OMB Control No.: 3095-0070 Expiration date: 10/31/2017



National Archives and Records Administration Customer Survey the time to respond to these nine s

ARCHIVES		I nank you for taking the time to respond to these nine survey questions.							
Date:			Location:	☐ Archives I ☐ Archives II		hives II			
Name:									
Email:				Phone:					
May we fo	llow up	with you regarding your resp	survey?	□ Yes	□ No				
How woul	d you pı	refer to be contacted?	□ Phone	□ Email					
1.	What is	the nature of your work or research	at the Nationa	ıl Archives?					
	Leg	gal							
	Academic								
	Genealogy								
	Other [please specify]:								
2.	2. How often do you use the National Archives?								
	2 – 3 times per week								
	One	ce per week							
	1-3	3 times per month							
	Les	ss than once a month							
3.	How lon	ng are you in the research areas?							
	1	2 hours							
	_ 3-	4 hours							
	<u> </u>	6 hours							
	□ 7 h	ours or more							

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Do	you Ye	generally need to see original/physical documents for your purposes?
Re	•	sting textual records:
	a.	Are you able to accurately determine what to fill in on the pull request slip? Yes No
	b.	If there is a problem with your slip, are you able to amend it in time for that pull time?
	υ.	Yes No
	C.	Are the records you receive generally the ones you are looking for?
		☐ Yes ☐ No
	d.	Are you able to get what you are looking for in a timely fashion?
		☐ Yes ☐ No
	e.	Are there cases where records can't be found?
		☐ Yes ☐ No
Wł	hat v	vould your expectations for a "pull on-demand" capability be?

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)W C	can we make	your exper	ience as a	research	er better?		

Paperwork Reduction Act Public Burden Statement

A Federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a current valid OMB control number. Public burden reporting for this collection of information is estimated to be 5 minutes per response. Send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to National Archives and Records Administration (ISSD), 8601 Adelphi Road, College Park, MD 20740-6001. DO NOT SEND COMPLETED SURVEY FORMS TO THIS ADDRESS.