SOCIAL MEDIA PRESERVATION



To connect to the audio portion of the conference, dial **1-605-475-6150**, then enter conference code **5915426#** at the prompt. Please **mute** your phone.





ACKNOWLEDGEMENTS

 This project made possible by a grant from the U.S. Institute of Museum and Library Services



SOCIAL MEDIA & RECORDS MANAGEMENT

Bonnie Weddle New York State Archives









WHAT IS SOCIAL MEDIA?

Core characteristics

- Web-based
- Enables sharing of user-generated content
- Foster social interaction
- Provided as a service

Types

- Blogging and microblogging
- Social networks
- Photo and video libraries
- Virtual worlds
- Wikis





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MANAGE & PRESERVE...THIS?





September 13 near Wooster, OH 🤼

Decided to make myself a cup of coffee. Poured water into the machine, put a filter in . . . and poured the grounds directly into the mug.





GOVERNMENTS USE SOCIAL MEDIA

- External
 - Convey information to citizens
 - Foster citizen engagement and dialogue
- Internal
 - Support business processes

GOVERNMENTS USE SOCIAL MEDIA CREATES GOVERNMENT RECORDS







Governor Andrew Cuomo shared a link.

July 23 @

As a result of Supreme Court's DOMA decision, New York State is now able to issue refund checks to qualified same-sex spouses who were required to pay taxes for no reason other than their sexual orientation. Learn more & share!



Governor Cuomo Announces Estate Tax Refunds Available to Qualified Spouses of Same-Sex Couples | ...

www.governor.ny.gov

U.S. Supreme Court Decision Means New York Taxpayers may be Eligible for Refunds by

Like · Comment · Share



Shana Davis, Cody Dorsino, Angelo DiGangi and 176 others like this.



Roger Gindi Thanks, Andy! July 23 at 12:37pm · 🖒 1



Kev Sa You mean for me to exercise my Constitutional right (by Federal foundation and a CIVIL RIGHT according to NY Law) to keep and bear arms I have to GET PERMISSION and PAY A FEE, but people with sexual orientation in the minority gets money back for something that is not even an authority given to the feds?? How's that for equality.

July 23 at 12:40pm · 6 5



Karl Zaker Vote pandered. If you truly believed in it, you would have done the same thing you did with the UNsafe Act.

I hope people see his true colors and only makes moves that will gain him more votes than lose. He doesn't move on the wishes of the people or we would be havin midterm elections for the removal of the scum in Albany-including him!

July 23 at 12:42pm via mobile · 🖒 1



 $\label{eq:patrick-Strain-You sound like a lot of fun, Kev.} \label{eq:patrick-Strain-You sound like a lot of fun, Kev.}$

July 23 at 12:42pm · ₼ 5



For more information Visit SAMHSA @

disasterdistress.SAMHSA.gov

NYS DHSES @NYSDHSES

Expand

800-985-5990

Stress anxiety & depression r common reactions after a disaster.

Stress anxiety & depression r common reactions after a disaster.

Plz call the confidential SAMHSA Disaster Distress Helpline @

Reply 13 Retweet * Favorite *** More

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IDENTIFYING SOCIAL MEDIA RECORDS

- Is the account used to convey official information?
- Does the content document policy, business transactions, or overarching mission?
- Is the content available only via the social media account?
- Is there a business need to preserve the content?

U.S. National Archives and Records Administration, *Bulletin 2014-02:* Guidance on Managing Social Media Records (October 25, 2013)



SOCIAL MEDIA MAY BE LEGAL EVIDENCE

- Courts have ordered creators and service providers to produce social media content
 - Federal and state courts generally subject social media to discovery rules governing all forms of electronically stored information (ESI)
 - One state court has compelled disclosure of login/password information
- All courts now expect good e-records management

MANAGEMENT & PRESERVATION CHALLENGES



- Records not owned or controlled by creator
 - May be housed in multiple locations
 - Disposing of records and imposing litigation holds is difficult
 - Provider Terms of Service (TOS) may limit preservation options
- Capturing complete, authentic records and metadata
 - Technical obstacles
 - Volume of records
 - Frequency with which records are updated
 - Record and non-record material mixed together
- Citizen expectations
 - Everything now available online will always be available online
 - Comments made in the heat of the moment will disappear

NATIONAL ARCHIVES: CREATORS MANAGE SOCIAL MEDIA RECORDS



- Agency social media working groups
 - Identify social media records
 - Determine ownership and responsibility
 - Communicate recordkeeping policies to employees and the public
 - Monitor use of social media and determine impact on records
 - Monitor Terms of Service (TOS) changes
- Agency records managers
 - Determine whether General Records Schedules cover social media records Schedule social media records if necessary
 - Ensure social media records are captured and managed appropriately
- National Archives and Records Administration
 - Provides records management guidance and scheduling assistance
 - Preserves and provides access to archival social media records
- U.S. National Archives and Records Administration, *Bulletin 2014-02: Guidance on Managing Social Media Records* (October 25, 2013)



SOME STATES CAPTURE SOCIAL MEDIA

- Archivists/records managers in control of process
 - Creator involvement minimized
 - Records and metadata captured consistently

SOCIAL MEDIA ARCHIVES: TECHNICAL & LOGISTICAL CHALLENGES

Christopher J. Prom, PH.D

Assistant University Archivist &

Professor of Library Administration

prom@illinois.edu





THORSTEIN VEBLEN, THEORY OF THE LEISURE CLASS



- "The cheap, and therefore indecorous, articles of daily consumption in modern industrial communities are commonly machine products."
 - http://www.gutenberg.org/ebooks/833
- i.e., digital communications in post industrial society (email messages, tweets, Facebook updates)



FOUR ESSENTIAL SOCIAL MEDIA FACTS

- Linked open data
- Everything is a relationship
 - RDF triples
 - Subject, object, predicate
 - Challenge to traditional archival arrangement and description: Giovanni Michetti
- Language-independent API's (Application Programming Interfaces)
 - https://dev.twitter.com/terms/api-terms



 ■ Developers

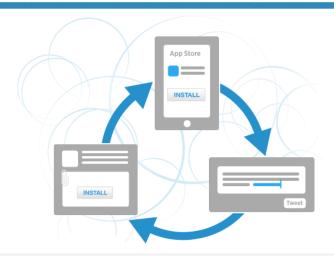
 API Health
 Blog
 Discussions
 Documentation
 Search
 Q
 Sign in

More downloads for your app

with Twitter Cards

Twitter Cards offer a fast and easy way to grow your user base for mobile apps. Simply add some new markup to your pages: when users tweet links to your domain, Cards will let other users viewing those Tweets to download and launch your app across a number of mobile platforms.

Learn More













Twitter Cards

Embedded Timelines

Embedded Tweets

Tweet Button

Follow Button

Recent posts from Twitter Developer Blog

Nov List IDs to become 64-bit integers in early 2014

Nov REST API SSL certificate updates

Nov Introducing custom timelines: create timelines of Tweets for everyone

Sep Streaming SSL certificate updates

Create applications that integrate Twitter

Get started with the platform

Explore the documentation and manage your apps

Discuss

Get in touch with the @twitterapi team and the community of developers

Explore Twitter Certified Products

Valuable products and services built on Twitter





SOCIAL MEDIA CONTENT: TYPES

- Blogs and Similar
 - Wordpress
 - Blogger
 - Tumblr

- Photo Sharing
 - Flickr
 - Pinterest

- Video Sharing
 - You Tube
 - Vimeo
 - Vine

- Communications
 - Facebook
 - Twitter
 - Google Plus





- Three basic three methods to capture social media:
 - Corporate Benevolence (twitter/LOC deal)
 - Reform Law/Govt. Policy
 - Be a Maverick (i.e. Brewster Kahle)
 - --Jamie Schleser, UNESCO Memory of World Conference, 2012.





TECHNICAL CHALLENGES

- Multiplicity of APIs
- Limits in API's (flow control)
- Different formats
- Preservation of Harvested Data
- Decontextuzliation





POTENTIAL APPROACHES

| | Pro | Con |
|---|--|---|
| Screenshots | Time/labor intensive | cheap., subject to legal challenge; authenticity? |
| Company-Supplied Tools "Download your Data" | Free | Limitations on amount, features, format, requires preservation Planning |
| Web Harvest | Uses technology that many repositories already use | Non-native format |
| Open Source Tools | Free, Open Source, visualization Tools | Limited formats, incomplete data |
| Commercial Approaches | Easy | Cost, long-term preservation? |



APPLICATIONS

Open Source

- ThinkUp
 - https://github.com/ginatrapani/ThinkUp
 - https://www.thinkup.com/join/
- Social Feed Manager
 - http://gwu-libraries.github.io/social-feed-manager/

Commercial

- Archive Social
- RegEd
 - https://www.arkovi.com/



RESOURCES

Social media: The next generation of archiving

http://fcw.com/Articles/2013/11/25/exectech-social-media-archiving.aspx?p=1

CAPTURING SOCIAL MEDIA CONTENT USING ARCHIVE-IT

The experience of the Alabama Dept. of Archives & History







SOCIAL MEDIA COLLECTIONS

- The ADAH collects Facebook pages, twitter feeds and youtube videos to document the social side of Alabama government and Alabama politics
- These collections blur the lines somewhat between appraisal and description, between public and private records, and between personal and institutional communication, reflecting the fact that the ADAH collects private records and museum artifacts as well as state government records





COLLECTION LEVEL METADATA

- An important element in making collections accessible is metadata.
- The ADAH adds the following descriptive metadata to each collection
- Title; Creator; Subject(s); Description (Scope and Content); Publisher; Creator; Format; Collector and Language

ALABAMA POLITICAL BLOGS A-C COLLECTION METADATA EXAMPLE



Archived since: June 2009

Description: These sites are primarily political BLOG sites

covering Alabama politics and government

Subject: <u>Government - US States</u>, <u>Politics & Elections</u>, <u>Blogs &</u>

Social Media, Alabama Politics and government, Campaigns and

campaigning - Alabama

Creator: Alabama Dept. of Archives and History

Format: Website, BLOG

Collector: Alabama Dept. of Archives and History

Language: <u>English</u>





SEED LEVEL METADATA

- The ADAH adds the following metadata to each seed
- Title; Creator; Subject(s); Description; publisher; type; collector and language





Here is a seed with most of the metadata displayed on the public site.

Note the URL, the number of times captured and videos captured, which are generated by Archive-It

Title: Bessemer Opinions BLOG

URL: http://bessemeropinions.blogspot.com/

Description: Progressive voice of Bessemer, Alabama

Captured 14 times between Jul 31, 2009 and Sep 3, 2013

Videos: 294 Videos Captured

Subject: Alabama Politics and government, Blogging, Progressives -

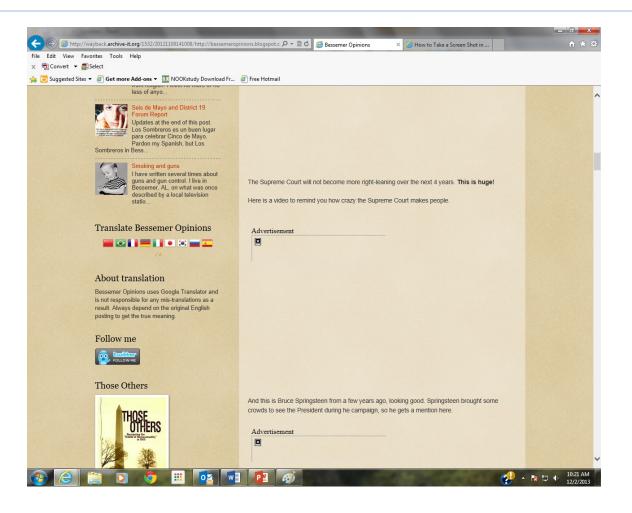
Alabama, Human rights - Alabama

Creator: <u>Joe</u>

Type: **BLOG**











Alabama Archival Institutions Facebook Pages

Archived since: Jan, 2013

Description:

This collection contains Facebook pages operated by archival institutions in Alabama, especially local government archives and university archives. The Alabama Dept. of Archives and History and the Birmingham (Ala.) Public Library are in the Alabama State Agencies Facebook Pages Collection

Subject: <u>Blogs & Social Media</u>, <u>Government - Counties</u>, <u>Politics & Elections</u>, <u>Archives - Alabama</u>, <u>University archives - Alabama</u>, <u>Local Government Archives - Alabama</u>

Publisher: Alabama Dept. of Archives and History

Type: Social media

Language: English

Collector: Alabama Dept. or Archives and History



MILNER ARCHIVES & SPECIAL COLLECTIONS

Title: Milner Archives and Special Collections - Montevallo, AL - Education | Facebook, University of Montevallo Archives and Special Collections Facebook Page

URL: http://www.facebook.com/MilnerArchives/

Description: The official Facebook page of the Anna Crawford Milner Archives and Special Collections at the University of Montevallo

Captured 10 times between Jan 29, 2013 and Sep 3, 2013

Videos: 228 Videos Captured

Subject: Special Collections - Alabama, Archives - Alabama, Montevallo (Ala.)

Creator: <u>University of Montevallo</u>

Publisher: <u>University of Montevallo</u>

Language: <u>English</u>

Type: Social media, Website

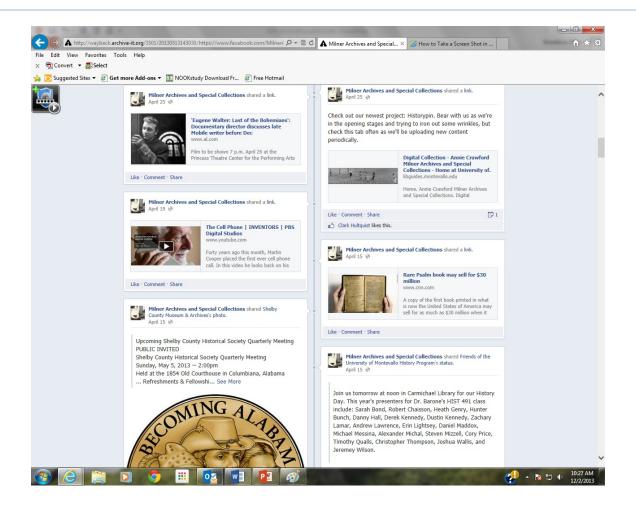
Collector: Alabama Dept. of Archives and History







MILNER ARCHIVES EXAMPLE





ADAH TWITTER COLLECTIONS

Alabama History, Politics and Political Party Twitter Feeds, with 13 active seeds

available at http://www.archive-it.org/collections/2953

Alabama Representatives and Senators in the US Congress Twitter Feeds, with 9 active seeds available at http://www.archive-it.org/collections/2951

Alabama State Agency Twitter Feeds, 31 active seeds available at http://www.archive-it.org/collections/2948

Alabama State Representatives Twitter Feeds, with 28 active seeds available at http://www.archive-it.org/collections/3683

Alabama State senators Twitter Feeds, with 22 active seeds available at http://www.archive-it.org/collections/3680





ALABAMA POLITICS ON TWITTER

Title: Alabama Politics (AlabamaPolitics) on Twitter

URL: http://twitter.com/AlabamaPolitics/

Description: Twitter feed to supply up-to-the minute news, comprehensive political coverage, and interactive resources regarding the state of Alabama.

Captured 26 times between Dec 2, 2011 and Sep 11, 2013

Subject: Political Action Committees - Alabama, Political parties

- Alabama, Politics - Alabama

Creator: RayCom News

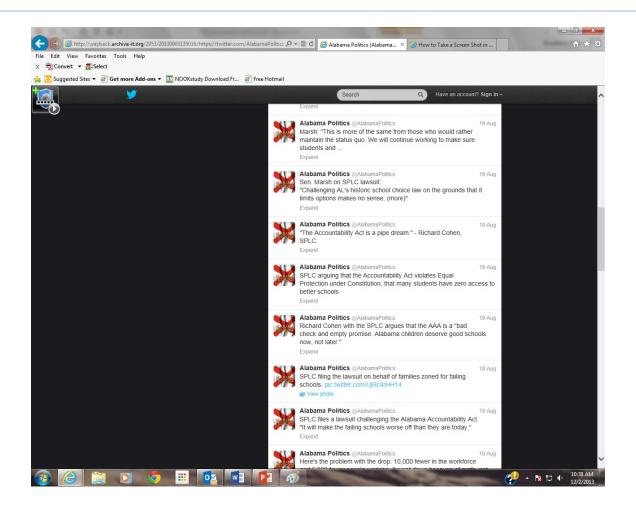
Publisher: Raycom

Type: Website, Twitter feed





ALABAMA POLITICS ON TWITTER EXAMPLE





US REPRESENTATIVE TERRI A. SEWELL TWITTER

Title: Terri A. Sewell, Alabama Seventh District Representative to

the US Congress on Twitter

URL: http://twitter.com/RepTerriSewell/

Description: Twitter feed of Terri A. Sewell, Alabama Seventh

District Representative to the US Congress

Captured 22 times between Dec 2, 2011 and Sep 12, 2013

Subject: <u>US Congress</u>, <u>US Representative</u>

Creator: Alabama Dept. of Archives and History

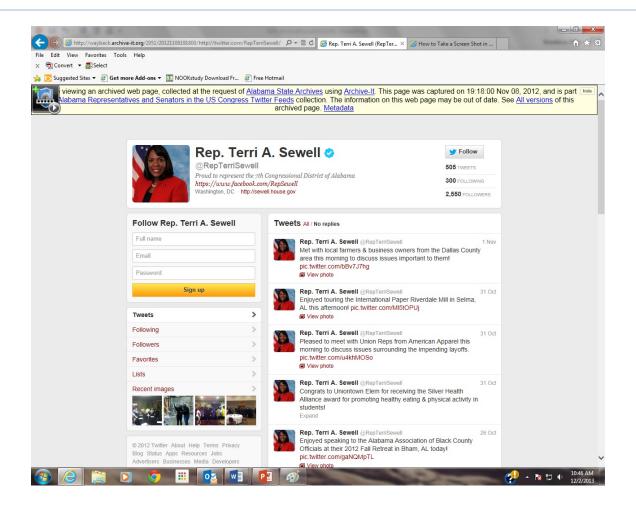
Publisher: Alabama Dept. of Archives and History

Type: Website, Twitter feed





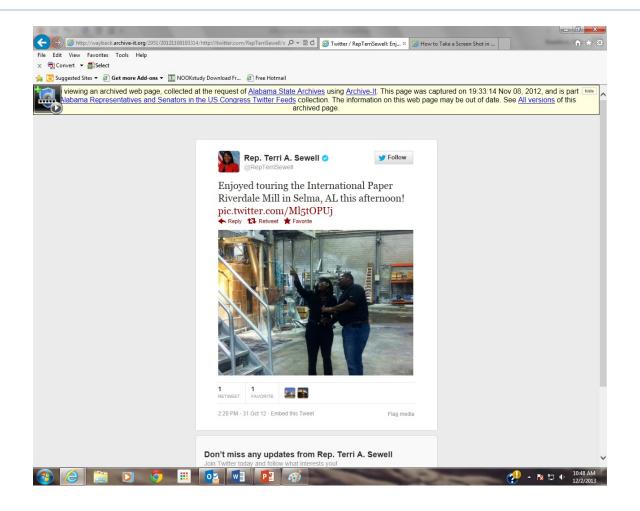
US REPRESENTATIVE TERRI A. SEWELL TWITTER EXAMPLE







US REPRESENTATIVE TERRI A. SEWELL LINK EXAMPLE





ALABAMA FORESTRY COMMISSION TWITTER

Title: Alabama Forestry Commission on Twitter

URL: http://twitter.com/ALForestryComm/

Description: Twitter feed of the Alabama Forestry Commission

Captured 24 times between Dec 1, 2011 and Sep 18, 2013

Videos: 12 Videos Captured

Subject: Forests - Alabama, Foresters - Alabama

Creator: Alabama Forestry Commission

Publisher: <u>Alabama Forestry Commission</u>

Language: <u>English</u>

Type: Website, Twitter feed, Website; Social Media

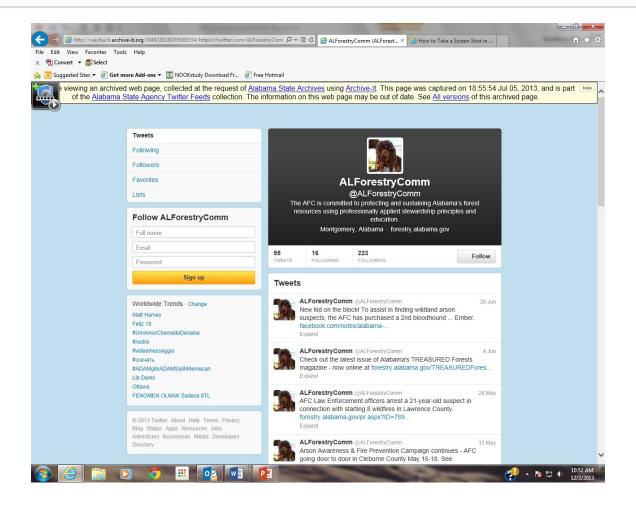
Collector: Alabama Dept. of Archives and History







ALABAMA FORESTRY COMMISSION TWITTER EXAMPLE







ADAH YOUTUBE COLLECTION

Alabama State Agency YouTube Videos, 25 active seeds available at http://www.archive-it.org/collections/2949





Title: AlabamaArchives - YouTube, Alabama Dept. of Archives and History YouTube Video Uploads

URL: http://www.youtube.com/user/AlabamaArchives/

Description: Alabama Dept. of Archives and History YouTube Video Uploads

Captured 4 times between Sep 25, 2012 and Aug 15, 2013

Subject: Architreats, Alabama - History, Civil War - Alabama, Civil Rights - Alabama, War of 1812 - Alabama, Alabama History Lectures, Alabama video, William Bartram, Tuskegee Airmen, George Washington Carver, William Lowndes Yancey, Rheta Grimsley Johnson, St. Stephens, Alabama, Sylacauga, Alabama, Hank Williams

Creator: Alabama Dept. of Archives and History

Publisher: Alabama Dept. of Archives and History

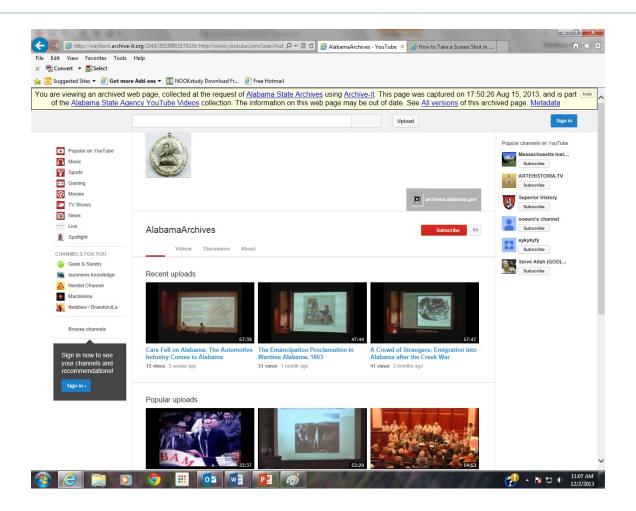
Language: English

Format: Video

Type: Social media, Website











SUMMARY & CONCLUSIONS

- Partners create collections and add metadata to facilitate discovery of websites and the information on those websites
- Archive-it does not crawl social media sites like facebook, twitter,
 and flickr unless a partner conducts the crawl as part of its budget
- The truly unique collections created, selected, and cataloged by the ADAH on archive-it are the social media collections
- Those social media collections insure access to public records that would otherwise by inaccessible
- Unfortunately, while the contents almost invariably is collected, that same content often is not or can not be displayed using Archive-It





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ArchiveSocial

Kathleen Kenney
State Library of North Carolina







ArchiveSocial

- Uses API to continuously capture social media in native format
- Applies a time-stamped digital signature to each individual record to provide authenticity
- Provides data export of entire record including content, images, metadata, and digital signature
- Able to archive Facebook, Twitter, LinkedIn, YouTube





PUBLIC ACCESS





Powered by ArchiveSocial

State of North Carolina - Social Media Archive

This free and open archive provides access to more than 55,000 social media records from selected North Carolina state agencies. It is currently in beta. Social media activity from these agencies is continually being captured and indexed, and additional agencies will be included in the future. The content in this archive has been captured because it was made or received pursuant to law or ordinance in connection with the transaction of public business by an agency of North Carolina government or its subdivisions (G.S. § 132-1).

Enter a keyword to search across the entire archive of social media sites, or use the Advanced Search for more options.

Quick Search

Separate multiple keywords with spaces
Use double quotes (*) around phrases
Specify asterisk (*) for wildcard searches

Example Searches

- Quick Search: north carolina holidays
- · Advanced Search for Facebook photos: mountains OR beach
- · Advanced Search for Twitter content: history

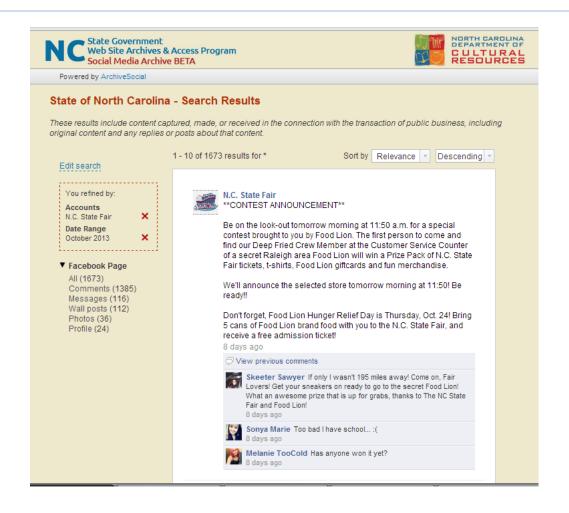
Related Links

- NC State Government Web Site Archives
- · State Archives of North Carolina
- State Library of North Carolina
- North Carolina Department of Cultural Resources





ArchiveSocial Record

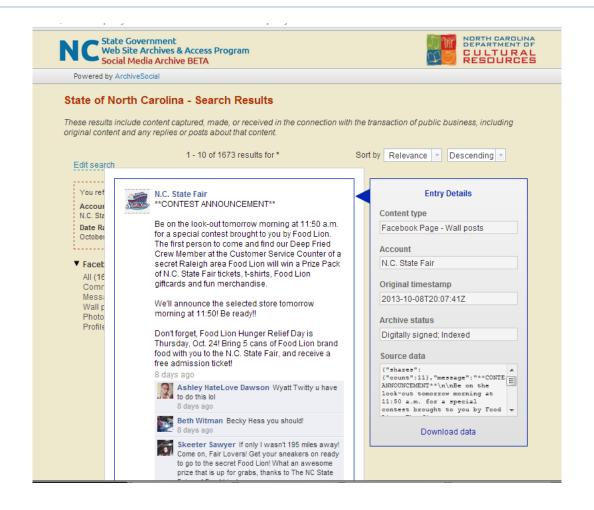








ArchiveSocial Metadata















I've paid a total of \$150 in fines. The first one is under (with two different vehicles) and I paid that invoice in July for \$55.80 since she is my mother and I drove her car (with her permission).

I also just received a second invoice for my vehicle that I've never seen for \$94.00 just last week for my own personal Toyota Camry which they say was incurred last year in September as well. The plate was changed since then, but I'm still not sure why I've never seen the invoice before; otherwise, I would've paid it in July with the other one. My full name is

I'll gladly pay the original fee that was less than \$10 for the invoice in July and the one I just received for my old license plate, but this is outrageous. Like I said, I've already paid it so I wouldn't incur any more interest and I wouldn't risk my registration being placed on hold, but PLEASE someone get in touch with me. I prefer email:

but my phone number is



RESOURCES

- Tools discussed in this webinar
 - Archive-It
 - http://archive-it.org
 - Archive Social
 - http://archivesocial.com/



RESOURCES

- Social media policies and advisories
 - Florida
 - Electronic Records and Records Management Practices (November 2010)
 - Maine
 - Social Media Policy (undated)
 - Massachusetts
 - <u>Electronic Records Management Guidelines (undated)</u>
 - New York
 - <u>Records Advisory: Preliminary Guidance on Social Media (May</u> 2010)
 - North Carolina
 - <u>Best Practices for State Agency Social Media Usage in North</u> Carolina (March 2012)



RESOURCES

- Social media policies and advisories
 - Ohio
 - Social Media: The Records Management Challenge (July 2012)
 - Oregon
 - Social Networking Guide (undated)
 - Texas
 - Social Media Guidelines (undated)
 - Washington
 - <u>Guidelines and Best Practices for Social Media Usage in</u> <u>Washington State (November 2010)</u>
 - U.S. National Archives and Records Administration
 - <u>Bulletin 2014-12: Guidance on Managing Social Media</u> Records (October 2013)





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