



FEDERAL RECORDS CENTERS

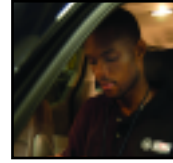
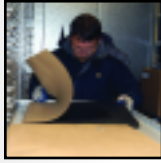
of the National Archives and Records Administration



Federal Records Centers

NARA's Federal Records Centers know your agency's records better than anyone else, because Federal records are our only business. Since 1950, we have safeguarded the nation's records, from tax returns to personnel folders, from passport applications to top-secret records. NARA's Federal Records Centers deliver top-quality records storage and servicing for America's Federal agencies.





Federal Records Centers help customers navigate the intricacies of Federal regulations to ensure that the nation's records are protected and remain available for as long as they are needed.

- We maintain facilities that are fully compliant with Federal regulations that protect records from fire, theft, pests, water damage, and natural disasters.
- We provide high-quality, cost-effective storage and servicing of records for our Federal customers.
- We use state-of-the-art technology to ensure that we will be able to continue to serve Federal agencies' needs for electronic records management in the digital era.

Key statistics about the Federal Records Centers:

- 17 facilities in 9 regions throughout the United States
- Total holdings of more than 25 million cubic feet of records
- 13 million reference requests serviced annually
- 18,000 tons of paper recycled annually (the equivalent of 300,000 trees!)
- Professional staff of Federal employees who proudly serve our Federal customers
- Serving 400 Federal agencies

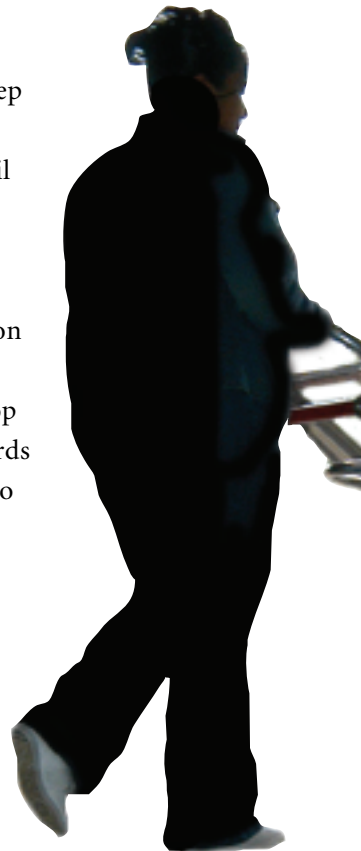


Transfer and Disposition

Whether you are transferring a single box or several truckloads of records to your Federal Records Center (FRC), you can rest assured that your records will be protected and properly handled throughout their lifecycle. FRCs accept transfers of both electronic and paper records and provide guidance for vital records storage.

Your local Federal Records Center can help you every step of the way, from before your records leave your office until they are recycled or accessioned as permanent records into the National Archives.

Transferring records is easy, and the electronic version of the SF 135 Records Transmittal and Receipt Form allows you to initiate your transfer from your desktop computer. FRCs actively help you manage your records throughout their lifecycle and will notify you prior to disposing of your records.



FRCs have provided quality storage and service for Federal agency records for more than 50 years. In addition to our regular portfolio of services, we also offer a number of special services:

- **Active File Management**

FRCs provide “back office” support to agencies seeking alternatives to in-house active file management.

- **Classified Records**

FRCs provide secure storage of your agency’s most sensitive classified records. In addition, at agency request, most FRCs can store non-National Security records in a separate vault.

- **Unscheduled Records**

Federal agencies may now transfer unscheduled records to FRCs. This gives agencies the flexibility to transfer records in a timely manner.

- **Fast Pack**

If you need assistance in preparing your records for transfer, you can leave the packing and paperwork to your local FRC staff. Fast Pack service covers preparation of the SF 135, packing of boxes, preparation of a boxed file inventory, and transportation to the records center. Free, no-obligation cost estimates are available.

- **Electronic Records**

FRCs can provide secure storage for your electronic records. See the “Electronic Services” section of this booklet for more details.



Records Retrieval

Federal Records Centers process more than 13 million reference requests for Federal agencies each year. That's more than 6,000 requests every hour! Whether you need your records this week or this minute, NARA's experienced staff will make sure that you receive your files quickly, accurately, and at a reasonable cost to your agency.

NARA's Federal Records Centers make it quick and easy to recall your agency's records.

- Submit your reference request online through the Centers Information Processing System (CIPS). CIPS speeds your reference request through the system, saving you time and money.
- Electronic versions of the OF 11 Reference Request Form allow you to e-mail your request to your local FRC right from your desktop.



- Get same-day electronic delivery of your records with FRC's SmartScan service. Your reference request is researched, scanned by records center staff, and e-mailed to you the same business day in Adobe® Portable Document Format (PDF). SmartScan eliminates outbound and return shipping costs and is therefore ideal for both small jobs and urgent requests.
- Many FRCs provide Metro Courier service for pickup and delivery of reference requests to Federal agencies in selected metropolitan areas. Metro Courier service can be provided to your agency each business day or on an as-needed basis.
- In a recent survey of FRC customers, the FRC's reference services received a 95-percent overall satisfaction rating. We are proud of the high quality of service we provide to our Federal customers.



FRCs offer training on transferring records. Classes are held at Federal Records Centers or on-site at your agency. Contact your local FRC for a training schedule.

Custom Solutions

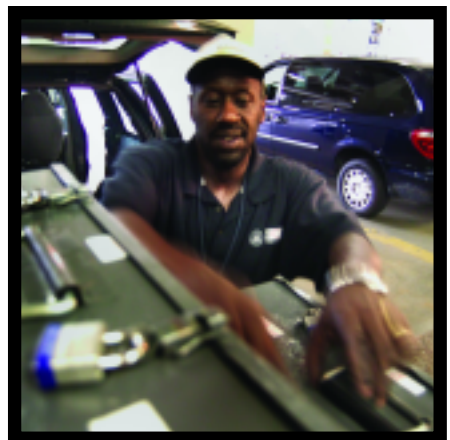
In addition to storing and servicing over 25 million cubic feet of records, NARA's Federal Records Centers can offer your agency customized services for paper and electronic records. Your local FRC can save you time, space, and money, freeing your staff to focus their efforts on your agency's mission-critical tasks.

As agencies confront shrinking budgets and downsized staff, they often need extra help documenting agency activities and preserving records according to Federal regulations. If your agency is overwhelmed by these kinds of projects, call the experts from your local Federal Records Center. We offer customized solutions to just about any records challenge.



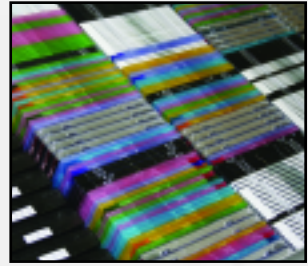
Examples of projects that FRCs have successfully undertaken for agency clients include:

- Management of active files for agency customers
- Barcoding services for large agency holdings
- Document scanning services
- Consolidation of records under court-ordered disposition freezes
- Secure storage and servicing of classified files
- Data entry services, including remote or on-site input into agency databases
- Preparation of inventories of agency holdings
- Specialized disposition services, such as disposal of fiche, film, e-media, and other documents
- Reproduction and duplication services
- Provision of on-site space at FRCs for agencies to conduct research on large collections, eliminating shipping costs
- Storage of three-dimensional objects such as evidence for case files.



Electronic Services

Federal agencies have trusted their paper records to the FRCs for more than 50 years. As an increasing number of



Federal records are produced in electronic format, the FRCs, in collaboration with NARA's Electronic Records Archives (ERA), are developing services to preserve and protect the electronic information assets of the Federal Government for as long as these records are needed.

Select FRCs currently provide the following electronic services:

- High-speed scanning services to convert large quantities of your agency's paper records into high-quality digital images.
- Same-day electronic delivery of reference requests with SmartScan (see the "Records Retrieval" section of this booklet for more details).
- Electronic media services, including storage and servicing of e-records in climate-controlled areas. Many agencies store vital records on electronic media since these records can be securely and economically stored in FRCs away from agencies' primary sites, and even out of their region.

The FRCs are currently developing new electronic services for Federal customers. Look for the following services in the near future:

- Online tracking of records through a secure, web-based interface that will allow customers to access, manage, and retrieve their agency's holdings and activity via the Internet.
- Comprehensive electronic records services, including metadata extraction, media migration, indexing, e-vital records management, and more.

Please contact the FRC Electronic Records Services Team (FERST) at ferst@nara.gov if you are interested in participating in our exciting e-records pilot projects.

Resources

It is easy to do business with the Federal Records Centers! Most agencies already have interagency agreements with us (contact your agency's records officer). For more information on any of our services, or to set up an interagency agreement, contact us at the number below, or log on to our web site to identify your agency's account representative.

Find everything you need to do business with the Federal Records Centers on our web site (www.archives.gov/frc), including forms, staff contact information, regulations, facility locations, and more.

For more information, please contact us:
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