

SHOULD I REMOVE A SOCIAL MEDIA COMMENT?



A guide to the Frederick County Government's Social Media Comment Policy

Does the comment contain:

- Obscenities?
- Clearly defamatory (false) language?
- Sensitive or personal information?
- Spam or fraudulent information?
- Copyrighted material?



No

Yes

Is the comment dangerous?

- Does it incite imminent lawless action?
- Does it promote criminal conduct?
- Does it contain fighting words or true threats?
- Could it reasonably compromise public safety?

No

Yes

Does the comment promote or advertise a business or commercial activity?

No

Does the comment endorse or oppose a political campaign or candidate?

No

No

Is the comment or reply in any way related to the original post?

Yes

DO NOT REMOVE!

After 3 violations by the same user:

- Follow normal comment removal procedures.
- Contact County Attorney's Office
- If County Attorney agrees to block user, notify the user: "Dear [NAME]: Due to frequent and repeated violations of our terms, you have been temporarily blocked from commenting on Frederick County Government's social media page. If you wish to have your privileges restored, please send your request to the social media page moderator no earlier than three months from today's date. Thank you."

REMOVE THE COMMENT!

1. Screenshot comment
2. Remove comment
3. Notify the user via the social media account:

"Dear [NAME]: We removed your comment on the Frederick County Government's social media page because it violates our terms; the content you posted was found to be [INSERT REASON]. Please review the terms on our social media page. Frequent and repeated violations of our terms may lead to your temporary or permanent loss of commenting privileges. Thank you."

Be consistent
Respect viewpoints
Err on the side of non-removal

DOCUMENT!!

Save screenshots of each removed comment as well as any private messages or private comments sent or received.