



This sets out the Twitter policy for any Twitter accounts associated with the HSE's National health Library & Knowledge Service.

It should be read in conjunction with the [HSE Social and Digital Media Policy and Guideline for Employees](#)

@hselibrary Twitter account

Who we are

@hselibrary is the official Twitter account of the Health Service Executive's National Health Library and Knowledge Service, Ireland. It is managed by the National Health Service Librarian with tweets from a team of library staff under the HSE's Knowledge Management, Health & Wellbeing Division.

You can see our profile and our tweets at www.twitter.com/hselibrary.

If you follow us, you can expect tweets covering some or all of the following:

News and events of note from the HSE National Health Library and Knowledge Service
Event information and occasional tweets from conferences and meetings
Alerts about new content on our website, hselibrary.ie
Library and knowledge services and training available from HSE libraries around the country.

Other accounts from the HSE National Health Library and Knowledge Service include:

@LenusHSE This is the official Twitter account of Lenus, the Irish Health Repository. Tweets include updates on newly added research and official publications as well as general tweets of relevance to anyone carrying out research about health in Ireland.

@aalawton This is the professional Twitter account of the National Health Service Librarian, Aoife Lawton. Tweets are about professional library and information issues, of particular relevance to health.

All HSE library services should use the @hselibrary Twitter account. No new HSE library Twitter accounts should be set up. Any existing HSE library accounts should redirect followers to @hselibrary.

HSE library staff are encouraged to set up professional Twitter accounts in line with the [HSE Social and Digital Media Policy and Guideline for Employees](#)

RTs ≠ Endorsement

Retweets of content don't mean the HSE endorses that tweet. The HSE will retweet tweets

from other accounts from time to time, but this should not be considered an endorsement of the content or the account. We will RT if we think our followers may find the information of interest or relevant to health, wellbeing or personal social service topics.

Who we follow

If you follow us, we will not automatically follow you back. Sometimes we'll follow you so that we can exchange Direct Messages.

@Replies and Direct Messages

We welcome feedback from our followers and will try to join the conversation where possible. We are happy to respond, where relevant, to queries from the public about how to access health services, but regret we cannot reply to all comments and queries. Our replies to tweets will often refer you to the relevant health service or facility to your query.

We usually check Twitter once daily, however sometimes due to workflow and staff resources, we may not see a tweet for several hours. For this reason, please don't use twitter for any urgent queries about care services.

If you have a comment or a complaint about a HSE service, the best way to send this electronically is by email to yoursay@hse.ie or via www.hse.ie

Data Protection

Please do not include personal/private information in your tweets or direct messages to us. This is for the protection of your personal data and private information.

Availability

Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime

Contact Us

For questions about HSE library and knowledge services, the benefits of membership, or how to access electronic journals & research online please see details below:

HSE

Contact the HSE Library team
Monday to Friday: 9am - 5pm
Excluding bank holidays.

Phone: 01 6352190

Email: hselibrary@hse.ie

Website: <http://www.hselibrary.ie>