

Supplementary Material S1. Documents included in the review

Title	Author(s)	Year	Source	Country
<b>Scientific literature</b>				
1. <i>The Good, the Bad and the Ugly: Three Faces of Social Media Usage by Local Governments</i>	Silva et al.	2019	<i>Government Information Quarterly</i>	Portugal
2. Facebook Content Strategies and Citizens' Online Engagement: The Case of Greek Local Governments	Lappas et al.	2018	<i>The Review of Socionetwork Strategies</i>	Greece
3. Social Media as Sociomaterial Service: On Practicing Public Service Innovation in Municipalities	Norström	2019	PhD dissertation	Sweden
4. Using Social Media to Enhance Citizen Engagement with Local Government: Twitter or Facebook?	Haro-de-Rosario, Sáez-Martín, and Caba-Pérez	2018	<i>New Media &amp; Society</i>	Spain
5. Facebook Practices in Western European Municipalities: An Empirical Analysis of Activity and Citizens' Engagement	Bonsón, Royo, and Ratkai	2017	<i>Administration &amp; Society</i>	Spain
6. Citizens' Engagement on Local Governments' Facebook Sites. An Empirical Analysis: The Impact of Different Media and Content Types in Western Europe	Bonsón, Royo, and Ratkai	2015	<i>Government Information Quarterly</i>	Spain
7. Beyond Technology: Identifying Local Government Challenges for Using Digital Platforms for Citizen Engagement	Falco and Kleinhans	2018	<i>International Journal of Information Management</i>	Netherlands
8. Determinants of Public Engagement on Municipal Facebook Pages	Metallo et al.	2018	<i>The Information Society</i>	Italy

<b>9.</b> Flocking to Facebook: How Local Governments Can Build Citizen Engagement	Strecker	2011	Master's thesis	United States
<b>10.</b> What Makes Local Governments' Online Communications Successful? Insights from a Multi-method Analysis of Facebook	Hofmann et al.	2013	<i>Government Information Quarterly</i>	Germany
<b>11.</b> Municipalities e-Participation Initiatives through Facebook: Citizens Perspective	Alarabiat, Soares, and Estevez	2020	<i>Proceedings of the 13<sup>th</sup> International Conference on Theory and Practice of Electronic Governance</i>	Jordan
<b>12.</b> Determinants of Citizens' Intention to Engage in Government-Led Electronic Participation Initiatives through Facebook	Alarabiat, Soares, and Estevez	2021	<i>Government Information Quarterly</i>	Jordan
<b>13.</b> Citizen Involvement is the New Black: A Qualitative Case Study of Large and Small Municipalities' Social Media Use	Blauenfeldt	2017	Master's thesis	Denmark
<b>14.</b> Municipal Engagement on Facebook in Turkey: Differences by Political Party, Region, and Size	Bozkanat	2020	<i>Ilef Dergisi</i>	Turkey
<b>15.</b> Exploring Dialogic Strategies in Social Media for Fostering Citizens' Interactions with Latin American Local Governments	del Mar Gálvez-Rodríguez et al.	2018	<i>Public Relations Review</i>	Spain
<b>16.</b> Improving Citizens' Online Engagement via Community Managers: An Explanatory Study	del Mar Gálvez-Rodríguez, Haro-de-Rosario, and Caba-Pérez	2018	<i>Information, Communication &amp; Society</i>	Spain
<b>17.</b> Local Engagement Online: Municipal	Lev-On and Steinfeld	2015	<i>Government Information Quarterly</i>	Israel

Facebook Pages as Hubs of Interaction				
<b>18.</b> Listening to Digital Publics. Investigating Citizens' Voices and Engagement within Italian Municipalities' Facebook Pages	Lovari and Parisi	2015	<i>Public Relations Review</i>	Italy
<b>19.</b> The Impact of Social Media on Local Government Transparency and Engagement	Mahajan-Cusack	2016	PhD dissertation	United States
<b>20.</b> Understanding How the City of Johannesburg Metropolitan Municipality's Social Media Platforms are Perceived by Young Citizens	Phuluwa and Hattingh	2017	<i>IST-Africa Conference Proceedings</i>	South Africa
<b>Documents from the grey literature</b>				
<i>Guides</i>				
<b>21.</b> Social Media Resource Guide	The Alberta Urban Municipalities Association	2015	<a href="#">Internet</a>	Canada
<b>22.</b> The Government's Guide to Using Facebook	Andrews	2015	<a href="#">Internet</a>	United States
<b>23.</b> e-Government Toolkit for Municipalities in Eastern Ontario	Higgins	2017	<a href="#">Internet</a>	Canada
<b>24.</b> Social Media in Government: High Level Adoption Guidelines	Information Technology Authority	2016	<a href="#">Internet</a>	Sultanate of Oman
<i>Reports</i>				
<b>25.</b> Utilisation des réseaux sociaux par les villes et communautés wallonnes en 2017: Résultats de l'enquête réalisée par FuturoCité	FuturoCité	2017	<a href="#">Internet</a>	Belgium
<i>Websites</i>				

<b>26.</b> Social Media and Municipalities: Risks and Rewards	Redbrick Communications	2012	<a href="#">Internet</a>	Canada
<b>27.</b> Three Golden Rules of Social Media for Municipalities	Treleven	2014	<a href="#">Internet</a>	Canada
<b>28.</b> Social Media in Government: Benefits, Challenges, and How it's Used	Beveridge and Tran	2020	<a href="#">Internet</a>	United States
<b>29.</b> 7 Steps to Social Media Success	Jenkins and Owens	N/A	<a href="#">Internet</a>	United States
<i>Newspaper articles</i>				
<b>30.</b> Municipalités sur Facebook : un bien nécessaire ?	N/A	2017	L'info du Nord : Vallée de la Rouge	Canada
<b>31.</b> Les municipalités à l'ère des réseaux sociaux	Gagné	2017	Le Devoir	Canada
<i>Municipal policies</i>				
<b>32.</b> Politique d'utilisation des réseaux sociaux de la Municipalité de Sainte-Sophie	Municipalité de Sainte-Sophie	2019	<a href="#">Internet</a>	Canada
<b>33.</b> Politique d'utilisation des réseaux sociaux	Municipalité de Saint-Amable	2020	<a href="#">Internet</a>	Canada
<b>34.</b> Nétiquette : Politique d'utilisation de la page Facebook de la Municipalité de Saint-Mathieu-de-Beloeil	Saint-Mathieu de Beloeil	2017	<a href="#">Internet</a>	Canada
<b>35.</b> Politique d'utilisation des réseaux sociaux de la Municipalité de Saint-Bernard-de-Michaudville	Saint-Bernard-de-Michaudville	2017	<a href="#">Internet</a>	Canada

*Note.* N/A: not available.