



## STATECIVILSERVICE

# Social Media Policy

- 1. INTRODUCTION:** State Civil Service social media platforms are used to inform the HR Community and the public of any important updates from our Agency and to share any important or useful information from other State Agencies.

No State Civil Service social media platform is meant to replace our website, [civilservice.louisiana.gov](http://civilservice.louisiana.gov), which is the official and primary source of communication for State Civil Service information.

Please review the following guidelines regarding the terms of use for State Civil Service social media sites. All participants of State Civil Service social media sites are subject to the below Terms of Use.

- 2. PURPOSE:** To establish guidelines for use of any State Civil Service social media platform.

- 3. DEFINITIONS:**

- **SCS:** State Civil Service
- **Social Media Platforms:** Facebook, Instagram, LinkedIn, Snap Chat, Twitter, YouTube and any future social media sites joined by SCS.

- 4. GUIDELINES**

- You participate at your own risk. SCS is not responsible for any information you provide on our official social media pages.
- Comments and opinions expressed by the public on SCS social media pages are theirs alone and do not necessarily reflect the opinion of SCS staff or the SCS Commission.
- SCS is not responsible for any content that includes, and does not endorse, any website or advertisement that is linked to or from our social media sites.
- The information included on SCS social media pages does not amend or overrule any applicable statute or administrative rule, or any decision rendered by, rule, or policy put in place by SCS administration or the SCS Commission.

- 5. SCS SOCIAL MEDIA PARTICIPANT CODE OF CONDUCT**

SCS expects and encourages conversations on our social media pages to be courteous and polite. Participants are not expected to support everything SCS does or agree with all of the information posted. However, a comment on a SCS social media site will be removed if the comment:

- Contains graphic or inappropriate references, vulgar language, personal attacks, or offensive terms that target specific ethnic or racial groups.

- Creates unsupported accusations, or any abusive and hateful comments that may be construed as harmful to any person or organization.
- Is an advertisement or promotion of a commercial product or service, or an entity or individual, including a political candidate or organization.
- Encourages any illegal or violent activity, or could compromise public safety.
- Is considered a breach of privacy, containing confidential or personally identifiable information.

If you feel that any comment violates the above guidelines, please use the "report post" link to the right of each comment in Facebook and email our [Public Information Division](#).

## **6. RESPONSE TIME**

- These accounts are monitored during regular business hours (Monday-Friday, 7:30 a.m.-4:30 p.m.), and during emergency situations (ice storms, hurricanes, flooding, etc.). Any comments submitted after hours, on weekends, or during holidays will be reviewed as quickly as possible, which may be the next business day.
- Some issues are best handled off-line. We may ask you to message us privately or email us at [SCSInfo@la.gov](mailto:SCSInfo@la.gov) to help best respond to your question or address a concern.

## **7. TERMS OF SERVICE**

SCS social media platforms are third party sites and have terms of service and policies that are not governed by SCS or the State of Louisiana.

## **8. PUBLIC INFORMATION:**

Any comments or posts from the public on SCS social media sites may be considered public record. See more information on [how to request public records](#).

## **9. RECORDS RETENTION:**

SCS social media sites are subject to State Records Retention requirements, and will apply regardless of format (text, photos, audio, video, etc.).