



# Comments Policy

## 1 Authority

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State Librarian and Chief Executive Officer

## 2 Responsibilities

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State Library staff are responsible for implementation of this policy, including monitoring of comments and removal of inappropriate comments, if required.

## 3 Policy statement

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Commentary, opinion, and reaction to online content published by State Library of Queensland is welcomed as part of our commitment to encouraging diverse and respectful community engagement with our collections, services and programs. This policy is aligned with State library's support for freedom of expression and thought, and our vision to be *A library of influence, inspiring and connecting people through knowledge, storytelling and creativity.*

## 4 Purpose

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The purpose of the Comments Policy is to:

- affirm that contributions to State Library's online spaces are welcomed from all, and ensure comments are respectful and appropriate.

## 5 Scope

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This policy applies to State Library's online spaces, including:

- comments posted on websites, blogs and wikis
- comments posted on social media sites such as our Facebook pages, Twitter and Instagram feeds
- online collection platforms such as YouTube channel and Flickr Commons photo stream
- tags added to catalogue records

## 6 Definitions

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| Word             | Definition   |
|------------------|--|
| Creative Commons | Creative Commons is a non-profit corporation founded in 2001 "dedicated to making it easier for people to share and build upon the work of others, consistent with the rules of copyright." [ <a href="http://www.creativecommons.org">http://www.creativecommons.org</a> ] Creative Commons provides a set of licences to help creators easily identify how others may use their work legally, releasing some rights, while retaining others. |

|              |   |
|--------------|---|
| Monitor      | In this policy, monitoring is the process where a nominated staff member reviews all user comments and tags after they become visible to other users. Comments and tags are monitored to ensure that any inappropriate content is quickly removed.  |
| Social media | <p>Social media is an umbrella term covering websites, technology, applications or tools that enable active and participatory publishing and interaction between individuals over the internet.</p> <p>Social media can be characterised by:</p> <ul style="list-style-type: none"> <li>• relationships</li> <li>• user participation</li> <li>• user-generated content</li> <li>• collaboration</li> <li>• multi-directional conversations</li> <li>• highly accessible and scalable publishing</li> <li>• 24/7/365 operation and availability.</li> </ul> |
| Tags         | Descriptive words or phrases used to describe meaningfully content found on the web by an individual. Tags are used extensively in photo sharing sites such as Flickr and in library catalogues to make it easier to bring together or find relevant content.   |

## 7 Comments

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### Comments

- are open to all
- will be available online as posted
- will be monitored by State Library of Queensland staff.

Comments should be relevant to the specific post to which they are attached.

State Library chooses to monitor rather than moderate comments and tags to enable responsive, trusted collaboration and engagement with our communities of users.

Comments will be monitored within 2 business days of posting.

## 8 Inappropriate comments

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State Library reserves the right to remove comments if they have content that:

- is abusive
- is off topic
- contains personal and/or cultural attacks or insults
- promotes hate of any kind
- is offensive in nature or contains offensive language
- is spam
- is potentially libellous or defamatory
- contains plagiarised material
- contains commercial content or unauthorised advertising

## 9 Breaches of policy

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Contributors may be suspended or banned from making submissions where there have been serious or repeated breaches of the conditions set out in this policy.

## 10 State Library's rights

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State Library does not own copyright in comments posted on our website, blogs or catalogue. However, by submitting a comment or tag contributors agree that their comments be licensed under a [Creative Commons Attribution 4.0](#) Licence. The State Library will be able to edit and re-use comments provided we attribute the contributor.

The State Library reserves the right to change, add or modify this comments policy at any time.

## 11 Essential considerations

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Review of this policy has included consideration of the 23 fundamental human rights protected under the Human Rights Act 2019.

The main objectives of the Human Rights Act 2019 (Qld)(the Act) are to:

- protect and promote human rights
- help build a culture in the Queensland public sector that respects and promotes human rights
- help promote a dialogue about the nature, meaning and scope of human rights.

The Act protects 23 fundamental human rights drawn from international human rights law, including the following rights:

- freedom of thought, conscience, religion and belief
- freedom of expression
- peaceful assembly and freedom of association
- taking part in public life
- privacy and reputation
- cultural rights –generally
- cultural rights –Aboriginal peoples and Torres Strait Islander peoples
- right to education.

State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples. The Act also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.

When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the Human Rights Act 2019.

## 12 References

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The policy is supported by:

Queensland Government

- [Principles for the use of social media](#)

State Library of Queensland

- [Customer Complaints Management Policy and Procedures](#)
- [State Library Responsible Conduct Policy](#)

## 13 Approval

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Vicki McDonald AM FALIA

State Librarian and Chief Executive Officer

5 October 2023

## 14 Creative Commons licence

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