

# Social Media Guidance and the Capture of Social Media Records

ACA@UBC Seminar

“We shape our tools, and our tools shape us”

February 6, 2013

Bethany Cron

National Archives and Records Administration

Office of the Chief Records Officer

# Overview

Background on social media in Government

Examples of agency use

Background on NARA

NARA Requirements in Bulletins

Best practices for records management

Next steps

# Background on social media in Government



Timeline of US Government Use of Social Media



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**Social Media**

# Why you really should read those terms of service

By Frank Konkel Jan 10, 2013

When the General Services Administration on Jan. 8 announced a government-wide terms-of-service agreement with Pinterest, some agencies had been on the photo-sharing site for months. So what's wrong with federal offices simply agreeing to a site's standard terms?

Simply put, because most free

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## GSA ADDENDUM TO TERMS OF USE FOR GOOGLE+ PAGES

This addendum ("Addendum") to the Google+ Pages Additional Terms of Service ("Google+ Pages Terms"), the current version of which is attached as Exhibit A, (together, the "Agreement") for the Google+ Page services ("Google+ Pages" or "Services") is entered into by the U.S. General Services Administration ("GSA," "You," or "User") and Google Inc. ("Google"). For the purposes of this Addendum, the Google+ Pages Terms include the Google Terms of Service and all documents referenced therein. This Addendum will be effective as of the last date it is signed by Google and GSA (the "Addendum Effective Date").

## BACKGROUND

The parties recognize that United States Federal Agencies (each, an "Agency"), as United States Government entities, are required, when entering into agreements with other parties, to follow applicable federal laws and regulations governing its agreements with other parties. Such laws and regulations include limitations on matters related to indemnification, fiscal law, advertising and endorsements, governing law and dispute resolution forum; and affirmative duties related to ethics, security, accessibility, and freedom of information. GSA and Google agree that modifications to the Google+ Pages Terms are appropriate to accommodate the legal status and public mission of each Agency. The free Services provided pursuant to this Addendum are commercial.

NOW, THEREFORE, in consideration of mutual covenants set forth herein, the parties hereby agree as follows:

1. Google agrees that it shall offer to each Agency that wishes to use the Services the terms of this Addendum as set forth below (the "Terms").
2. The GSA shall notify Google, via email to [plus-pages-notifications@google.com](mailto:plus-pages-notifications@google.com), of each Agency that wishes to use the Services. Such notice shall include the name of the Agency, the name of authorized representative of the Agency and the email address for such representative. Google agrees that it shall send via email a form of this Addendum with the Terms to such Agency. The Agency may review and electronically accept the Addendum in order to enter into the Agreement with Google.
3. For each Agency that accepts the Addendum, the GSA agrees to provide Google with written notice of the URL for each Agency G+ Page (as defined below). The GSA shall provide such written notice via email to [plus-pages-notifications@google.com](mailto:plus-pages-notifications@google.com). Google agrees that, following receipt of such notice, it shall comply with Section D of the Terms as specified below.

## TERMS

A. **Precedence; Further Amendment; Termination:** This Addendum constitutes an amendment to the Google+ Pages Terms. Language in the Google+ Pages Terms indicating it alone is the entire agreement between the Parties is waived. If there is any conflict between this Addendum and the Google+ Pages Terms, or between this Addendum and other rules or policies on the Google site or services, this Addendum shall prevail. This Addendum may be further amended only upon written agreement





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My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government.

— PRESIDENT OBAMA, 01/21/09



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### STATUS REPORT







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## Agencies getting better at social tools

There is no shortage of social activity in government, but a new report finds that agencies are becoming increasingly familiar with the benefits of social platforms and discovering uses that further their missions.

The Partnership for Public Service and Booz Allen Hamilton's **new study** looks at how agencies use technology and social media. In interviews with 26 individuals from 12 agencies and offices, the report authors **identified** use cases





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## Register Social Media Accounts

### Information about [usnationalarchives on Facebook](#)

Organization or Program: National Archives and Records Administration

Program URL: <http://archives.gov/>

Sponsoring top-level Agency: National Archives and Records Administration (NARA)

Tags:

Language: English

Last updated by: admin

Last updated on: 11 April 2012

If you have a .gov or .mil email address, you can make changes to this listing. Enter your email address and phone number below and we will send you a link to edit it.

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# Social Media at NARA

- Citizen Archivist Dashboard
- Facebook
- Foursquare
- Flickr
- Historypin
- Ideascale
- Storify
- Tumblr
- Twitter
- Ustream
- YouTube



# Web 2.0 @ the National Archives

The U.S. National Archives



The Archivist of the United States



U.S. National Archives News



National Archives at Anchorage



National Archives at Atlanta



National Archives at Boston



National Archives at Chicago



National Archives at Denver



National Archives at Fort Worth



National Archives at Kansas City



National Archives at New York

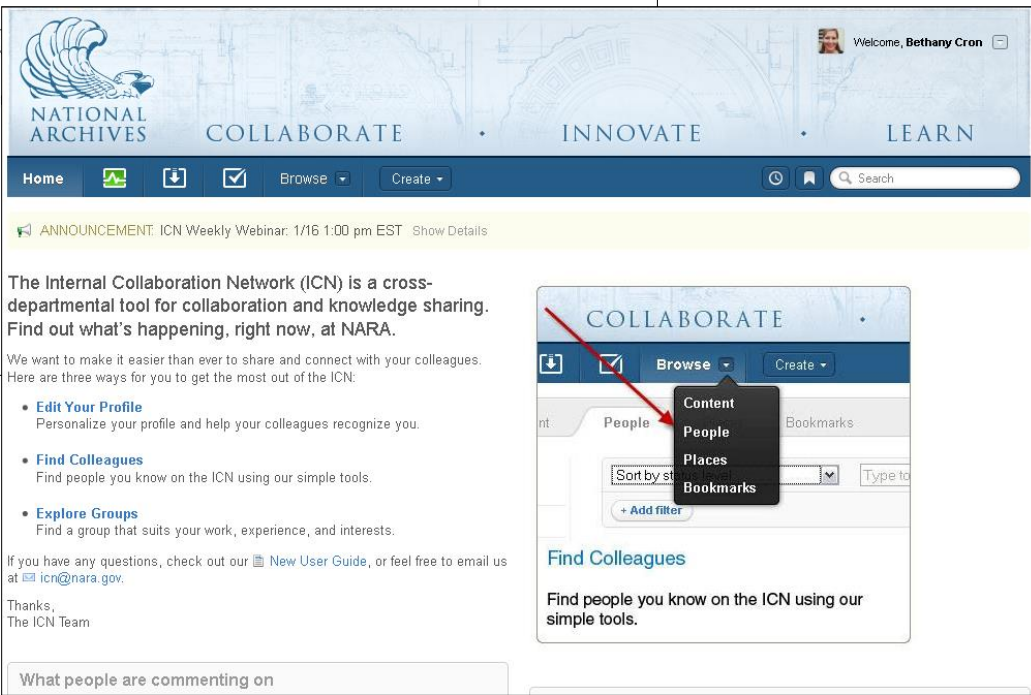
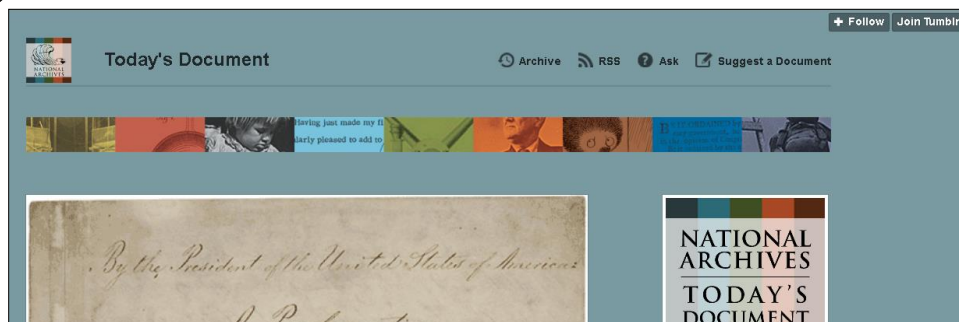


National Archives at Philadelphia



National Archives at Riverside





## Background on NARA

- NARA is responsible for ensuring the proper management of all government records





# Federal Records Act (FRA)

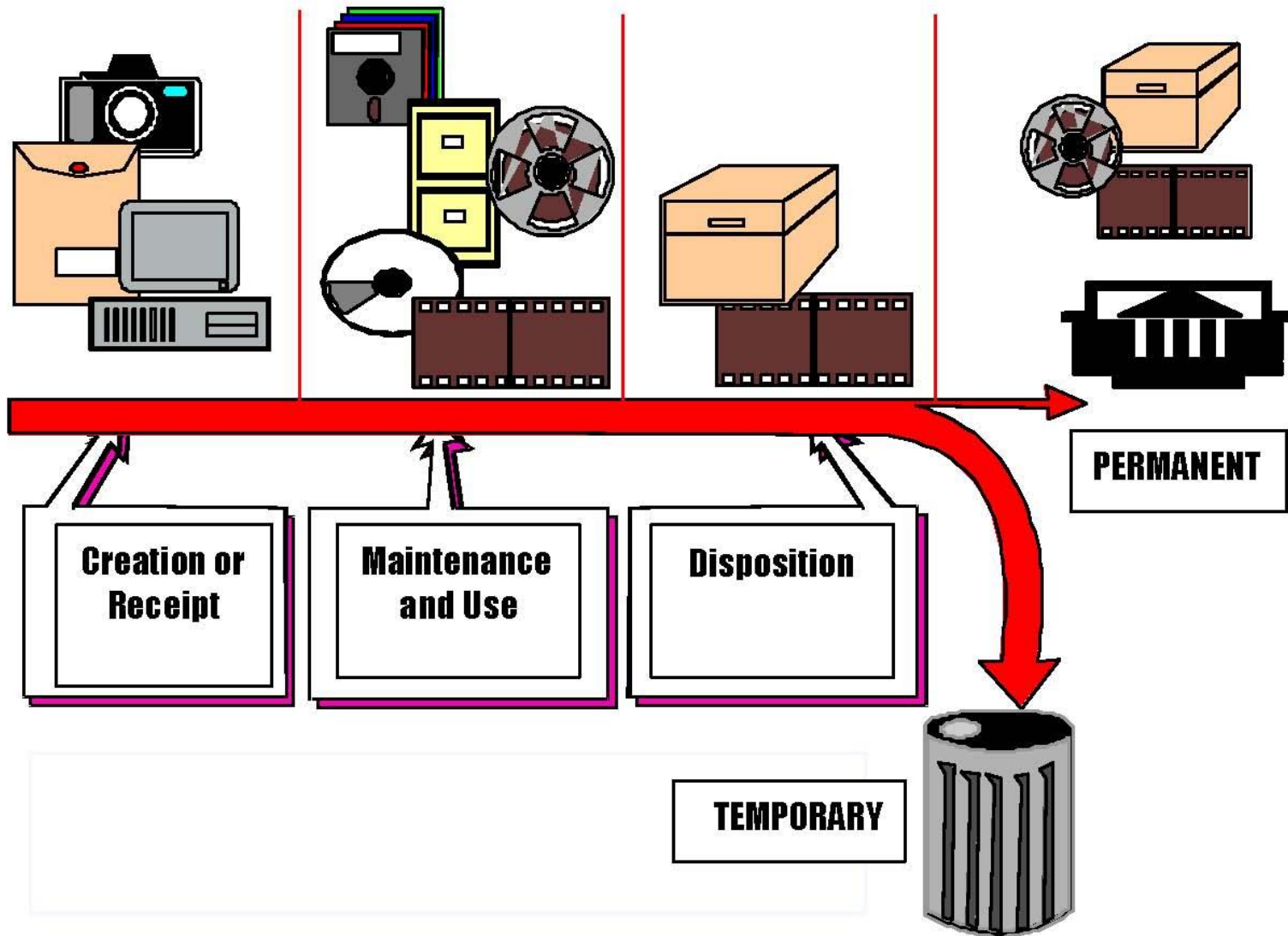
*(44 U.S.C. Chapter 31)*

- Gives the Archivist of the United States the authority to provide guidance and assistance on the management of records



Staff at the Lenexa, Kansas, Federal Records Center transport records for scheduled disposal.  
(Photo by Darryl Herring)

# Records Lifecycle



# Office of Chief Records Officer



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## Records Managers

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### Records Management Resources

[Records Management FAQs](#)

[Federal Records Centers \(FRC\)](#)

[Guidance and Policy for Accessioning](#)

[Electronic Records Management \(ERM\)](#)

[Toolkit for Managing Electronic Records](#)

[Records Management Handbook](#)

[Records Management Policy and Guidance](#)

[Records Management Initiatives \(RMI\)](#)

[Records Management Self Assessment \(RMSA\)](#)

[Records Management Training](#)

[Electronic Records Archives \(ERA\)](#)

[Electronic Records Guidance](#)

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[Operating Status & Schedules](#)

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## Records Managers

If you are a Federal Government Employee, you have Federal records management responsibilities. Use this site to learn more!

### Records Management Frequently Requested

- [News and Events](#)
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- [Records Storage Standards Toolkit](#)
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- [What's New!](#)
- [Frequently Asked Questions](#)
- [Federal Records Officers](#)
- [General Records Schedule](#)
- [RM Toolkit](#)
- [List of NARA Contacts for Your Agency](#)
- [Memos to Agency Records Officers](#)
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### RECORDS MANAGEMENT

Select One...

RACO 2012

RECORDS ADMINISTRATION CONFERENCE

THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION  
WASHINGTON, DC

*"Developing a 21st Century Framework for Records Management"*

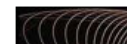
### Federal Records Centers (FRC)



NARA's **Federal Records Centers** provide secure and cost-effective records storage,

access, and disposition services for Federal agencies. [More](#)

### Electronic Records Archives



ERA is NARA's investment in

# Records Management Policy Section

# records

[illegible]



# NARA Requirements in Bulletins



National Archives Building  
Washington, DC

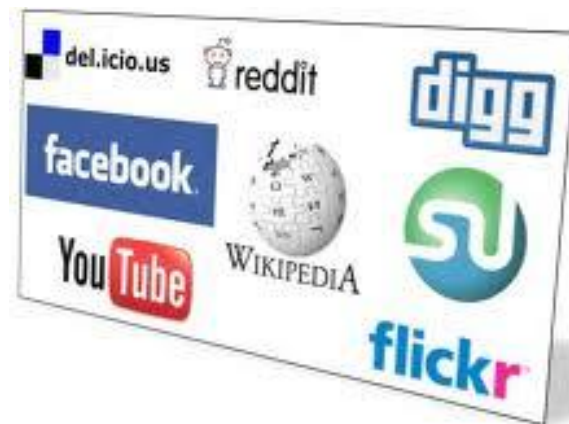


Archives II  
College Park, MD



# NARA Bulletin: Guidance on Managing Records in Web 2.0 & Social Media Platforms

- Expands on NARA's existing web guidance
  - Implications of Recent Web Technologies for NARA Web Guidance
  - NARA Guidance on Managing Web Records
- Not intended to provide agencies with model schedules or step-by-step guidance



# Defining Federal records

The Federal Records Act (44 U.S.C. 3301) defines Federal records as any material that is recorded, made or received in the course of Federal business, regardless of its form or characteristics, and is worthy of preservation.

# Defining social media records

If any answers are **YES**, then content is likely a record:

Is the information  
unique and not available  
anywhere else?

Does it contain  
evidence of an agency's  
policies, business,  
mission, etc.?

Is this tool being used  
in relation to the  
agency's work?

Is use of the tool  
authorized by the  
agency?

Is there a business need  
for the information?

# Framing the issues

- Recordkeeping
- Identification of records
- Implementation of records schedules
- Capture
- Content management
- Personally identifiable information
- Public expectations
- Content in multiple places
- Ownership and control of data

# Addressing Records Management Challenges



Policy

Records Scheduling

Preservation



# Policy

- Areas to consider include:
  - Identifying records
  - Defining ownership
  - Terms of service (TOS)
  - Communicating policies
  - Monitoring use and value
  - Monitoring changes to TOS





## CDC Twitter Profiles

## Purpose

This document is designed to provide guidance (CDC) employees and contractors on the use of social media. CDC encourages the staff to currently participates. CDC encourages the staff to information and engage with individuals and public health organizations.

## Background

Twitter is a real-time information network used by businesses to share information, commentary, social media content. Launched in July 2006, it made up of 140 characters or less, called tweets. It has a mobile website, audio, Twitter's web applications. Twitter has an estimated 200 million users a day, and the service handles over 1.6 billion of commonly used Twitter terms.

CDC has a robust and growing Twitter presence. [CDC Twitter profiles](#) connecting followers with information and resources.

Please refer to the [CDC Enterprise Social Media](#) for guidance on use of social media for work-related requirements on use of social media in an official capacity.

## Communications Strategy

Twitter and other social media tools are intended to support the health communications program or project development. The Director of Communication Science (ADCS) in (HCSO) of CDC's National Centers, Institutes, and Programs.

## Clearance and Approval

1. New Accounts: As per the CDC Enterprise Social Media Policy.

- All new Twitter accounts must be approved by the Office of the Associate Director for Communications.
- The Office of the Associate Director must be notified at least 5 days prior to the launch of the account to [socialmedia@cdc.gov](mailto:socialmedia@cdc.gov).
- Security approval is required from the Office of Information Security (OCISO). Please contact your OCISO for additional information on the process.
- A Privacy Impact Assessment must be completed by the Office of the Associate Director.

CDC Twitter Guidelines and Best Practices



DEPARTMENT OF HEALTH & HUMAN SERVICES  
CENTERS FOR DISEASE CONTROL & PREVENTION  
DIVISION OF NEWS & COMMUNICATIONS

U.S. Department of State Foreign Affairs Manual Volume 5—Information Management

## 5 FAM 790 USING SOCIAL MEDIA

(CT:IM-110; 06-10-2010)  
(Office of Origin: IRM/BMP/GRP)

### 5 FAM 791 SCOPE

(CT:IM-110; 06-10-2010)

- a. Social media consist of a variety of digital technologies that facilitate interaction among individuals who use the tools. Social media allow individuals to post their own content to Web sites accessible to the public; comment on, rate and/or tag content that others have posted; distribute media files; dynamically develop software applications; interact in simulated learning, gaming and trading environments; interact in online conversations; and observe the interactions of others.
- b. Social media provide an important means for the Department to lead role in conduct of U.S. foreign policy. This subchapter provides guidance for accessing and using social media to:
  - (1) Conduct internal and external collaboration within the Department and other Federal Government agencies.
  - (2) Conduct diplomatic activities with non-U.S. Government organizations and individuals on controlled-access systems that are not available to the general public;
  - (3) Use for official consular, public affairs and public diplomacy activities on Web sites that are available to the general public.
  - (4) (Use for engaging in activities that are of official concern to the Department.

The provisions of this subchapter apply to all Department personnel, including users of Department systems, including Foreign Service (FS) Civil Service (CS) employees, employees abroad including local staff (LE staff), and contractors performing duties under the authority of the Department of State.

### 5 FAM 791.1 Authorities

(CT:IM-110; 06-10-2010)

The following authorities are in addition to those listed in 5 FAM 790.

## EPA INFORMATION POLICY



EPA Classification No.: CIO 2184.0	CIO Approval Date: 06/20/2011
CIO Transmittal No.: 11-0006	Review Date: 6/2014

Issued by the EPA Chief Information Officer,  
Pursuant to Delegation 1-19, dated 07/07/2005

### SOCIAL MEDIA POLICY

#### 1. PURPOSE

This policy establishes the principles for the use of social media at EPA. For purposes of this policy, "social media" is a term for a wide-spectrum of user-driven content technologies.

#### 2. SCOPE AND APPLICABILITY

This policy applies to EPA employees, contractors, and other personnel acting in an official capacity on behalf of EPA when using social media for official EPA purposes on the Intranet and the Internet, whether such use occurs on the EPA Website or third-party sites.

This policy does not apply to EPA employees using social media tools for personal use while using government-owned office equipment; such use is covered by EPA Order 2100.3 A1, "Limited Personal Use of Government Office Equipment Policy."

This policy does not apply to EPA employees using social media in their personal capacities; however, employees are always required to follow the Standards of Ethical Conduct and the Hatch Act.

This policy does not supersede or replace existing legal responsibilities and policies in effect.

#### 3. AUDIENCE

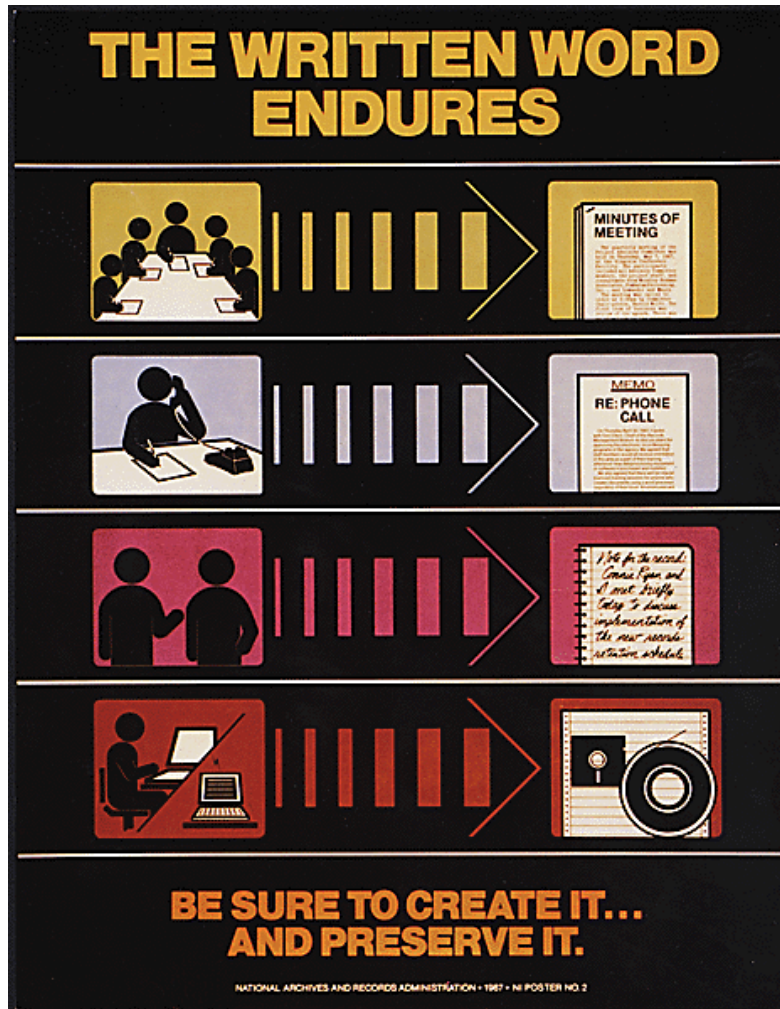
The audience for this policy includes any EPA employee, contractor, or other person who uses social media on behalf of EPA.

#### 4. BACKGROUND

Much like the Internet transformed information during the 1990's, social media is a 21<sup>st</sup> century phenomenon that offers a new and constantly emerging range of opportunities for networking, collaborating, and information-sharing. EPA is using social media tools to create a more effective and transparent government, to engage the public and EPA's partners, and to facilitate internal collaboration. Social media provides another set of tools to help EPA accomplish its mission.

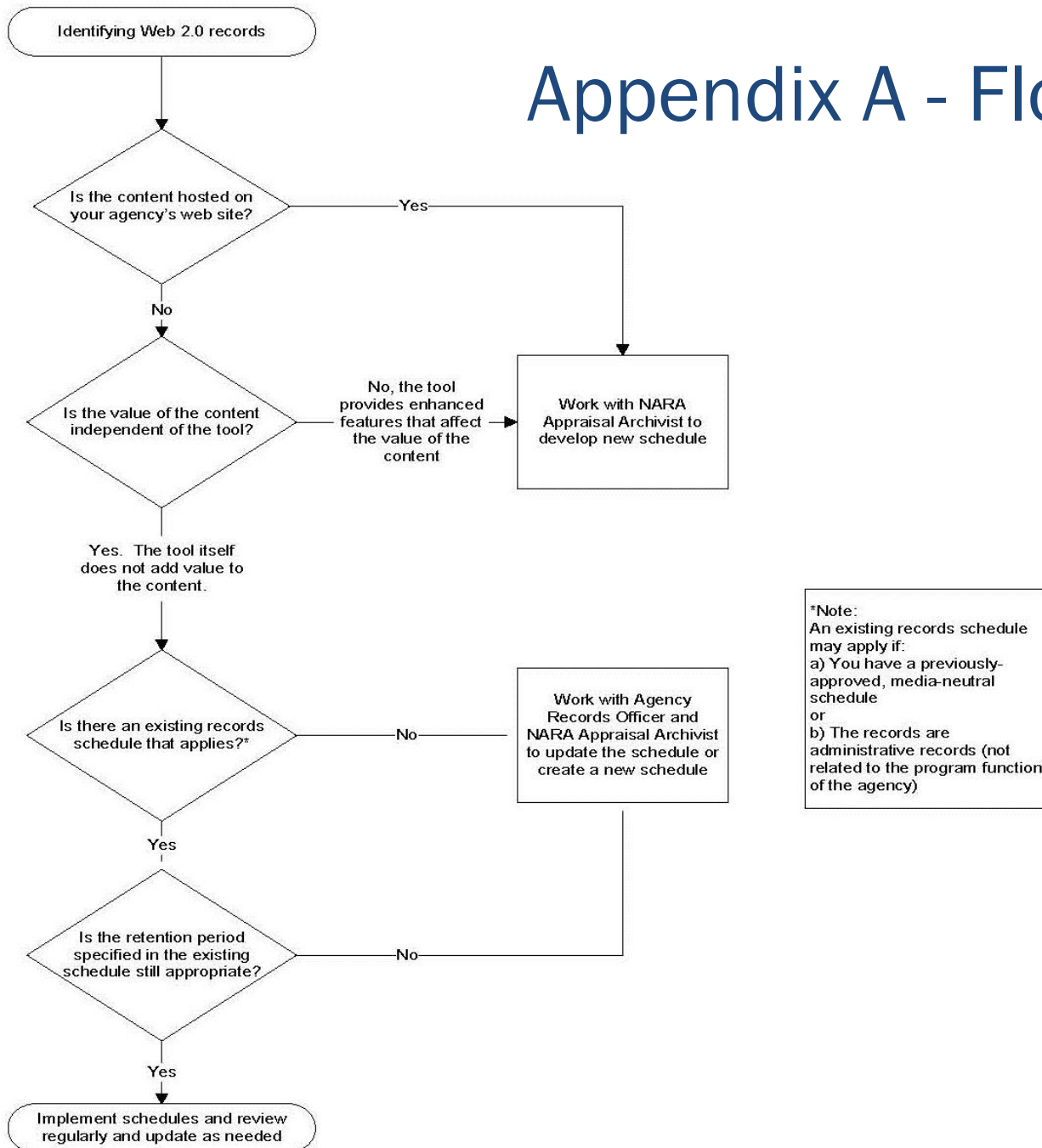
The benefits of using social media in support of EPA's mission include increased ability for the Agency to engage and collaborate with partners, notably the American public. With the benefits and opportunities of social media come risks for security and privacy. It is important that EPA weigh both the benefits and the risks before using social media tools. In addition, there are legal issues and federal requirements that are unique to the government, such as privacy, Section 508 compliance (accessibility), records management, procurement rules, and staff participation on external sites that directly impact EPA employees' use of social media tools. EPA will use these tools only in support of

# Records Scheduling



- Agencies must create new schedules or apply existing disposition authorities considering:
  - Use and functionality
  - Any enhanced processes, functionality, added metadata, or other features

# Appendix A - Flowchart



# Department of State – DipNote Blog

DispAuthNo: New item.

b DipNote Blog Page. Contains information (textual, audio, video) intended to give the public a chance to become active participants in a community focused on world issues. It allows on-line questions and discussion, offers a behind the scene look at the Department, and an official forum for exchanging ideas. Department employees are also invited to tell their stories and share their experiences.

Disposition: PERMANENT. Cutoff and transfer to the National Archives at the end of each calendar year. Initial transfer in 2011 will include the 2010 postings and archived blog postings for 2007-2009. All subsequent yearly transfers will only include postings from the previous calendar year. Records to be transferred to NARA in accordance with the regulations relating to the transfer of electronic records and guidance for web records in effect at the time of transfer.

DispAuthNo: New item.



# Preservation

- Capture strategies include:
  - Using web crawling software
  - Using web capture tools to create local versions of sites and migrate content to other formats
  - Using platform APIs
  - Using RSS Feeds, aggregators, or manual methods

HERITRIX

HTTrack  
WEBSITE COPIER

twitter



iterasi

IFTTT



hootsuite™

ThinkUp

SocialSafe



Spredfast



HANZO  
ARCHIVES

## Agency responsibilities with contractors and third parties





***Q. Federal Records:** Agency acknowledges that use of Pinterest's Services may require management of Federal records. Agency and user-generated content may meet the definition of Federal records as determined by the agency. If Pinterest holds Federal records, the Agency must manage Federal records in accordance with all applicable records management laws and regulations, including but not limited to the Federal Records Act (44 U.S.C. chs. 21, 29, 31, 33), and regulations of the National Archives and Records Administration (NARA) at 36 CFR Chapter XII Subchapter B). Managing the records includes, but is not limited to, secure storage, retrievability, and proper disposition of all Federal records including transfer of permanently valuable records to NARA in a format and manner acceptable to NARA at the time of transfer. The Agency is responsible for ensuring that it is compliant with applicable records management laws and regulations through the life and termination of its use of the Services.*

December 20, 2012

# Background

June 2011: [GAO Audit 11-605, “Social Media: Federal Agencies Need Policies and Procedures for Managing and Protecting Information They Access and Disseminate”](#)

Archivist: *NARA will develop “guidance on effectively capturing records from social media sites and ... best practices.”*

GAO

United States Government Accountability Office  
Report to Congressional Requesters

June 2011

## SOCIAL MEDIA

Federal Agencies  
Need Policies and  
Procedures for  
Managing and  
Protecting  
Information They  
Access and  
Disseminate



G A O

Accountability • Integrity • Reliability

GAO-11-605

# Social media use in Federal agencies

- GAO 11-605 areas of concern:
  - Management of Federal records
  - Privacy
  - Security



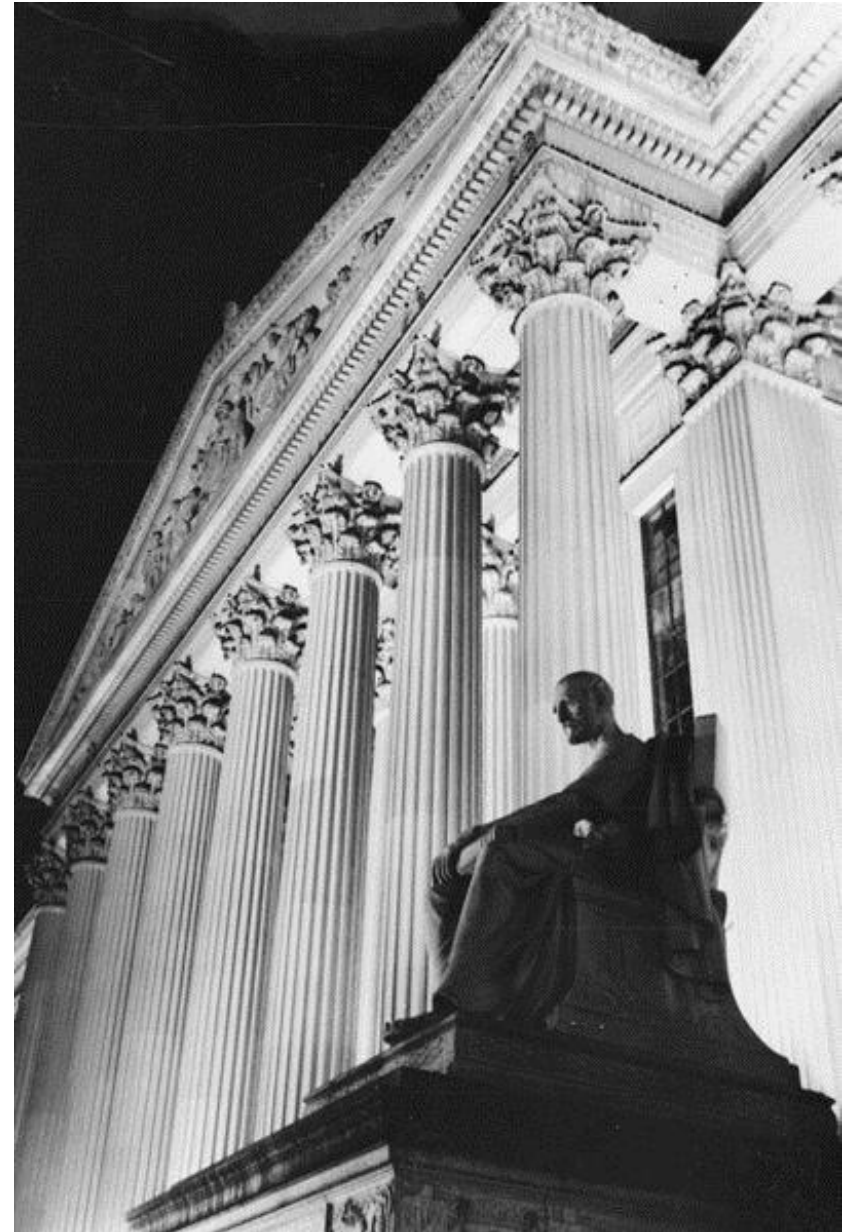
2011 RMSA reported only 50% of  
responding agencies had policies and  
procedures

# Upcoming NARA Bulletin and White Paper

- Builds on NARA's Guidance on Managing Records in Web 2.0/Social Media Platforms
- Provides additional guidance and best practices for capturing records
- Serves as another step to address concerns raised in the GAO Audit

# Agency Forum

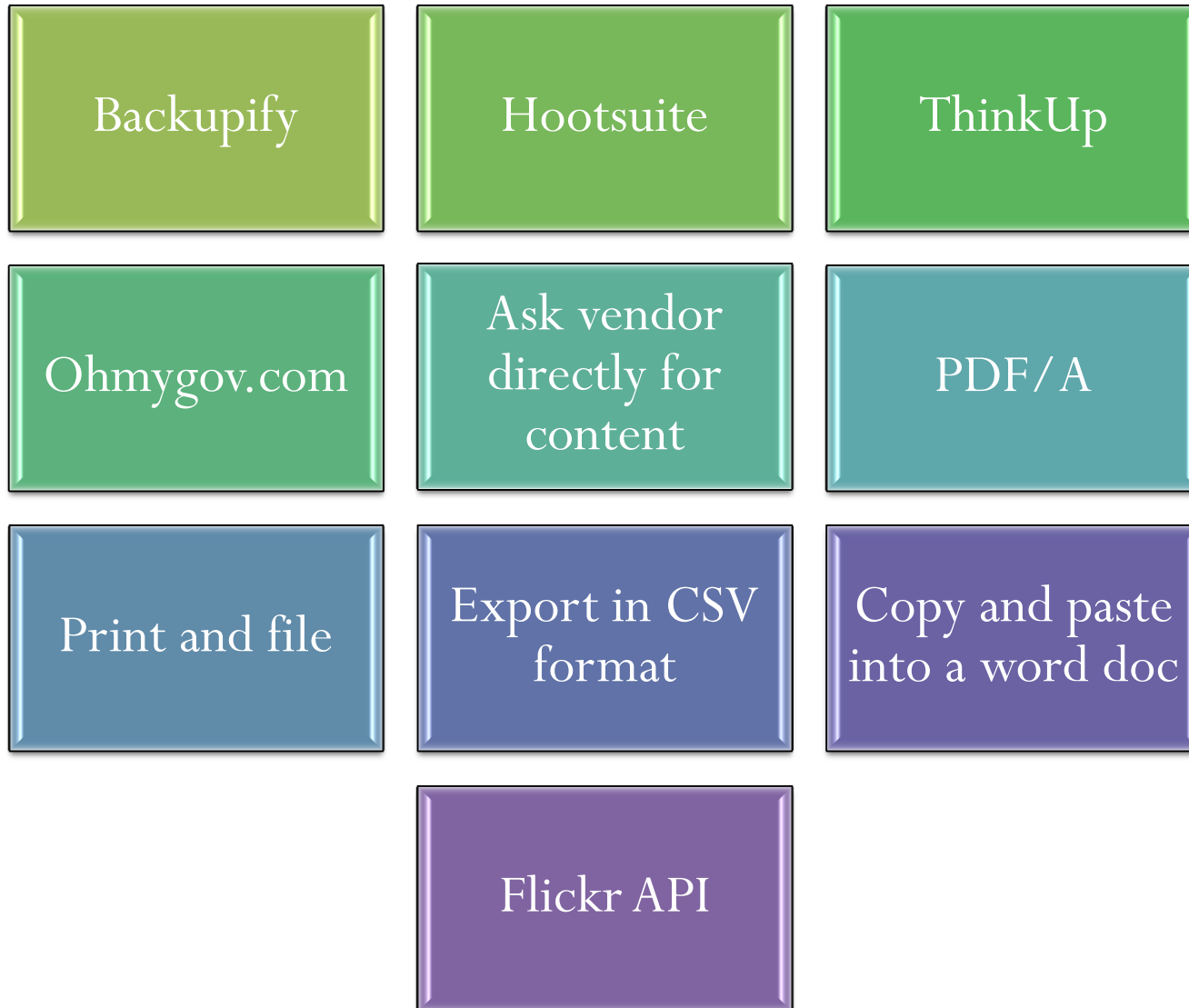
- Attended by web managers and RM staff from selected agencies
- Three agencies presented
- Only a few examples could be classified as "best practices"



Photograph of the National Archives Building at Night at the Pennsylvania Avenue Entrance, 1972



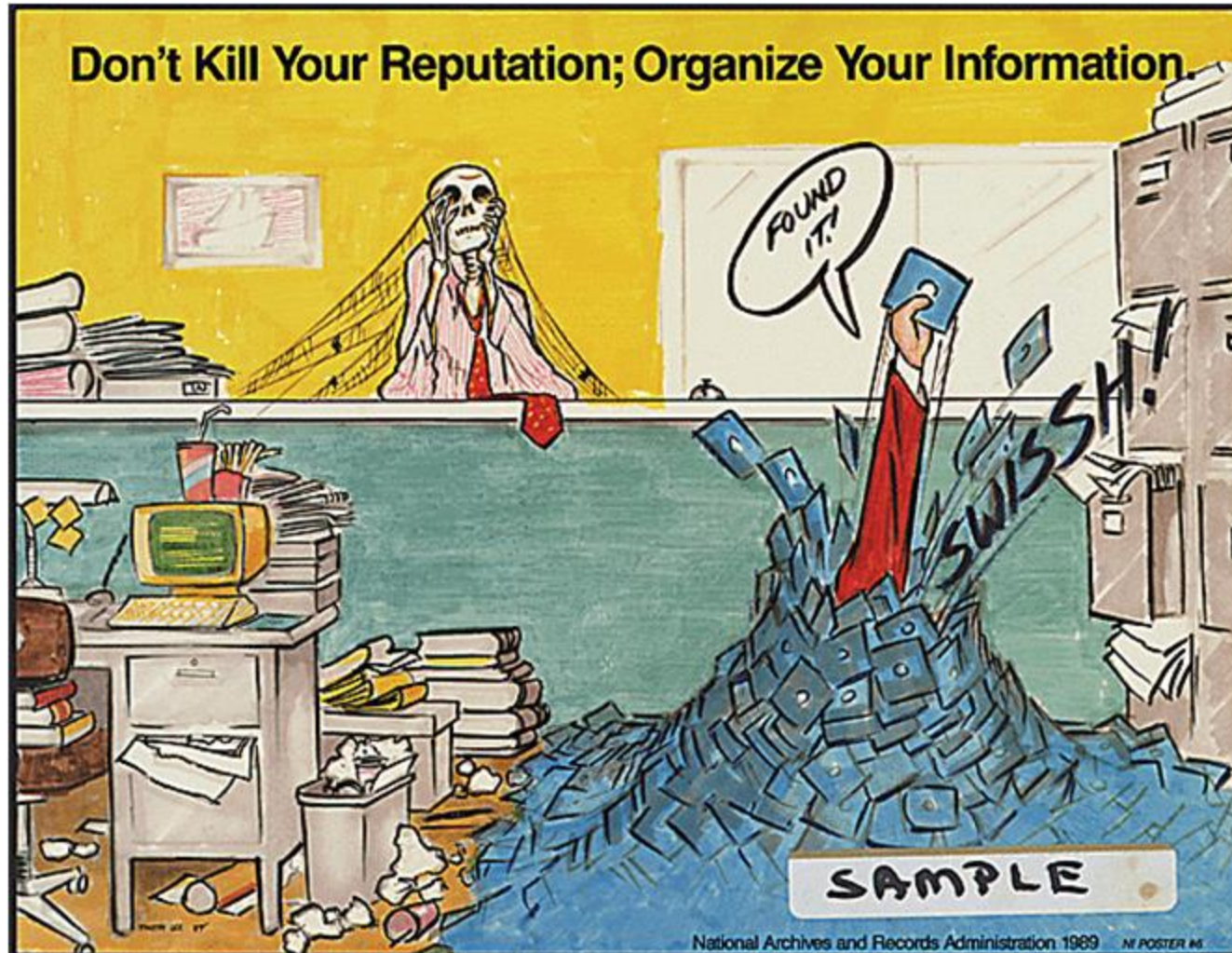
# Current tools and methods for capture



# Examples of Agency Policies

Agency	Social Media Policies	Social Media in Use	Excerpts from Social Media Policies
Centers for Disease Control	<a href="#">CDC Social Media Tools, Guidelines and Best Practices</a>  <a href="#">Twitter Guidelines and Best Practices</a>  <a href="#">Facebook Guidelines and Best Practices</a>	Facebook, Twitter, YouTube, LinkedIn	<p>"9. Establish a Records Management System: Set-up a system to keep track of your Twitter posts, @replies, retweets and mentions to comply with Federal guidelines for records management and archiving." (Twitter Guidelines p.4)</p> <p>"Records Management. All Facebook page administrators must establish a system to collect all Facebook posts, comments, fan posts, events, and hidden posts (spam) to comply with Federal guidelines for records management and archiving. Any comment removed for violating the CDC commenting policy must be recorded and archived prior to deleting." (Facebook Guidelines p.2)</p>
Department of State	<a href="#">Using Social Media</a>	Facebook, Twitter, YouTube, Flickr, Tumblr, blog, Google+, RSS feeds	"(9) Records in social media sites must be copied or otherwise captured and maintained with related records, unless the site has a record management application that can manage the records throughout its lifecycle. Nonrecord content consisting of duplicate information which is maintained in other department recordkeeping systems (original recordkeeping copy is maintained in accordance with its records disposition schedule), and transitory records do not need to be archived and may be deleted when no longer needed." (p.11)
Smithsonian Institution	<a href="#">Electronic Records: Recommendation for Preservation Formats</a>  <a href="#">The Smithsonian: Using and Archiving Facebook</a>	Facebook, Twitter, YouTube, Flickr, Pinterest, Virtual World, blog	<p>For text, video, audio, and other files: "In accordance with best practices, SI Archives prefers to preserve transferred electronic records in the formats described in the table below." (Electronic Records p.5)</p> <p>"We created PDF/A capture of Facebook pages." (The Smithsonian: Using and Archiving Facebook)</p>

# Best practices for records management





# Building a Foundation

- Institute a working group
- Apply the definition of a Federal record
- Review existing records retention schedules



Construction of the Foundation for the National Archives  
Building, September 1, 1932

# Tools and Methods

- Evaluate and test available tools
- Consider using tools with transparent processes
- Use built-in export capabilities
- Use APIs to create customized tools
- Ask the platform provider for social media content



# Implementation

## The Archivist's Code

*The archivist has a moral obligation to society to preserve evidence on how things actually happened and to take every measure for the physical preservation of valuable records. On the other hand, he has an obligation not to commit funds to the housing and care of records that have no significant or lasting value.*

*The archivist must realize that in selecting records for retention or disposal he acts as the agent of the future in determining its heritage from the past. Therefore, insofar as his intellectual attainments, experience, and judgment permit, he must be ever conscious of the future's needs, making his decisions impartially without taint of ideological, political, or personal bias.*

*The archivist must be watchful in protecting the integrity of records in his custody. He must guard them against defacement, alteration, or theft; he must protect them against physical damage by fire or excessive exposure to light, damp, and dryness; and he must take care to see that their evidentiary value is not impaired in the normal course of rehabilitation, arrangement, and use.*

*The archivist should endeavor to promote access to records to the fullest extent consistent with the public interest, but he should carefully observe any established policies restricting the use of records. Within the bounds of his budget and opportunities, he should work unremittingly for the increase and diffusion of knowledge, making his documentary holdings freely known to prospective users through published finding aids and personal consultation.*

*The archivist should respond courteously and with a spirit of service to all proper requests, but he should not waste time responding in detail to frivolous or unreasonable inquiries. He should not place unnecessary obstacles in the way of those who would use the records, but rather should do whatever he can to spare their time and ease their work. Obviously, he should not idly discuss the work and findings of one searcher with another, but where duplication of research effort is apparent, he may properly inform one searcher of the work of another.*

*The archivist should not profit from any commercial exploitation of the records in his custody, nor should he withhold from others any information he has gained as a result of his archival work in order to carry out private professional research. He should, however, take every legitimate advantage of his favored situation to develop his professional interests in historical or other research.*

*The archivist should freely pass on to his professional colleagues the results of his own or his organization's research that add to the body of archival knowledge. Likewise, he should leave to his successors a true account of the records in his custody and of their proper organization and arrangement.*

*Wayne C. Form*  
Archivist of the United States

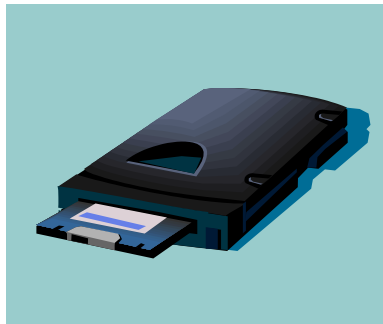
General Services Administration

- Incorporate specific language into TOS
- Delegate roles and responsibilities for capture
- Provide training for staff
- Provide centralized guidance
- Share your lessons learned



# Examples of social media capture tools and methods

- Backup products
- Web crawlers



**HERITRIX**

**Track**  
WEBSITE COPIER

It is the agency's responsibility to determine if the tools and methods are adequate for preservation purposes.

# Table of available tools and software

Provider	Paid Service	Product Description & Use Cases	Platforms Able to Capture	Method of Capture	Notes	Examples
<a href="#">Hootsuite</a>	Free--up to 5 accounts Pro--\$9.99/month	Provides a social media dashboard for managing multiple accounts. Users can spread messages across networks, monitor keyword mentions in streams, and track results with built-in click-through stats and integrated Google Analytics.	Twitter	Archived Messages is an optional add-on for the <a href="#">HootSuite Pro Plan</a> . <a href="#">Twapperkeeper</a> , now part of <a href="#">Hootsuite</a> , archives tweets.	First 100 messages are archived for free and starting at \$10/month for additional levels. Available from GSA's Apps.gov	
<a href="#">If this, then that</a>	--	Users give <a href="#">iitt</a> tasks by putting one channel's trigger together with another channel's action. Tasks are executed every 15 minutes and can be turned on or off and shared with others.	Twitter, <a href="#">Facebook</a> , weather forecasts, email, etc.		Limited channels	
<a href="#">Iterasi</a>	Contact provider	Subscription service to create web archives for the corporate, legal and government industries. It includes data available requiring authentication such as direct messages on Twitter and messages on <a href="#">Facebook</a> .	Twitter, <a href="#">Facebook</a> , LinkedIn	Web crawlers capture entire sites or individual pages on-demand or on a regular schedule. Can also capture contents of RSS feeds (e.g., blogfeeds, Twitter). The "Page Notary Tool" captures any webpage, even those password or firewall protected.		
<a href="#">Live Office</a>	Contact provider	Social Archives service offered by Symantec is part of the larger <a href="#">LiveOffice</a> software package.	Twitter, <a href="#">Facebook</a> , LinkedIn	Captures social media content in a centralized repository	Only available with <a href="#">LiveOffice AdvisorMail</a> .	
<a href="#">Memento</a>	--	Memento, an LO-funded project run by Los Alamos National Laboratory and Old Dominion University, proposes a technical framework for integrating current and past Web.	Web sites	Firefox plug-in retrieves web captures from the Internet Archive from a specified date and time.		

Me

Search

Beth Cron

Edit profile

Direct messages

Lists

Help

Keyboard shortcuts

Twitter Ads

Settings

Sign out

When you tweet with a location, Twitter stores that info. You can switch location on/off before you tweet. [Learn more](#)

Delete all location information

This will delete all location information from your account. It may take up to 30 minutes.

Tweet media

☐ Display media that may contain sensitive content

☐ Mark my media as containing sensitive content

If you tweet images or videos that may contain sensitive content, please check this box so that they don't appear on your profile. [Learn more](#)

Tweet privacy

☐ Protect my Tweets

If selected, only those you approve will receive your Tweets. Your future Tweets will not be available publicly. Tweets posted previously may still be publicly visible in some places. [Learn more](#)

Personalization

☐ Tailor Twitter based on my recent website visits

[Preview](#) suggestions tailored for you (not currently available to all users). [Learn more](#) about how this works and your additional privacy controls.

Password reset

☒ Require personal information to reset my password

By default, you can initiate a password reset by entering only your @username. If you check this box, you will be prompted to enter your email address or phone number if you forget your password.

Country

United States

Select your country. This setting is saved to this browser.

Your Twitter archive

Request your archive

You recently requested a download. Please wait a little while before requesting another one.

Me

Search

Your Twitter archive

Keep in mind that this download may contain sensitive content, so use caution before sharing it.

Your Twitter archive

Download

Your archive will be downloaded as a .zip file. Unzip the file, and open 'index.html' to view your information.

# Download Your Information

Get a copy of what you've shared on Facebook.

Easily download and browse through a personal archive of your Facebook photos, posts and messages. [Learn more](#) about downloading a copy of your information.

**Start My Archive**

## What's in your archive?

- Photos or videos you've shared on Facebook
- Your Wall posts, messages and chat conversations
- Your friends' names and some of their email addresses

(Note: We'll only include email addresses for friends who've allowed this in their account settings.)

## What's not in your archive?

- Your friends' photos and status updates
- Other people's personal info
- Comments you've made on other people's posts

You can also download an [expanded archive](#) to see more about your account history. [Learn what's included.](#)

## Caution: Protect your archive

Your Facebook archive includes sensitive info like your private Wall posts, photos and profile information. Please keep this in mind before storing or sending your archive.





My Recipes

Create

Browse

Channels

bethcron ▾

## Browse Recipes

search

Search

Filter ▾

Sort what's hot ▾



## Email me the free App of the day

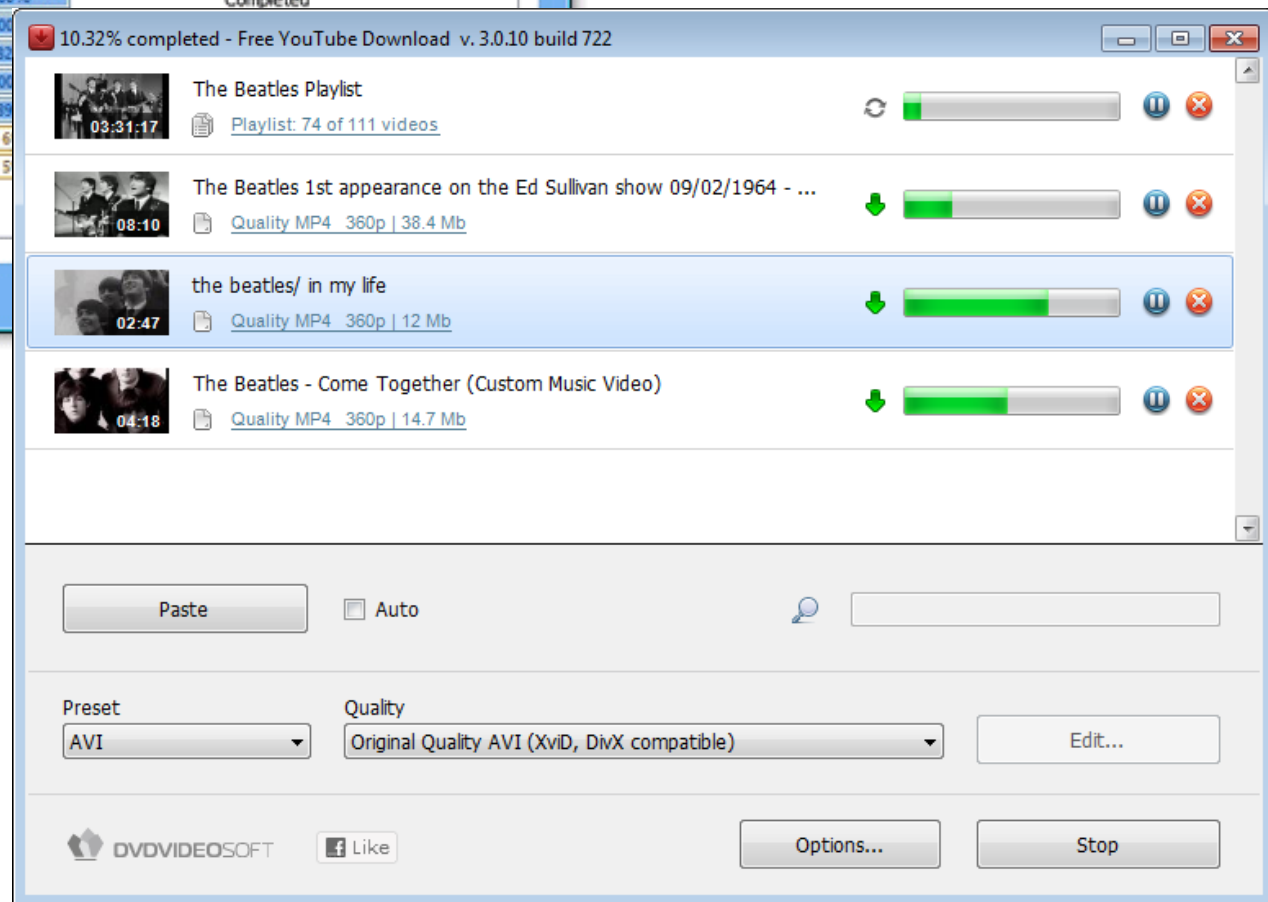
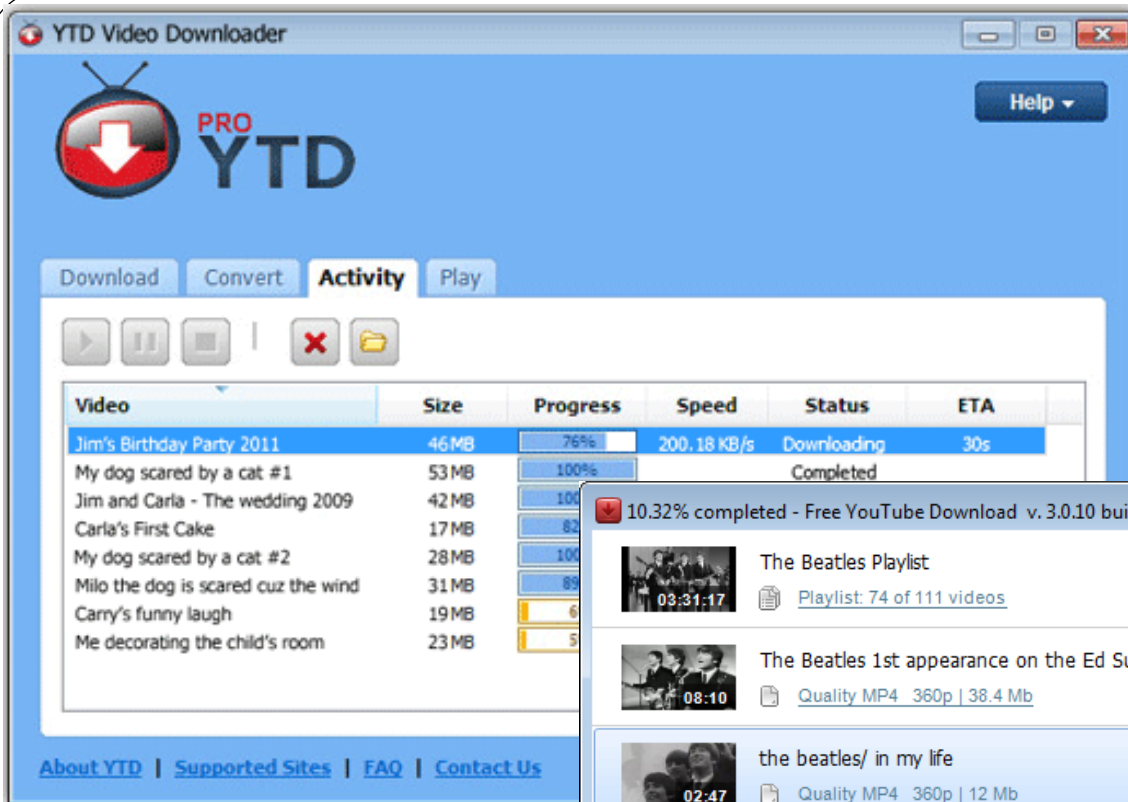
by [ekiledjian](#) on Oct 17, 2012  
used 23 times



## Archive my Foursquare check-ins in one Evernote note.

by [michaelrperny6](#) on Jan 20, 2013  
used 18 times







ThinkUp: Social Media Insights

thinkupapp.com

ThinkUp

Get more out of social networking

BlogFeaturesCommunityGet ThinkUp

Search Docs

Get better at using your social network.

With ThinkUp you'll get the detailed insights you need to learn what's working, and what you can do even better.

ThinkUp

56 mins ago

Conversation starter

@whitehouse's post got 121 replies. See the most frequently-mentioned reply words.

"Our most immediate priority is to stop taxes from going up on middle-class families" — President Obama urges Congress to act today

Going viral

276 people reshared @whitehouse's post, more than 7x @whitehouse's 30-day average.

"Our most immediate priority is to stop taxes from going up on middle-class families" — President Obama urges Congress to act today

Standouts

3 interesting users followed @whitehouse.

Vincent C. Gray

10,105 followers

ThinkUp is a **free**, open source web application that captures all your activity on social networks like Twitter, Facebook, Google+ and Foursquare. A great way to learn about ThinkUp is to [see it in action](#). This is what ThinkUp teaches [the White House](#), and [these are ThinkUp's insights](#) for folks like Steve Martin, Felicia Day, Jeff Jarvis and Leo Laporte.

Get ThinkUp

Install on [your web server](#) »  
Get [the 2.0 beta](#) »

Follow @thinkup

5,811 followers

Like

2.1k

+1 ThinkUp

“...the social media management tool that matters most...”

—ReadWriteWeb

“...this is a big deal.”

—CNET

All you need to run ThinkUp is a web server that can run a PHP application.

If that's too geeky, subscribe to our announcements and you'll be the first to know about our **upcoming simple signup**:

email address

Subscribe

[Betabeat](#) says that ThinkUp is “not just a convenient way to grab all your data. It's taking a stand against those who use your data for financial gain.”

GigaOm writer Matthew Ingram [emphasizes that the app](#) “makes it easy to see patterns or to analyze the effectiveness of certain



Arab American National Museum

wayback.archive-it.org/2797/20111202144259/http://www.facebook.com/arabamericanmus

You are viewing an archived web page, collected at the request of [Arab American National Museum](#) using [Archive-It](#). This page was captured on 14:42:59 Dec 02, 2011, and is part of the [Arab America on Social Media](#) collection. The information on this web page may be out of date. See [All versions](#) of this archived page.

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Facebook helps you connect and share with the people in your life.



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About

The Arab American National Museum is a proud Affiliate of the Smithsonian I...

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talking about this

8

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ACCESS



Smithsonian in  
your  
Neighborhood



National Network  
for Arab  
American

## Arab American National Museum

Like

Museum · Dearborn, Michigan



Wall

Arab American National Mu... · Everyone (Top Posts)

Share:

Post

Photo

Write something...



### Arab American National Museum

We're very excited to have Mike Mosallam, producer of All American Muslim on TLC and Film Wayne County participating in a panel discussion after the film screening tomorrow night. Still some tickets available.

Like · Comment · 17 hours ago ·

Denise Debs Bird, Lindsay Robillard and 2 others like this.



### Arab American National Museum

Are you an Arab American author or do you know one? Books by and about Arab Americans published in 2011 are eligible for submission to the 2012 Arab American Book Award competition. Click <http://bit.ly/rwqKJu> for details and submission forms. The submission deadline is February 1, 2012.



Arab American Book Award  
[www.arabamericanmuseum.org](http://www.arabamericanmuseum.org)

Arab American National Museum Book Award

Like · Comment · Wednesday at 11:14am ·

Fay Saad likes this.



### Arab American National Museum

Arab Film Festival

<http://www.arabamericanmuseum.org/arab.film.festival>



2011 Arab Film Festival  
[www.arabamericanmuseum.org](http://www.arabamericanmuseum.org)  
Arab Film Festival

Create a Page

### Museums in Nearby Cities



**Detroit Museums**  
45 near Detroit



**Ypsilanti Museums**  
5 near Ypsilanti



**Saint Clair Shores Museums**  
5 near Saint Clair Shores



**Birmingham Museums**  
4 near Birmingham



**Auburn Hills Museums**  
4 near Auburn Hills



**Troy Museums**  
3 near Troy



**Farmington Museums**  
3 near Farmington



**Ferndale Museums**  
2 near Ferndale



**Wyandotte Museums**  
2 near Wyandotte



**Bloomfield Hills Museums**  
2 near Bloomfield Hills

# Related activities at NARA

- Implementing the goals of the [Managing Government Records Directive](#)
- Updating the transfer guidance with additional acceptable formats
- Revising General Records Schedules to incorporate web records
- Working to investigate automated technologies to manage diverse collections of digital records

JPEG

HTML

XML

JSON

MP4

## Next steps

- The Bulletin will be published soon
- Follow NARA's Records Express blog for updates
- @NARA\_RecMgmt



# Questions?

Thank you.

Bethany.cron@nara.gov