employing social media to inform the public of Library resources and services and to provide opportunities for interaction with the public. The Library's online presence must always be consistent with its Values to promote a positive image.

Only employees designated as responsible for the Library's social media accounts can delete, edit, or otherwise modify content. They will collect content from staff and edit and post that content.

Postings on these forums is restricted to information or discussion about Library programs, services, and relevant community events. The public is encouraged to participate in these forums, using the Library's Terms of Use:

- Graphic, obscene, sexual or explicit content or hate speech that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, gender identity or sexual orientation
- Abusive, threatening and defamatory comments
- Content that violates intellectual property rights
- Personal information published without consent
- Comments or links unrelated to Library events or services
- Commercial promotions or solicitations
- Political campaigning or advocacy

Although content is not reviewed in advance of posting, the Library reserves the right to remove postings on any of its social media accounts that violate the above restrictions.

All social media posts and public comments are subject to the Freedom of Information Act. Negative posts from the public on social media sites should only be removed if they violate the Library's Terms of Use. Content that violates the Terms of Use and is subject to removal, shall be retained by saving a screenshot of the comment along with a memo to the file that describes the reason the specific content was deleted. This should be retained pursuant to the Illinois Records Retention Act.

Library staff who participates in non-Elmhurst Public Library social media forums must not represent their statements as reflective of official Library policy. Staff who maintain personal blogs on library-related issues should include a disclaimer that the views expressed by the author are the author's alone and do not represent the views of the Elmhurst Public Library.

The Elmhurst Public Library assumes no liability regarding any event or interaction involving any participant in any Library-sponsored social networking service. In addition, the Library reserves the right to reproduce comments, posts and messages in other public venues. Identifying information, other than first name, will be removed unless prior approval is granted by the user.

MISSING CHILDREN

When a patron reports that a child is missing, he or she should be escorted to the nearest service desk. The staff member at the service desk who receives the report is responsible for coordinating the search until the PIC takes over, the child is found, or the police arrive. This staff member should immediately execute the following procedures:

1. Get a full **description of the child and write it down** - including name, age, skin color, hair color, approximate height, and what the child is wearing. Find out where the child was last seen.
2. Before you start searching in the area where the child was last seen, **make an announcement over the overhead paging system – hit “page all” on the phone.** Say, **“CODE ADAM.”** Then clearly state: “We are missing a child,” and then describe this child. For example: “a 5-year-old boy named Steven Parker. He has brown hair and is wearing blue jeans and a red shirt. He was last seen in the Kids Library. Staff should ask all of the parents/caregivers in the room to account for their children and then see if there are any unattended children in the room. Go around the room calling for the lost child.
3. Staff in other areas should immediately excuse themselves from any work they are doing and begin searching for the missing child.

ADS Staff: Are responsible for searching all areas on the second floor including study rooms, creative studios, bathrooms and stairwells. ADS staff on the computer desk are also responsible for searching through video cameras. If new information is found from the camera search, immediately hit “page all” and update the information that was previously given. For example “The child was seen leaving through the west entrance doors at 2:30.”

Kids Staff: Are responsible for searching all areas in the Kids’ Library including bathrooms, program rooms and Middle School area.

Circ Staff: Are responsible for searching the lobby, lobby bathrooms, meeting rooms, and parking lot/west entrance area.

Tech Services/Buildings & Grounds: Should help with searching outside areas and assist with any other inside areas.

Admin Staff: Should help with all areas and will act as PIC if in the building.

4. **Send a staff member *who has the child’s name and description* to assist the Welcome Desk in watching the doors.** This staff member should look out into the parking lot, and remain at the door until the child is found, in an attempt to prevent

anyone from taking the child from the building. If you see a child resembling the description of the missing one who is about to leave the building, ask, "Is this your parent?" to make sure s/he is with an authorized companion. Watch for signs of distress, since a non-custodial parent might be taking the child. In that case, tell the adult that s/he is not to leave the building until the person who reported the child missing has seen the child. If the person leaves anyway, get a description and license plate number.

5. **One staff member should remain with the patron who has lost the child, and accompany him/her as they search the Library again.**
6. **If the child isn't found in 2 minutes, CALL THE POLICE (911).** Make sure you have a description of the child ready for them. Continue looking for the child both inside and outside the building.
7. **When the police arrive, bring them to the parent/guardian,** give them the information you have, and follow their instructions.
8. **When the child is found, or the police call off the search, tell all of the staff members involved in the search.** Announce, "Cancel Code Adam" over the paging and phone systems to do this.