

## Jefferson County Departments' and Divisions' Use of Social Media Standards and Procedures

### A. Identity and branding

All social media sites representing Jefferson County must fit within the web design standards and specifications, just as the website does. Tool kits are provided on the Intranet to assist you in meeting these standards.

#### a. Logo/Photo use

- i. An approved county logo or photo is what must be used to represent the county on a department or division site as the "profile picture;" no matter which site.
- ii. Chosen logo or photo must be presented to PIO; approved logos and photos are available in the appropriate site's tool kit.

#### b. Naming standards

- i. Jefferson County (preferred) or Jeffco must be used for the name of the site, within the space allotment allowed.
  1. Example: Jefferson County Colorado (the name for the umbrella Jefferson County Facebook site)
  2. Example: JeffcoColorado (the name for the umbrella Jefferson County Twitter site)
    - a. See appropriate site tool kit for more detail.
- ii. The use of acronyms are allowed in the site name only when space constraints limit your ability to write out the department or division name.
  1. All acronyms must be spelled out on first reference within the profile.
- iii. Colorado should also be used within the profile description. Since there are 26 Jefferson Counties in the United States, we want to be sure to clarify.

#### c. Design specs

- i. Web design standards and specifications must be followed and guidelines adhered to.
    - 1. Content: easy to understand, web-friendly files and images, consistency throughout the site in fonts for body text, headers.
    - 2. Graphics and colors: should be appropriate for the web, consistent with the overall branding and no animation.
  - ii. Please see appropriate site tool kit for more detail, design plug ins and approved graphics for those sites.
- B. Approved social media sites – Approved sites are listed below. PIO will regularly review the list of permitted social media sites for additions/deletions. Please see tool kits for guidance on how to use each site.
  - a. Facebook
  - b. Twitter
  - c. Flickr
  - d. Blog software
  - e. YouTube
  - f. Slideshare
  - g. LinkedIn
  - h. PIO will review new social media sites to be added to the list of permitted sites at the request of department/division staff. The list will be published and maintained on the Intranet. Some departments may receive permission to create accounts on sites that are not on the list if PIO determines that the site has business value for that department.
- C. Procedure for starting and maintaining a new social network site:
  - a. Before establishing a presence on a social networking site, departments and divisions must fill out the social network application and gain PIO's approval.

- b. Upon receiving approval, it is recommended that departments follow the guidelines for that site as laid out in the site's tool kit on the Intranet. (See links to tool kits above.)
- c. The department's site manager, as identified in the application, should send the department's username, e-mail and password to the PIO. PIO will keep a central database of this information. The e-mail address associated with the site account should be "transferable," i.e. [transparentjeffco@jeffco.us](mailto:transparentjeffco@jeffco.us), and not a personal or individual's e-mail address.
- d. The PIO will add each new site to the main social network site page at [www.jeffco.us](http://www.jeffco.us).
- e. The site manager will monitor each site as approved in the social network application. See the section about monitoring below for more information.
- f. If comments are permitted on the site, departments should use the comment flowchart to decide whether to respond. See Citizen Interaction section below for more information.
- g. The site manager should alert other departments or divisions regarding posts or comments that may affect them.
- h. If a department or division decides to delete or rename its account from a social network, the site manager should alert PIO.

#### D. Citizen interaction

- a. Departments/divisions may decide whether to allow citizens to comment on their sites if the network allows that authority over your page. Specifically, staff should consider:
  - i. The overall purpose of the department's presence on the social media site, i.e., to inform citizens of breaking news, to engage citizens in two-way communication.
  - ii. Staff's ability and time to monitor and respond to comments.
- b. Departments that do accept comments must indicate that on their application to PIO and abide by and notify users of Jeffco's Terms

of Use by including a link to the disclaimer in the account profile.

<http://www.co.jefferson.co.us/roller/jeffcoblog/page/disclaimer>

- c. PIO recommends that departments follow the guidelines on “Comments on Social Media Sites” flow chart when responding to comments.
- d. Departments should consider several issues before deciding whether to “follow” or “friend” others.
  - i. What criteria will you use when deciding whether to follow a person or organization? Your criteria should be clear and consistent.
  - ii. By following this account, would your department be seen as endorsing that person or organization? If it is an organization of which the county is a member, such as the National Association of Counties, the perceived endorsement may be acceptable. However, there are other people or organizations that may cause a negative association with the county.
  - iii. Is the “follow” request from an elected official or candidate for office? If so, are you following all candidates or elected officials to show no bias?
- e. If a conversation regarding county business includes two or more elected officials, move the conversation offline or to a formal public meeting. Discussions with two or more elected officials may constitute a quorum and need to be announced as a public meeting at least 24 hours in advance.

#### E. Monitoring

- a. Department/division directors are ultimately responsible for monitoring their social media sites.
  - i. It is important to understand that social media can easily become viral. Constant and consistent monitoring is the best way to stay out in front of issues.

- ii. Establish a timelines for monitoring all comments, posts, or other communication on a regular basis, whether that is daily or weekly
  - iii. A workable monitoring plan is also a commitment to the reputation of the county and our citizens
- b. Staff must regularly monitor their department sites for comments, questions and problems.
- c. Departments must outline their monitoring plans on their social media applications.
  - i. Before allowing (or not allowing) users to comment or post on your page, consider the business value, risks and perceptions

F. Archival and retention

G. Social media sites should comply with all appropriate policies

- i. Web site policy
- ii. Use of IT Services Staff policy
- iii. Records Management Policy?
- iv. Personnel rules?
- v. Social media sites should comply with all standards and procedures that are approved by PIO, IT or social media committee
  - i. Media policy
  - ii. Disclaimers