



## Social Media

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"Social media" refers to web-based tools (e.g., Facebook, Twitter, Instagram or other platforms) that are designed to increase interaction with the public. At the Coast Guard, social media posts are primarily used to inform the public on CG operations, policies, and other communication priorities.

Official government social media platforms likely contain federal records when they are used to conduct government business. The content of conversations conducted on social media platforms maybe temporary; with a short or long term retention that must be captured and managed in accordance with the appropriate [USCG Records Schedule](#), or as directed by DHS or USCG Public and Governmental Affairs (CG-092). Social media posts are considered to be a federal records if they:

- document agency business;
- are circulated or made available to USCG employees for official purposes; or
- contain unique information that that contribute to the understanding of USCG policies, decisions, actions, or responsibilities.

In order to comply with federal regulations, additional steps must be taken to properly preserve actions taken and decisions made on social media platforms. Social media records may be captured and preserved outside of the social media platform utilizing [the platform's internal method](#), web crawling software, web capture tools, or other methods described in [NARA Bulletin 2014-02, paragraph 7](#).

Resources –

[NARA Bulletin 2014-02](#)

[36 CFR 1222.12](#)

[RIM Procedures for Archiving Social Media Sites](#)

For additional records related guidance, please visit the [Records and Information Management Resource Center](#) accessible via the [CG-61 portal](#).