

Governing the Social Network: How U.S. Federal Department and Agency Records Management Policies Are Addressing Social Media Content

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Abstract: Federal departments and agencies are making use of social media tools to share and exchange information with individuals and organizations that rely upon government services. As a result, they are increasingly generating government records within these technologies. The National Archives and Records Administration has acknowledged the challenges of managing social media content and has published *A report on federal Web 2.0 use and record value* detailing some of the issues related to the management of Web 2.0 records within federal departments and agencies.

This study examines how executive branch departments and agencies are addressing records generated by social media through a thematic analysis of federal records management policies. The research questions of the study are: (1) To what extent are federal departments and agencies addressing social media content within their records management policies?, (2) If social media content is addressed in federal records management policies, how is it being addressed?, and (3) To what extent are the policies consistent with the NARA guidance for managing Web 2.0 records?

The study ultimately presents a framework to allow researchers, technologists, policymakers, and practitioners in the area of records and archives to understand how records management policies in select U.S. federal departments and agencies are addressing records generated by social media.

About the author:

Chad Doran is a Ph.D. student at the University of Maryland's iSchool in College Park, MD. Prior to entering the doctoral program, he focused his studies on the management of information in organizations, earning his Masters in Information Management from the University of Maryland and Masters in Business Administration from Johns Hopkins University. Chad completed his undergraduate studies at the University of Notre Dame, where he earned a B.A. in Government. Chad has held the designation of Certified Records Manager (CRM) since October 2007 and is currently serving as President of the Greater Baltimore Maryland Chapter of ARMA International.

Chad is a Records and Information Manager at Johns Hopkins Applied Physics Lab in Laurel, MD. In this position, he is responsible for enterprise records management, content management, and the administration of an electronic and physical archive. Prior to this, he was a Records Coordinator at the law and lobbying firm Preston, Gates, Ellis and Rouvelas Meeds LLC in Washington, DC.

Chad's professional experiences have led him to research a number of related areas including: Records and Information Management for Social Computing Technologies, Digital Preservation, Information Law and Policy, and Social Network Analysis and Information Visualization. He is

currently studying how government agencies manage and preserve records generated by social media applications.