

R Research Room Reopening Pilot Survey

1. Advance Consultation

- a. Was your consultation by phone, video, or email? (Choose one)
- b. Were there any connectivity issues? (Y/N)
 - i. If yes, please describe the issues.
- c. Have you participated in on-site reference consultations prior to the COVID-19 pandemic? (Y/N)
 - i. If yes, how did the virtual consultation compare? Do you prefer in person or virtual? Please explain.
- d. Was the consultant able to provide the information you needed remotely (i.e., by providing copies or digital images of records or pointing to records already in the National Archives Catalog)? Please explain.
- e. Overall, how satisfied were you with the advance consultation experience?
 - i. Rate 0 (Unsatisfied) to 10 (Very Satisfied)
- f. Did the consultation result in an on-site visit? (Y/N)
 - i. If no, skip to 6. Overall Experience/Additional Feedback

2. Researcher Registration

- a. Did you receive and review the orientation materials in advance or did you review the materials on-site?
- b. How satisfied were you with the researcher registration process?
 - i. Rate 0 (Unsatisfied) to 10 (Very Satisfied)

3. Records Pulls

- a. Were you able to identify the records you needed through the advance consultation process? (Y/N)
- b. Were the records pulled prior to your arrival? (Y/N)
- c. Were the correct records pulled? (Y/N)
 - i. If no, was the problem resolved? Please explain.
- d. Were you given the opportunity to pull another cart of records (time permitting) while on-site? (Y/N)
- e. How satisfied were you with the records pulls process?
 - i. Rate 0 (Unsatisfied) to 10 (Very Satisfied)

4. On-Site Visit
 - a. How many times did you research on-site during the pilot? At which location(s)?
 - b. Did you need additional visits beyond what was made available to complete your research?
5. COVID Protocols
 - a. Were expectations regarding COVID protocols clear? (Y/N)
 - b. Did you feel safe conducting on-site research? Please explain.
6. Overall Experience/Additional Feedback
 - a. Did you conduct research at the National Archives pre-COVID? (Y/N)
 - i. If yes, how did the pilot compare?
 - b. How was your overall experience during the pilot?
 - c. Do you have any other comments or feedback about the pilot?