

SUPPORTING STATEMENT
Order Forms for Genealogical Research in the National Archives
NATF Forms 84, 85, and 86
(OMB Control No. 3095-0027)

1. **Circumstances making the collection of information necessary.** The National Archives and Records Administration (NARA) is the agency of the Federal Government responsible for identifying, preserving, and making available to the public and to the Federal Government all forms of Government records not restricted by law that have been determined to have sufficient historical, informational, or evidential value to warrant continued preservation.

Records are normally used in the various research rooms operated within the National Archives system (36 CFR 1254). In order to accommodate those researchers who cannot visit the appropriate research room in order to view certain original records, NARA offers limited provisions to obtain reproductions of records by mail or through online ordering and requires paper requests to be made on prescribed forms for certain bodies of records.

NATF Forms 84, 85, and 86 are not considered voluntary commercial transactions, but require verification or proof that the requester meets certain credentials, and are used by researchers of all kinds to obtain reproductions of pages of Federal land entry case files in the National Archives of the United States, reproductions (or selected documents from the file if voluminous) of military service files, pension application files, and bounty land files more than 75 years old.

NARA receives orders either via the mail as paper orders or via the Internet through its online ordering system, where individuals can enter their requests in a guided format. Table 1-1 shows the number of orders NARA received for each Form 80-series product in FY 2019 via the two methods.

| Form | Paper | Online | Total |
|--------|-------|--------|-------|
| 84 | 101 | 821 | 922 |
| 85 | 590 | 2,091 | 2,681 |
| 86 | 778 | 2,758 | 3,536 |
| TOTALS | 1,469 | 5,670 | 7,139 |

Table 1-1 NARA Order Summary, FY 2019

2. **Purpose and use of the information.** Each NATF Form (84, 85, 86) is used for a unique request as part of a two-step process: (1) to search for the requested file and, if found, make copies; and (2) to bill the requesting researcher for the copies of the records when the search is successful. Copies are mailed after photocopies are made. Table 2-1 shows the percent of successful searches for orders received on paper forms and those received via online ordering. The higher success rate for orders received from online ordering is believed to be due to the enforced edit checks of the online system and better legibility of the data input.

| Form | Paper | Online |
|------|-------|--------|
| 84 | 11% | 89% |
| 85 | 22% | 78% |
| 86 | 22% | 78% |

Table 2-1 Percent of Form 80 Series Orders Found

The information collected by these forms is the minimum necessary for us to find the documents the person is looking for and service the request. Additional helpful information is collected if known by the researcher. Were this information collection not conducted, NARA would be unable to fulfill this part of its mandate in a timely, equitable, and efficient manner.

3. **Use of information technology and burden reduction.** These forms are available through NARA's online ordering system (<https://eservices.archives.gov/orderonline>) where individuals can complete the forms and order the copies. They are also posted in PDF format on NARA's website (www.archives.gov).
4. **Efforts to identify duplication and use of similar information.** We are unaware of any duplication. This information is collected only by the NATF Forms 84, 85, or 86 when the respondent wants NARA to make a copy of land entry files, military records, and pension application files, and bounty land files. The information that must be furnished cannot be obtained through similar information already available as each request is unique.
5. **Impact on small businesses or other small entities.** The collection of the information does not involve small businesses or other small entities.
6. **Consequences of collecting the information less frequently.** The information collection cannot be conducted less frequently since it occurs only when copies of land entry case files, military records, pension application files, and bounty land files are requested from NARA. We never initiate this information collection; we only respond to customer demand.
7. **Special circumstances relating to the guidelines of 5 CFR 1320.5.** We conduct the information collection in a manner consistent with the guidelines in 5 CFR 1320.5.
8. **Comments in response to the Federal Register Notice and efforts to consult outside agency.** We published a *Federal Register* notice on March 20, 2020 (85 FR 16135) to solicit public comments and we received no comments.
9. **Explanation of any payment or gift to respondents.** We provide no payment or gift to respondents for this information.
10. **Assurance of confidentiality provided to respondents.** We protect the records series formed by this information collection in two Privacy Act systems of records (NARA-2 and NARA-25). The Freedom of Information Act exemptions b(4) and b(6) also protect this information.
11. **Justification for sensitive questions.** We ask no questions of a sensitive or private nature. The forms do allow the respondent to provide credit card information, which is necessary for them to pay for the reproductions they order and is considered financially sensitive information. Only the original copy of the form contains this information, which we either return to the respondent if the reply is negative, or file in secure file cabinets in the Cashier's office if we bill the respondent. We handle similar information we receive through online ordering in accordance with applicable computer security requirements.
12. **Estimates of hour burden including annualized hourly costs.** We estimate the burden per response to be ten (10) minutes to read the instructions and fill out the form for either the paper form or online ordering form. (The response time was calculated by

consultation with a few potential respondents.) Table 11-1 displays estimates of the annualized burden for completing the forms.

| Form | Paper Requests | Burden Hrs | Online Requests | Burden Hrs | Total Burden Hrs |
|--------|----------------|------------|-----------------|------------|------------------|
| 84 | 101 | 17 | 821 | 137 | 154 |
| 85 | 590 | 98 | 2,091 | 349 | 447 |
| 86 | 778 | 130 | 2,758 | 460 | 590 |
| TOTALS | 1,469 | 245 | 5,670 | 945 | 1,190 |

Table 11-1 NATF Form 80 Series Burden Hours, FY 2019

13. **Estimate of other total annual cost burden to respondents or record-keepers.** There are no annual cost burdens to respondents or record-keepers
14. **Annualized cost to the Federal Government.** There is no annualized cost to the Federal Government. These forms are in PDF format and are posted on NARA’s website for downloading and printing.
15. **Explanation for program changes or adjustments.** Trust Fund order volume decreased by 10% from FY 2018 to FY 2019 and has decreased by 47% since FY 2014. There was a decrease in the number of respondents as there were fewer requests, so we have decreased our projections on number of respondents and burden hours accordingly.
16. **Plans for tabulation and publication and project time schedule.** We will not be using the information we collect for statistical studies or publications.
17. **Reason(s) display of OMB expiration date is inappropriate.** We will display the expiration date for OMB approval of this information collection on the forms.
18. **Exceptions to certification for Paperwork Reduction Act submissions.** There are no exceptions to the certification statement identified in Item 19 of OMB Form 83-I, “Certification for Paperwork Reduction Submissions.”