

Collecting & Using Social Media

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IFLA WLIC 2018 - August 26, 2018

			
1934	1936	1952	Today
<p>Congress establishes the National Archives to preserve and care for the records of the U.S. Government.</p>	<p>Staff begin transferring records to the new National Archives building in Washington, D.C.</p>	<p>The Declaration of Independence and the Constitution are moved from the Library of Congress to the National Archives.</p>	<p>The National Archives has over 40 facilities nationwide including regional archives and Presidential Libraries.</p>

Images:

[Photograph of Aerial View Of the U.S. Capitol and Federal Triangle](#) (June 1936)

[Photograph of The Declaration of Independence and the Constitution Leaving the](#)

[Library of Congress under Armed Guard](#) (December 1952)

About the U.S. National Archives

The National Archives (NARA) is America's record keeper. We hold hundreds of miles of film and tape, 14 million still photographs, and billions of letters, drawings, maps, treaties, posters, and other documents that tell the stories of America's history as a nation.

(This is just the paper. There's also terabytes on terabytes of born-electronic records.)



Workers Unloading Veteran's Bureau Records, 06/03/1936
<https://catalog.archives.gov/id/7820631>

That's a lot! But it isn't everything...

Of all documents and materials created in the course of business conducted by the United States Federal government, only 1%-3% are so important for legal or historical reasons that they are kept by us forever.

Explore our shared history.

We protect and provide public access to billions of records, so Americans can claim their rights as citizens, hold their government accountable, and explore their rich history.



IMAGE

Community Food Demonstration



The National Archives is a:

1. Social Media Collector

- Guidance to government agencies
- Managing our own social media records
- Case study: Obama administration transition

2. Social Media User

- Social media strategy
- #ArchivesHashtagParty
- Citizen Archivist engagement
- Case study: Social business on History Hub



NARA as Social Media Collector



Guidance to government agencies

So, what social media content is considered **a record**? NARA provides the following guidance to government agencies on identifying social media records:

- Does it contain evidence of a government agency's policies, business, or mission?
- Is the information only available on the social media site?
- Does the agency use the tool to convey official agency information?
- Is there a business need for the information?



President Obama  @POTUS44 · 5 Oct 2016

Thank you to every nation that moved to bring the Paris Agreement into force. History will judge today as a turning point for our planet.

 1.0K

 11K

 41K



To help agencies determine whether the social media content they're producing should be classified as a record, NARA suggests asking four basic questions. If you answer 'yes' to one or more, then the content is most likely a record and needs to be managed accordingly.

Guidance to government agencies

To help agencies sort through their social media projects and determine which ones create Federal records, NARA has released the following guidance:

- [NARA Bulletin 2015-02: Managing electronic messages](#)
- [NARA Bulletin 2014-02: Managing social media records](#)
- [Best Practices for Social Media White Paper](#)
- [Records Express on social media and electronic records](#)



In the world of records management, social media is still new. Even for the National Archives and Records Administration, it can be a challenge to figure out how to define what's temporary, what's permanent, and what file formats these complex records might be made up of.

According to the Federal Records Act (FRA), agencies are responsible for creating, identifying, and managing their records wherever they are created, including social media. Agencies are responsible for scheduling their records with NARA and managing them for as long as necessary according to approved records disposition authorities.

The first step for federal social media project owners is to contact their agency's records officer to determine how (or even whether) the records are scheduled. The records officer can also explain any responsibilities for capture and management. Agencies use social media tools in different ways and for different purposes. This range of use cases has a big impact on records management implications.

To help agencies sort through their social media projects and determine which ones create federal records, NARA has released the following guidance:

- [NARA Bulletin 2015-02: Guidance on managing electronic messages](#): This Bulletin addresses electronic messages sent using social media tools.
- [NARA Bulletin 2014-02: Guidance on managing social media records](#):

- [Best Practices for Social Media White Paper](#). This paper includes excerpts of agency policies with records management language as well as a list of free and paid tools available at the time of publication to capture social media tools.
- January 27, 2017 Records Express post: This post on the blog of the Chief Records Officer summarizes the Bulletins and reaffirms that “Agencies must properly manage all Federal records, regardless of medium or format, which includes determining whether an existing disposition authority applies.”

General Records Schedule

As a whole, social media meet the definition of Federal records, but that doesn't necessarily mean that each individual piece of content is a record itself. Several sections of the General Records Schedule may apply:

- GRS 5.1, item 020, Non-recordkeeping copies of Electronic records
- GRS 5.2, item 010, Transitory Records
- GRS 6.4, item 020, Public correspondence and communications not requiring formal action



Image: Katherine Kim (left), Laurence Brewer (middle), and Margaret Hawkins, join David S. Ferriero, Archivist of the United States, as he signs GRS Transmittal 29, the final GRS package that satisfies the Managing Government Records Directive goal to overhaul the GRS by December 2017



As a whole, social media meet the definition of Federal records, but that doesn't necessarily mean that each individual piece of content is a record itself. While the General Records Schedule doesn't address social media specifically, there are several sections that may apply, depending on the function of the content being shared:

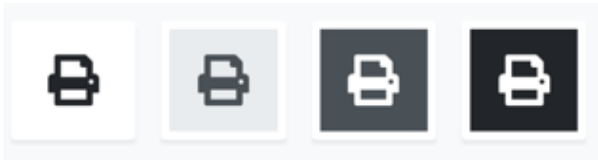
- GRS 5.1, item 020, Non-recordkeeping copies of electronic records (currently GRS 4.3, item 040--this will change with Transmittal 28 this summer). NOTE: This item covers electronic files that are copies that may be on websites or social media, but it does not actually cover websites themselves (the files that make up the web page).
- GRS 5.2, item 010, Transitory Records (currently GRS 23, item 7). The critical part is the definition of a transitory record: Records required only for a short time (generally less than 180 days) and that are not required to meet legal or fiscal obligations, or to initiate, sustain, evaluate, or provide evidence of decision-making. Note that it may not actually be necessary to capture these records off of social media sites, therefore it's not necessary to dispose of them. But if they are captured, this authority could be applied.
- GRS 6.4, item 020, Public correspondence and communications not requiring formal action: This item includes two examples that relate to social media records-- 1) comments posted by the public on an agency website that do not

require response or that the agency does not collect for further use; and 2) agency postings on social media accounts and email blasts that consist of information released or captured elsewhere, provided the agency also captures the posting. These records likely also meet the definition of a transitory record so there is some overlap with GRS 5.2, item 010, but again this item would only be applied if the records are actually captured. The GRS is written to try to clarify this by saying “provided the agency also captures the posting.” If the post isn’t captured in any way, there is no record to dispose of. But, if there is any record--say a draft of a post created for an approval process that is then put on the social media site--that would be covered by this item.

How to capture social media records

Manual

- Screenshot
- Print and file



Automated

Some tools that can provide near-real-time capture of social media content:

- PageFreezer
- ArchiveSocial
- Smarsh



NARA's previous manual process of social media records management captured only a visual snapshot of the content shared online. PageFreezer's digital signatures, history audits, and complete metadata satisfy Open Records requirements such as FOIA, ensuring that records meet legal requirements for e-discovery.

Icons: [Font Awesome](#)

Managing our own social media records

As a Federal agency, NARA also creates records when it publishes social media content.

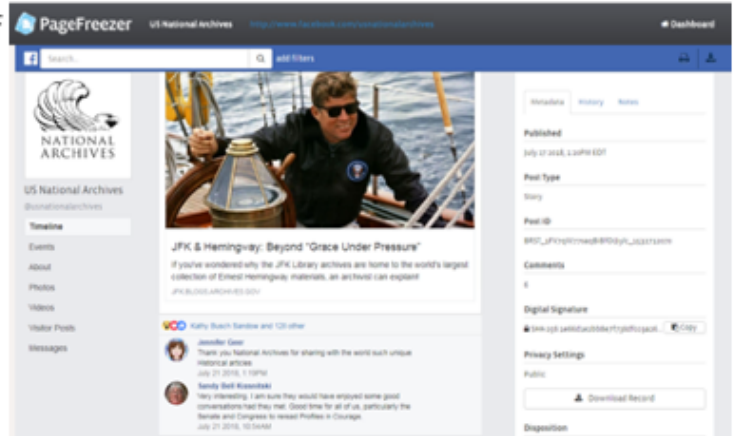


NARA's social media is currently unscheduled, meaning that for the time being, we treat everything as though it were permanent. [NARA Corporate Records Management is actively working on getting the schedule finalized and approved.

Automatic capture of social media records

Our archiving tool maintains a record of all NARA-created content on six social platforms (Facebook, Twitter, Instagram, YouTube, Tumblr, and Wordpress) as well as user-generated content posted to NARA's platforms.

We've also applied retention and disposition rules which can be adjusted on an account, tool, or item basis.



- Up until October 2017, content creators were expected to regularly capture data using whatever limited native process each individual social media platform provided. This responsibility was extremely time consuming for NARA's 120+ content creators, most of whom do not have social media as a primary job responsibility in their performance plans. The obligation to perform such time consuming manual records management could easily result in decreased online engagement as employees minimize content creation.
- At the end of the 2017 fiscal year, the Office of Innovation was able to procure PageFreezer, a social media archiving and records management tool which automatically scans and captures new data in real time. This platform currently manages our Facebook, Twitter, Instagram, YouTube, Tumblr, and Wordpress blog channels.
- PageFreezer maintains a record of all NARA-created content on these six social platforms, as well as user-generated content posted to NARA-owned pages.
- We've also worked with our Corporate Records Management team and PageFreezer to develop customized retention and disposition rules. All items default to Permanent status, but once the records are scheduled, the Corporate Records Management team and the Office of Innovation super admins will have the ability to adjust the status and disposition on an account, tool, or item basis.

Supporting FOIA & eDiscovery

- Freedom of Information Act (FOIA) - Federal agencies are required to disclose any information requested under the FOIA unless it falls under one of nine exemptions which protect interests such as personal privacy, national security, and law enforcement.
- “Cases” function makes it easy to assign all relevant records to a particular FOIA request and export a single comprehensive report to provide to the FOIA officer.
 - Note: Also useful when staff need to document repeat comment policy violations!



- Legal compliance: NARA's previous manual process of social media records management captured only a visual snapshot of the content shared online. PageFreezer's digital signatures, history audits, and complete metadata satisfy Open Records requirements such as FOIA, ensuring that records meet legal requirements for e-discovery. The content is continually captured, the unique look and feel of the individual platforms are maintained, and interactive content is replayable in original form. An advanced search capability allows users to search based on content type, date range, and/or search terms and export the content to respond to specific records requests.
- Each piece of content is assigned its own publication timestamp, post type, post ID, and digital signature. Additionally, PageFreezer captures and flags all content that is edited or deleted once the account has been connected. Together, these features ensure authenticity of the record.
- PageFreezer provides a method of assigning posts, comments, and direct message content to 'cases'. This makes it easy to assign all relevant records to a particular FOIA request and export a single comprehensive report to provide to the FOIA officer. This feature is also useful when staff need to document repeat comment violations resulting in moderation.

Fixity

- Original content, including responses, is preserved
- The unique look and feel of individual platforms is maintained
- Interactive content is replayable in original form



A screenshot of a YouTube video player. The video is titled "The Dunlap Broadside and the Fourth of July" and has 1000 views. The video content shows a man in a red and white checkered shirt and suspenders, leaning over a table and examining a large document. The video player includes a progress bar, a play button, and a volume icon. The video is published on Jul 03 2016, 1:57PM. The description reads: "The original signed (or 'engrossed') Declaration is on permanent display at the National Archives, but when independence was declared, most colonists saw a document that we now call the Dunlap Broadside. Broadside—large pieces of paper printed to be..." and includes a "Continue Reading" link. The video is from the "US National Archives" channel, which has 6,929 subscribers. The channel description is "Preserving the Past to Protect the Future". The video player also shows a "PageFreezer" watermark in the top left corner and a "Dashboard" link in the top right corner. The video player interface includes a search bar, a "add filters" button, and a "Download Record" button. The video player also shows a "Disposition" dropdown menu set to "Permanent".

Authenticity

- Each piece of content is assigned its own publication timestamp, post type, post ID, and digital signature.
- Our tool also captures and flags all content that is edited or deleted once the account has been connected.



Metadata [History](#)

Published

30 October 2017, 7:41PM EST

Post Type

Tweet

Post ID

BRTW_1Lo4fwCVWGQCpAv2Qrh2uz_1509399142

Digital Signature

488ff5726fec6aeb096b1e33a2adef06eff9a7d20966f46
8c1632bbdb8d6da89383fd94b42b7837a5cc5de44d2fa
a2bf09ba35a8bae07d68ac9ea6afc baf6689cd72efec61

Privacy

Government social media accounts include language (e.g., “tweets may be archived”) and link to their privacy policies.

About

Welcome to the official White House Facebook page for the Trump Administration.

Comments posted on and messages received through White House pages are subject to the Presidential Records Act and may be archived. Learn more at [WhiteHouse.gov/privacy](https://www.whitehouse.gov/privacy).



Melania Trump ✓

@FLOTUS

This account is run by the Office of First Lady Melania Trump. Tweets may be archived. More at [wh.gov/privacy](https://www.whitehouse.gov/privacy)



Case study: Presidential social media transition

- Obama was our first social media president
- We took a dual approach to records:
 - Preservation: Ingested by EOP-ERA
 - Access: Remained on original platform
- Partnerships between NARA, the White House, and the platforms themselves enabled continued public access
 - @WhiteHouse became @ObamaWhiteHouse
 - @POTUS became @POTUS44
 - And so on...



For the first time with the Barack Obama administration, social media feeds were also preserved by NARA. Similar to the method in which the White House website domain (WhiteHouse.gov) is transferred from administration to administration, the original White House social media account names (and accounts used by some staff) were passed to the next administration on January 20, 2017.

To ensure that the existing Obama content stayed available to the public after the transition, social media staff worked closely with Office of Presidential Libraries, experts in the Executive Office of the President - Electronic Record Archives (EOP-ERA), White House Office of Digital Services staff, and platform vendors to coordinate the closure, duplication and/or freezing of approximately 60 Obama administration Facebook, Flickr, Instagram, Medium, Tumblr, Twitter, and YouTube accounts.

These accounts were preserved under new handles -- for example, @POTUS on Twitter was archived at @POTUS44. The official records with all necessary metadata were captured and saved in EOP-ERA.

Archived Social Media

For the first time with the Barack Obama administration, social media feeds will also be preserved by NARA. Similar to the method in which the White House website domain (WhiteHouse.gov) is transferred from administration to administration, the original White House social media account names (and accounts used by some staff) will pass to the next administration. Social media content from the Obama administration will be preserved under new handles by NARA. For example, @POTUS on Twitter will be archived at @POTUS44. (See a full list of archived account names [here](#).)

While the content will still be available, not all functionality of the accounts will be maintained. As of January 20, 2017, commenting has been turned off for these historical accounts to maintain as much of the original look and feel as possible.

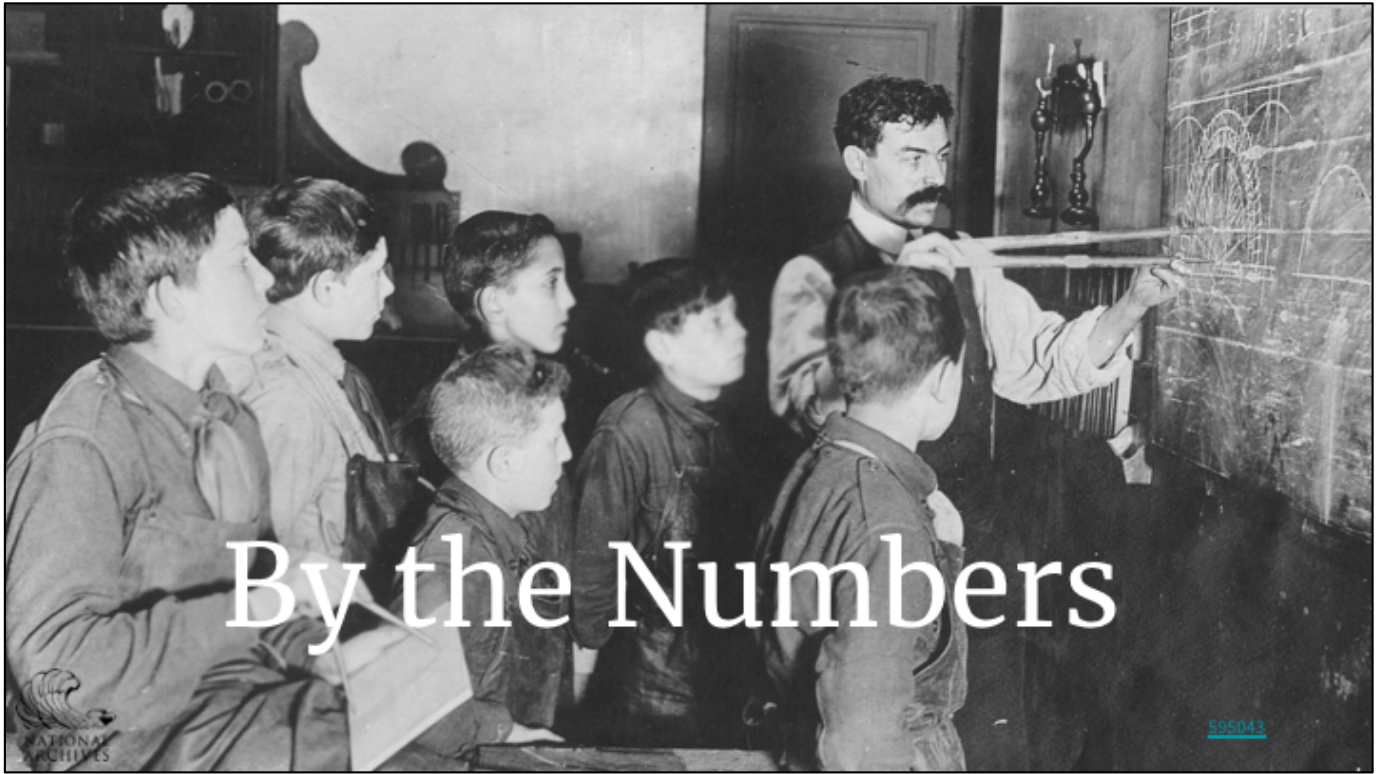
The Obama White House Office of Digital Strategy detailed its digital transfer process in this [October 2016 blog post](#). In a [January 2017 blog post](#), the Office also made available for download the White House's [Twitter \(.zip\)](#), [Facebook \(.zip\)](#), and [Vine \(.zip\)](#) archives as well as the tweets published by [President Obama \(.zip\)](#) and the [First Lady \(.zip\)](#).



Source: <https://www.obamalibrary.gov/research/archived-white-house-websites-and-social-media>

NARA as Social Media User





By the Numbers

595043

1

Blog in 2009



Records Express: <https://records-express.blogs.archives.gov/>

14

Social media platforms (and counting)



Biggies: Facebook, Twitter, YouTube, Instagram, Tumblr, Wordpress
Plus: HistoryPin, Flickr, Pinterest, Giphy, GCI, Storify, etc

130

Social media accounts (and counting)



Different offices/locations own their accounts and are the content creators and subject matter experts

200

National Archives staff who actively work on social media



Includes the account owners, content creators, blog writers, etc. but also includes staff who regularly are tapped for content or share interesting stories, but don't necessarily create any social media posts

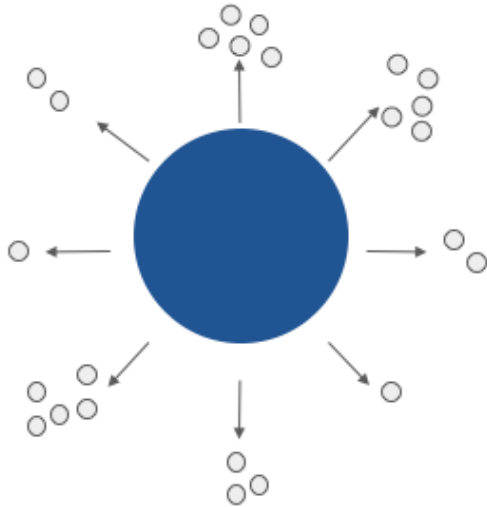
250,000,000

Social media views per year



In FY15, almost 250 million people viewed content posted to social media platforms, which is up significantly over the previous fiscal year (141 million).

Cultivating a Community of Practice



Distributed responsibility:

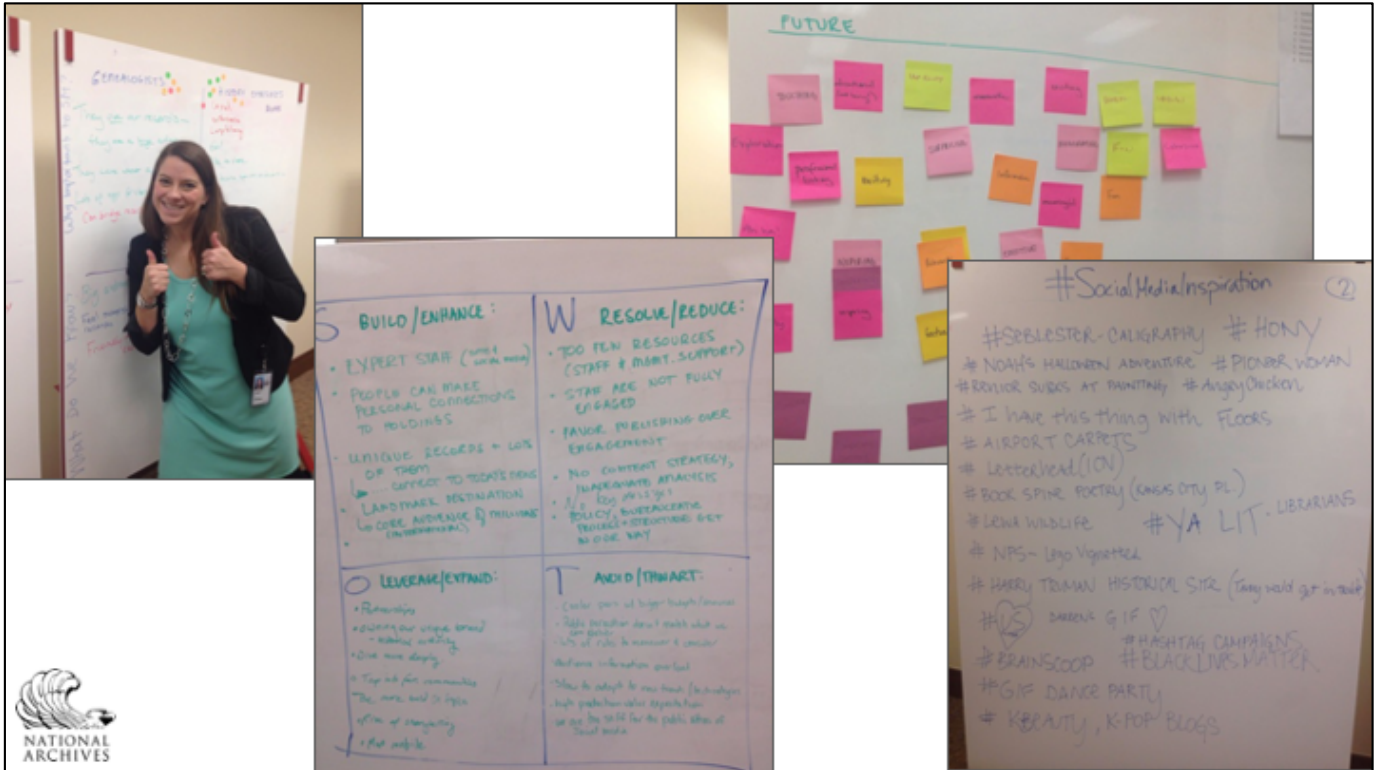
- [130 accounts](#)

Centralized community support:

- Biweekly meetings open to all (Hangouts)
- [Policy](#)
- [Proposal and set up process](#)
- Negotiate Terms of Service agreements
- Training: [Tips for Social Media Success](#)

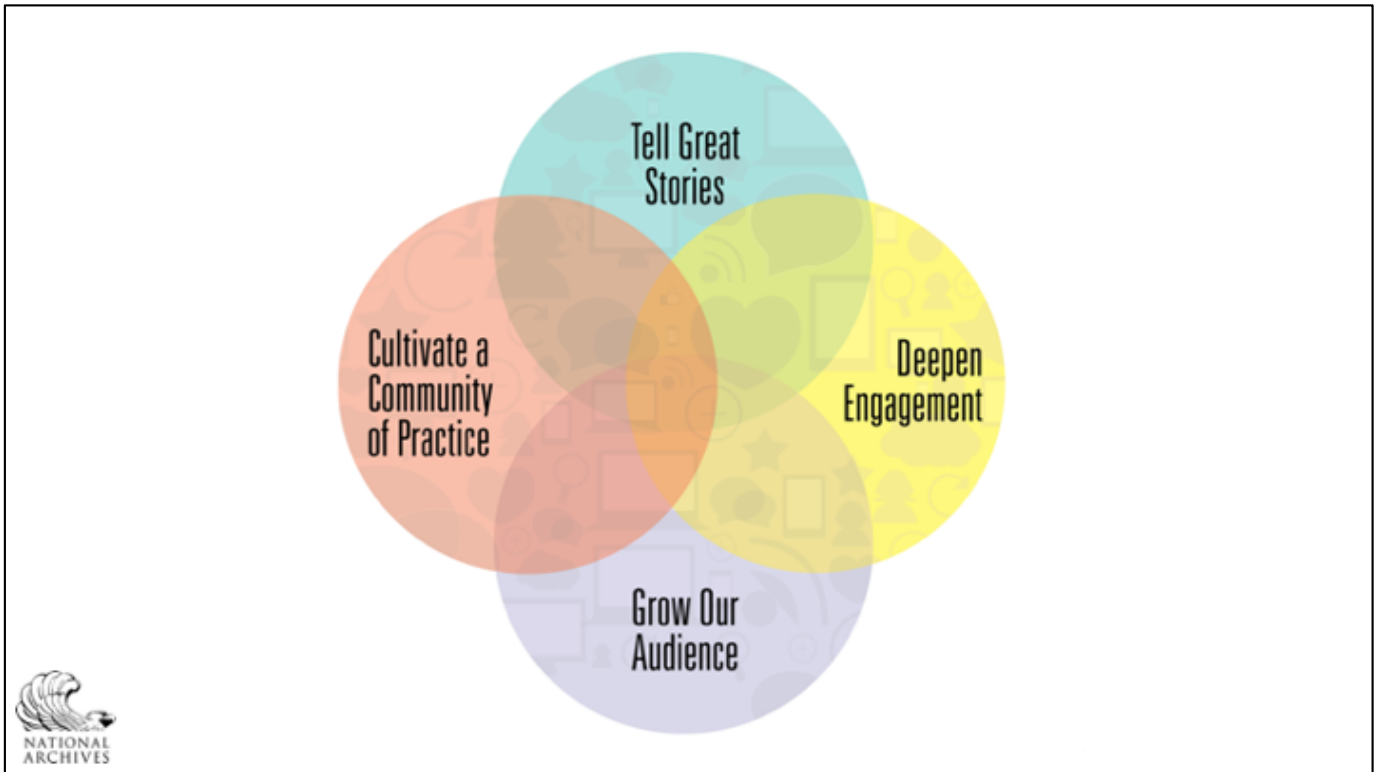


How does NARA handle governance of social media? We have 130 accounts managed by more than 200 staff across the agency. We also have a small 2-person team within the Office of Innovation that supports and cultivates this larger community of practice. They host biweekly meetings, handle social media policy, approve proposals for new accounts and help new account managers get set up, negotiate Terms of Service agreements with platforms and vendors, and provide training to NARA staff.



How did we create our social media strategy

- One day of internal workshops
 - SWOT analysis
 - Audience
 - Objectives
 - Elevator pitch and vision
 - What would success look like in five years?
- Staff lightning sessions
 - Magic wand, inspiration, superpower
- Small team drafting
- Stakeholder review on GitHub
- Launch at beginning of FY17



The four key goals of our social media strategy are to: 1. Tell Great Stories 2. Deepen Engagement 3. Grow Our Audience and 4. Cultivate a Community of Practice

Home

Introduction

Vision

Goals

Goal 1: Tell Great Stories

Goal 2: Deepen Engagement

Goal 3: Grow Our Audience

Goal 4: Cultivate a Community of Practice

Supporting Resources

Sources

Instructions for Feedback

[Discuss](#)

[Edit this page](#)



Introduction

The National Archives was founded in 1934 to preserve the records of the Federal Government and make them available to its citizens. Since then, we have grown to include 13 Presidential libraries and museums, multiple archival facilities, and educational centers located across the country. We reach millions of visitors and researchers each year at these locations.

In 2009, we launched our first blog as a pilot project to build a community and increase transparency in the Federal Government. Soon after, the National Archives established a presence on Flickr, YouTube, and Facebook. In 2010, we introduced our [first social media strategy](#) to continue our commitment to open government and empower staff to use social media.

Six years later, the landscape of digital media has evolved and grown. Our digital presence reaches hundreds of millions of people. More than 200 National Archives staff actively contribute to [130 social media accounts](#) on 14 different platforms, generating over 250 million views in 2015.

But whether on paper or a digital platform, the core mission of the National Archives remains unchanged. Social media now gives us more opportunities than ever before to provide access to the records of the Federal government. Through any of our social platforms, we can give people the information they need to learn from the past, to ensure their rights, to hold their government accountable, and to participate in the civic process.

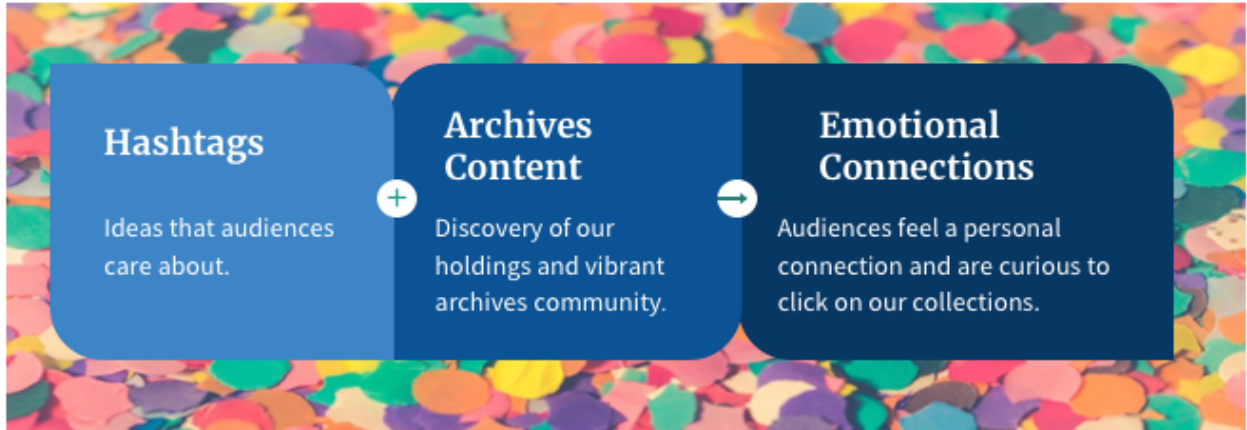
With the explosion of digital choices, audience needs have changed and their criteria for following cultural organizations has matured. We need to provide exceptional content to stand out—even if it means reaching beyond our comfort zone and trying new approaches.

As we continue to digitize more of our holdings, we have more stories to share. We also want to tell our audiences about the work of our diverse staff and the stories they find. Our staff need an updated social media strategy that guides decision-making and focuses our energies and resources so that we can make a bigger impact and more deeply engage people online. This updated strategy also aims to create more opportunities for different levels of staff participation so that we can have greater coordination and impact in the stories that we share.

<http://usnationalarchives.github.io/social-media-strategy/>

Find our FY17-20 social media strategy on GitHub

#ArchivesHashtagParty



Why?

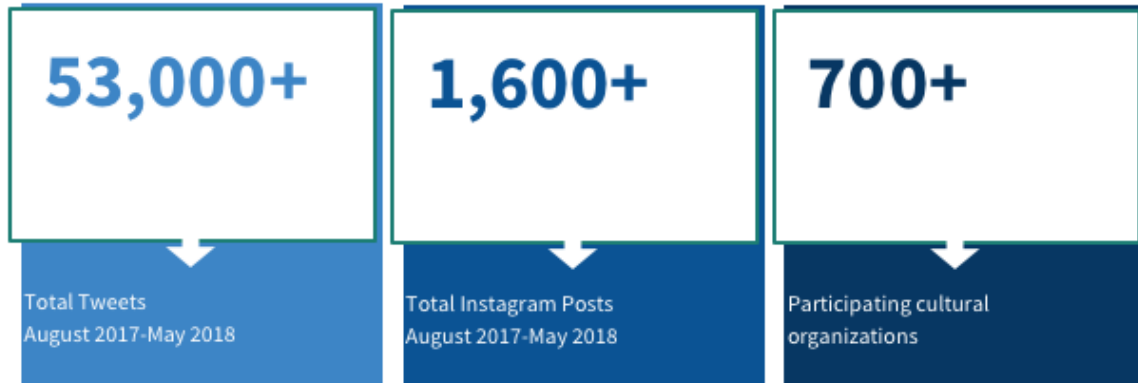
1. Creating value and demand for archives on social media.
2. Mobilizing archives across the country to answer calls-to-action.
3. Forging connections between archives for future projects.
4. Hosting conversations and discoveries around our collections.



A screenshot of a tweet from the official Twitter account of the US National Archives (@USNatArchives). The tweet is dated 6:35 AM on September 1, 2017. The text of the tweet reads: "When all you want to do is hang out and gaze adoringly at your daddy, you're #ArchivesCute! bit.ly/2wLCQpq #Chicago @NMAAHC". Below the text is a photograph of a young child with dark skin and curly hair, wearing a yellow shirt, looking up at an adult whose face is partially visible in the foreground. The adult is wearing a red and white checkered shirt. The tweet has received 11 retweets and 39 likes. The user's profile picture is a small circular icon, and the name "Weedy" is visible below the photo. The tweet is marked as "Following" in a blue button in the top right corner.

#ArchivesHashtagParty: Results

1 party per month since August 2017





ted, always tired
@teioh

Follow

The [#ArchivesPotluck](#) hashtag is absolutely fascinating if you're interested in food culture and politics

2:54 PM - 3 Nov 2017

2 Likes



Anabetta [#Resists](#)
@BeTheChange00

Follow

[#ArchivesBlackHistory](#) is trending. Take a look. Such rich history that is still overlooked in most history books. I'm especially glad to see African American women who were forgotten because of their race and gender. [#BlackHistory](#) [#BlackHistoryMonth](#) [#WomensHistory](#)

1:11 PM - 2 Feb 2018

1 Like



Clara
@thesoulverity

Follow

Is it weird that [#ArchivesHashtagParty](#) is one of my favorite things to ever exist? Anyway, I think I spy some yarn crafts in this photo of Haven House c. 1911 from the [@smithcollege](#) archives! [#ArchivesCrafty](#)



9:57 AM - 1 Dec 2017

3 Likes





Atli Sled Dogs
@9dognight

Follow

The hashtag [#ArchivesAwesomeWomen](#) is truly awesome—featuring many impressive [#women](#), being shared from many different places, each with an interesting snippet of [#Herstory](#) to peak one's interest for [#DeeperLearning!](#)
[#WomensHerstory](#)
[#NeverthelessShePersisted](#)
[#ChangeTheWorld](#) now

1:49 PM - 2 Mar 2018



Shannon
@charmtype

Follow

This month's [#ArchivesHashtagParty](#) is animal themed and as the kids say, I am here for it [#ArchivesAnimals](#)



US National Archives @USNatArchives
During #ww1, these shepherdesses drove their #sheep through the streets of #Chicago to encourage people to raise lambs on their lawns: go.usa.gov/xQ9v5 [#ArchivesAnimals](#)

2:21 PM - 4 May 2018 from Framingham, MA

2 Likes



2



Hillary S. Kativa
@nextdoriskearns

Follow

Today is [#ArchivesDanceParty](#) with [@USNatArchives](#) and suddenly I feel like my entire life has been leading me to this moment.



8:45 AM - 6 Apr 2018

1 Retweet 9 Likes



Connections to Our Social Media Strategy

Tell Great Stories

Deepen
Engagement

Grow Our
Audience

Cultivate a
Community of
Practice

Stay inspired!

Projects that inspire staff, partners, and audiences.

Responsive and real

Audiences love the interactions and banter.

Let others shine

Make it easy and attractive for organizations to join and bring their own audiences.

Stronger together

Design for easy inclusiveness and others will come.



Going International

From large influential accounts to small historical societies, everyone has something to contribute to the Hashtag Party!

[Review the growing guest list here.](#)

- Australia
- Canada
- England
- Ireland
- Germany
- Scotland
- Switzerland



The Museum of English Rural Life

@TheMERL

Follow

#FridayFeeling like a jet-black shetland pony

dancing like nobody's watching

#ArchivesAnimals



9:25 AM - 4 May 2018

125 Retweets 764 Likes



12

125

764



Join us!

archives.gov/hashtagparty

Archives Hashtag **PARTY**



Citizen Archivist Engagement

Call to Action:

You can help crowdsource metadata and information about our records through tagging, transcribing and adding comments in the National Archives Catalog. Together we can make the records of the National Archives more discoverable online.

Strategic Goal:

- ★ By FY 2025, NARA will **have 1 million records enhanced by citizen contributions** to the National Archives Catalog.



Several challenging goals set out in NARA's strategic plan serve as the backdrop for this research project:

- By FY 2024, NARA will digitize 500 million pages of records and make them available online to the public through the National Archives Catalog.
- By FY 2025, NARA will provide digital, next-generation finding aids to 95 percent of the holdings described in the National Archives Catalog.
- By FY 2025, NARA will have 1 million records enhanced by citizen contributions to the National Archives Catalog.

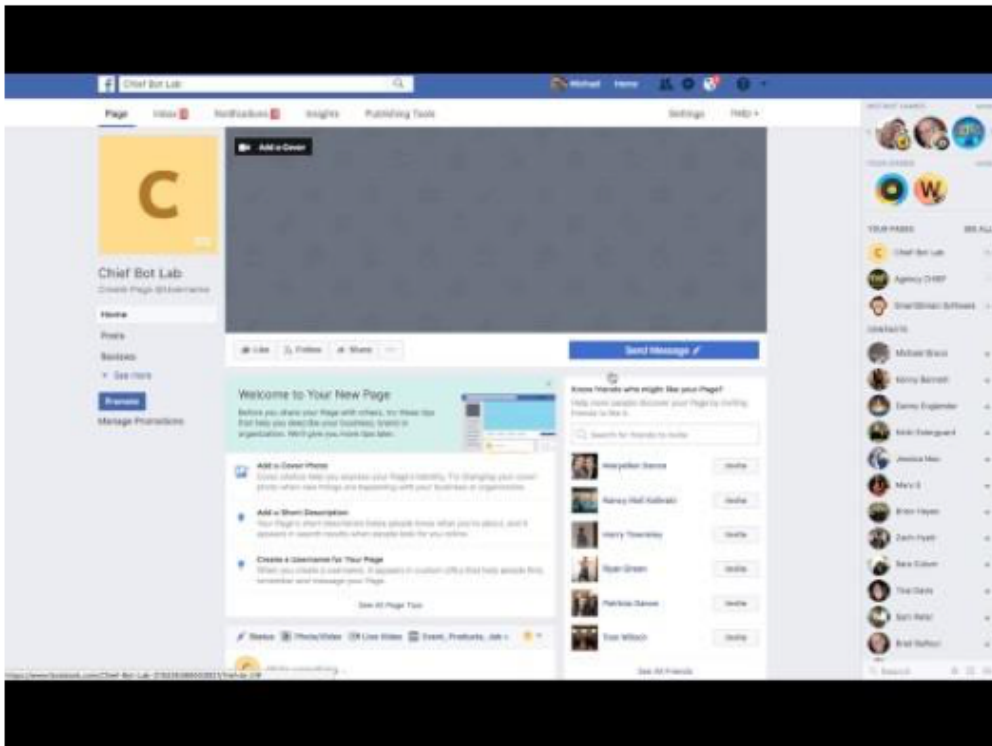
To achieve these goals, NARA must not only figure out how to provide access to a massive number of archival resources but also how to do it through user-centered digital products that scale.

Facebook Messenger Chatbot

How might we massively scale up our Citizen Archivist Engagement activities?



The screenshot shows a chatbot interface with a light green background. At the top right, there is a blue button labeled "Tag a document". The chatbot's message reads: "Let's go! I'm retrieving a document from the virtual stacks...". Below this, the title of the document is displayed: "Speech of Senator Harry S. Truman before the Traffic Club, Reading, Pennsylvania:". The document text is shown in a light gray box with a thin border. Below the document text, there is a link to "catalog.archives.gov" and two buttons: "View larger size" and "Learn more". At the bottom of the chatbot's message, there is a prompt: "Tag it! Select what kind of writing you see in the document." Below this prompt are five buttons: "Handwritten", "Typed", "Both", "No writing", and "No idea". The "Typed" button is highlighted with a blue border.



Case Study: History Hub

A social business
platform for 21st
century reference

[History.gov](https://www.history.gov)



A screenshot of the History Hub website. The top navigation bar includes "History Hub", "Home", "Communities", "Citizen Archivists", "Content", "Help", "Log in", and "Register". The main banner features a historical document with the text: "We are a support community for researchers, citizen historians, archival professionals, and open government advocates" and a "Get Started" button. Below the banner is a search bar labeled "ASK QUESTIONS AND FIND ANSWERS" with the placeholder "Type your question" and an "Ask" button. The "RECENT CONTENT" section lists three posts: "Can I search records relating to the Hebrew Orphan Asylum and the Hebrew Sheltering Guardian Society from the 1890s?" by Stephanie Caputo, "1945 Stamps with OPA Number..." by Christian Belena, and "Is there an online list of archives for the Florida East coast Railway?" by Tom Salmon. The "CONNECT WITH A COMMUNITY" section lists four communities: "Researchers Help", "Military Records", "Genealogists", and "African American Records".

History Hub ([history.gov](https://www.history.gov)) is a crowdsourcing platform and online community that served 60,000 users in 2017. History Hub enables researchers to find expertise, share information, and work together. More than 700 research questions have been asked and answered on the platform since its launch in 2016. We are just beginning to understand the potential uses of History Hub as a platform, and this research project helped us better understand who uses the site (and who doesn't), and what role it plays in supporting researchers. History Hub is [intended to be a tool for many cultural institutions to use](#) (not just NARA) and it is free and open to all

History Hub is...

a **crowdsourcing platform** for people interested in researching history

 Blog Posts  Documents  Discussions  Polls  Events  Ideas



dropped iPhone in toilet. help! | Official Apple Support Communities

<https://discussions.apple.com/thread/5285323?start=0&tstart=0>

Sep 4, 2013 - Yesterday I dropped my iPhone 4s in the toilet and didn't get it out for probably 1 minute later. I immediately dried it off and put it in a bowl of rice.

Dropped my iPhone in the toilet. | Official Apple Support Communities

<https://discussions.apple.com/thread/2338002?start=0&tstart=0>

Feb 15, 2010 - Q: Dropped my iPhone in the toilet. It was in there for a second, but it turned itself off. But there is still a little red light on at the top of the screen.

I DROPPED MY PHONE IN THE TOILET HELP | Official Apple Support ...

<https://discussions.apple.com/thread/7485655?start=0&tstart=0>

Mar 6, 2016 - I have an iPhone 5, it's been used since about 2013. I dropped it in the clean toilet last night, immediately got it out, took my case off, then wiped ...

iPhone screen black and dropped in toilet | Official Apple Support ...

<https://discussions.apple.com/thread/7630823?start=0&tstart=0>

Aug 5, 2016 - I dropped my iPhone 6s in the toilet this morning and immediately got it. My phone has worked fine all day until the screen suddenly went black ...

my iPhone 6 fell in the toilet and now is water... | Official ...

<https://discussions.apple.com/thread/6842693?start=0&tstart=0>

Feb 21, 2015 - my iPhone 6 fell in the toilet and now is water-damaged. Will Apple replace it with a new one, and how much will it cost? iPhone 6, iOS 7.1.2.

dropped phone in water/ flashes apple logo/won't... | Official ...

<https://discussions.apple.com/thread/5416160?start=0&tstart=0>

Oct 5, 2013 - When I plug it into a charger the Apple logo flashes. When I ... Unplugged iPhone, connected cord to computer with iTunes open. Held home ...

My iPhone 6 Plus dropped in the toilet? | Official Apple Support ...

<https://discussions.apple.com/thread/6705299?start=0&tstart=0>

Dec 2, 2014 - I had just finished sending a text message and I put my iPhone in the pocket of my sweater. I reached over to flush the toilet and my phone fell ...

History Hub is based on trends in consumer research and powered by the same platform as the Apple Support Community



Consumer expectations

- ✓ Ask a **specific** question
- ✓ Get help **immediately**, often from “citizen experts”
- ✓ Ask **follow-up** questions
- ✓ Search and find an answer **easily**





All Places >

Researchers Help

Following in 1 stream

- Overview
- Content
- People
- Subspaces and Projects
- Reports
- Actions
- About
- Share
- Manage

Are you just getting started in your research? Have you reached a stumbling block? We can help.

RECENT CONTENT

- What was the status of Red Cross nurses sent to France in WWI?**
18 hours ago by Jim Malcolm
- How many copies of a literary journal should be archived?**
23 hours ago by Eloise Lindblom
- WPA photos**
1 day ago by Lee Evans
- How to remove my name from the Federal Register**
1 day ago by John Dohe
- Do records exist of those who gave up citizenship?**
1 day ago by Jill Moore
- u.s. consulate kolkata 1984**
4 days ago by louise shorter
- How can I prove/verify that inherited chairs (grandfather was in House of Representatives at the time) came from Ford Theater during President Lincoln's time?**
4 days ago by Deborah Halavik

ASK FOR RESEARCHER HELP

FEATURED CONTENT

- Records For Veterans- Gathering Evidence for Claims & Benefits**
- WWII Military Unit Records at the National Archives**
- You Want to Find Out About an Indian Ancestor**
- Researching Civil War Draft Records in NARA's Regional Archives**
- Immigration and Naturalization Records: Where are they?**



History Hub is...

- ★ A platform where people can get answers from **multiple sources**
- ★ ...and a community of **citizen experts**
- ★ A knowledge-base that **scales and improves** in quality over time



Research Question

Another Researcher Responds

Researcher Appreciates Suggestion

NATIONAL ARCHIVES

joan stachnik Jun 26, 2018 4:07 PM

Naturalization records

This question is **Not Answered**.

Hi, I'm looking for information on a possible ancestor. I've looked at previous questions on naturalization but I'm not finding a similar question. Prior to the 1900s, were minor children "automatically" given citizenship if a parent became a citizen? My ancestor was born in 1873 in Poland and immigrated to the US in 1874. He is listed as a naturalized citizen in a 1910 census as well as on his 1918 draft registration card. So would naturalization papers be available for him, if he gained citizenship when or if his father became a citizen? And if not (ie, if he applied on his own), what would be the youngest age one could apply for citizenship? Also, I do not know his parents' names nor the port of entry, but would have an infant been listed on a passenger manifest? thank you, joan

I have the same question (3)

142 Views # Tags: naturalization records, genealogy

1 HELPFUL

Beth Parish

Re: Naturalization records

Ms. Joan,

As I have been going through Ancestry to work on my family tree, I have come across a search for specifically what you are asking. Yes, the children would automatically gain citizenship once their parents naturalized. If you know his name you can always go to the Ellis Island page and look up what ship he came in on and that may help you get more details that you don't already have. I hope this has helped you 😊

1 of 1 people found this helpful

joan stachnik Jun 27, 2018 2:41 PM (in response to Beth Parish)

Re: Naturalization records

Beth, thank you very much for the reply. I will check into the sources you suggested. joan

Here is an example of a researcher sharing what they know with another researcher.

The screenshot shows a forum post from Dianne Holley dated Mar 22, 2015, 11:44 AM. The post title is "Are Library of Congress employee records available for 1905?". The post content includes a greeting, a section titled "Setting the scene" with a detailed description of the research problem (finding a 1887 Washington, D.C. birth certificate), and a question about accessing records to determine a mother's maiden name. Below the post is a button that says "I have the same question (5)".

A red arrow points from the text "Research Question" to the title of the forum post.

Below the post, there is a "HELPFUL" section with a reply from "LOC Manuscript Division". The reply text states: "Re: Are Library of Congress employee records available for 1905? There is a collection of Library of Congress records held by the Manuscript Division at LC, which include a limited amount of personnel records. A specialist in the Library's records is available to respond to inquiries submitted via the Ask-A-Librarian page at <http://www.loc.gov/rr/askall/ask-mls.html?loc=rlhub-7>. General information about the Manuscript Division is available at <http://www.loc.gov/rr/mss/?loc=rlhub-7>." Below the reply, it says "2 of 2 people found this helpful".

A red arrow points from the text "Library of Congress Expert" to the name of the user who replied, "LOC Manuscript Division".

The National Archives logo is visible in the bottom left corner of the screenshot.

This is an example of external collaboration with the Library of Congress Manuscript Division.

What are our goals?

- ★ **Facilitate** research and **connect** with new audiences
- ★ **Enable** contributions from the public and from subject matter experts (of all types)
- ★ **Create** a knowledge base that continually improves
- ★ **Improve** customer service for an audience accustomed to immediacy
- ★ **Decrease workload** (over time) by increasing transparency



History Hub is an additional tool that we can use to assist researchers and is a different way for them to connect with us.

Responses to requests are not limited to just NARA staff but also by the general public who have conducted research on the same or similar topics and are willing to share what they know.

Over time, a knowledge base will be compiled


Not only will this improve customer service but also meet their needs of knowing an answer in less time than they are currently receiving

We hope that this eventually will help decrease our reference load

How to get started with History Hub

- MOUs or agreements are **not necessary** for partner institutions
- Participation is **open to anyone**
- “**Expert**” badge for institutions available upon request
- We can work with you to **experiment** with the platform on a short term pilot



The background of the top section is a collage of historical documents. On the left, there's a document with a green circular stamp and the text 'Fig. 5'. On the right, there's a technical drawing of an 'Electro Chemical Telegraph Patent Letter Drawing' showing various mechanical parts and gears.

We are a support community for
researchers, citizen historians,
archival professionals, and open
government advocates

Get Started

History Hub

Electro Chemical Telegraph Patent Letter Drawing

Contact us!

History Hub, historyhub@nara.gov





NATIONAL
ARCHIVES

200244

Thank You!

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