Welcome to the National Archives
Know Your Records program!

The Know Your Records program consists of free events with up-to-date information about our holdings. Events offer opportunities for you to learn about the National Archives’ records through ongoing lectures, monthly genealogy programs, and the annual genealogy fair. Additional resources include online reference reports for genealogical research, and the newsletter Researcher News.

www.archives.gov/calendar/know-your-records
About the National Archives

The National Archives and Records Administration (NARA) is the nation's record keeper. Of all the documents and materials created in the course of business conducted by the United States Federal government, only 1%–3% are determined permanently valuable. Those valuable records are preserved and are available to you, whether you want to see if they contain clues about your family’s history, need to prove a veteran’s military service, or are researching an historical topic that interests you.

www.archives.gov/calendar/know-your-records
August 17, 2017

National Archives History Hub
Alex Champion

Alex Champion, archivist, introduces History Hub, a crowdsourcing platform for American history. Learn about this support community managed by the National Archives for researchers, citizen historians, archival professionals, and open government advocates.

www.archives.gov/calendar/know-your-records
Alex Champion is an Archivist in the Textual Processing Branch. Since coming to the National Archives in 2015, he has participated in reference and outreach activities to promote public access to history. Mr. Champion holds degrees from the University of Wisconsin-Madison in History and Libraries & Archives.
A support community for researchers, citizen historians, archival professionals, and open government advocates
Ahoy!

★Alex Champion
★alex.champion@nara.gov
Outline

1. What is History Hub?
2. Terms of Art
3. The Problem (User Perspective)
4. The Problem (Organization Perspective)
5. Examples
6. Goals

Source: https://catalog.archives.gov/id/520808
What is History Hub?

A community and a crowdsourcing platform for people interested in researching history.
It is also the result of ongoing research into how organizations communicate with and serve their audiences

→ Builds on years of experience with using this platform internally to collaborate across the National Archives and Records Administration (NARA) workforce

→ Hope is to support a melange of public service through institutional and personal collaboration
Terms of Art

➔ Records are evidence of activity
➔ Few copies made (if any)
➔ Provenance
➔ Original Order

➔ NARA is repository of government records
➔ Record Groups, Entries, Series, Accessions
➔ Retention Schedules
To archives records are...

Created/U Stored Transferred Stored Described Used

To historical researchers records are...

Evidence Synthesized Published Evidence

To genealogists, veterans, amateur historians...

Specific evidence
This platform is for everyone!
The problem
(user perspective)
Relatable real world example
How one conjures “House Hunters International” by voice

How one gets to Netflix and Pandora
But you don’t want **two** remotes

*No one* wants two remotes
How do you find out how to consolidate to one remote?
How do you find out how to consolidate to one remote?
Anyone here have a Samsung Smart TV and an Xfinity remote? I was feeling pretty handy when I got my Xfinity voice remote to control our TV and soundbar. Whee! But then I noticed that our Samsung TV remote has a button for "Smart Hub" where you can access the TV's apps (like Netflix and Pandora). I can't figure out what button I would press on my Xfinity remote to replicate what the "Smart Hub" button does on the Samsung remote. Halp? Is there some way I'm supposed to program a specific button on the Xfinity remote?
Anyone here have a Samsung Smart TV and an Xfinity remote? I was feeling pretty handy when I got my Xfinity voice remote to control our TV and soundbar. Whee! But then I noticed that our Samsung TV remote has a button for "Smart Hub" where you can access the TV's apps (like Netflix and Pandora). I can't figure out what button I would press on my Xfinity remote to replicate what the "Smart Hub" button does on the Samsung remote. Halp? Is there some way I'm supposed to program a specific button on the Xfinity remote?
Actually talk to someone? Nope

Joe H Greil: Sorry, but there doesn't appear to be any universal solution. Call their customer service for new updates.

Like · Reply · December 4, 2015 at 5:34pm
Tina Allen: Robby can probably help you tomorrow.
Like · Reply · December 4, 2015 at 5:51pm
Related, but not helpful

Emily Bronstein We have the same tv and RCN cable and we need both clickers. Sorry.
Like · Reply · December 4, 2015 at 7:19pm
The experts on this research question were not in her Facebook network.
But there MUST be a better way!
Comcast Remote Codes | Program Your Remote Control
https://www.xfinity.com/support/remotes/
Help and support with your XFINITY® Remote, select your remote control type and get the support you need to enjoy your XFINITY® TV!

Program Your XFINITY Remote for TV and Audio Control - Comcast
https://www.xfinity.com › Support › XFINITY TV
Your XFINITY remote can be programmed to control your TV and AV receiver, such as a sound bar or another audio device. If you have XFINITY X1 service, you ...

Samsung Smart TV - Xfinity Help and Support Forums - Comcast
forums.xfinity.com/t5/Non-X1-Service/Samsung-Smart-TV/td-p/2079276
Mar 16, 2014 - 10 posts
We have a Samsung 6350 Smart TV. ... The remote that we got with the box worked fine but we wanted to use a single remote so I tried programming the Xfinity remote. ... I just got the lower-level Samsung smart TV, the 5500 series LED/LCD.

Program Your Comcast Remote Control - Comcast.net
https://customer.comcast.com/remotes/
A description for this result is not available because of this site's robots.txt
Learn more
I love my XR11 voice remote and want to use it to control everything. Setup for my Samsung Smart TV and sound bar was a snap; the remote controls everything I need it to do...there's just one thing. My Samsung remote has a "Smart Hub" button that lets me access Netflix, Pandora, etc.

What button should I use on the XR11 Voice Remote to access the Smart Hub? Do I need to somehow program an individual button to replicate that function? Help!
You cannot program that, anything other than volume and power of the TV you need to use the remote that came with the TV when you bought it.

John is correct. While it's nice that the XR11 can be programmed for power and volume of your other devices (most of the time), it is not a true universal remote that can be programmed to do everything that you need.
< / sad trombone >
But!

- She asked a **specific research question**
- She got an **answer within hours**
- People who are knowledgeable (**“citizen experts”**) helped her
- The **answer is now searchable online to anyone** with a similar research question
History Hub is powered by the same platform as the Apple Support Community

(Which I know none of us have EVER used.)
not getting **any** answer...

*And you've got to ask yourself, if no one on the internet wants a piece of this, just how far from the pack have you strayed?*
The problem

(organization perspective)
NARA answers questions on a 1x1 basis (e-mail, phone, consult)

About 36,000 research questions came through our website in the last 6 months
We answer similar questions again and again
We answer the same questions differently, depending on the staffer who responds.
We can’t fully answer the question, because the answer likely lies in another institution.
Our solution...

✓ A platform where people can get answers from multiple institutions

✓ ...and a community of citizen experts

✓ A knowledge-base that scales and improves in quality over time
How might this model work for cultural institutions and the public???
Researcher buy-in

- Phoning or E-mailing, canned answers
- Findable online with some digging or a book, periodical
- Straightforward online search
- Submitting inquiry to reference staff
- Watching a Know Your Records presentation
- Visiting National Archives facility
- Answer may not exist
Common Reasons to ask for help

People aren’t sure how to start their research
Common Reasons to ask for help

People run into a dead end
HOW CAN WE HELP?

Type your question

Submit
Hello,

Starting from the assumption that every soldier had a picture taken during training I am trying to find some of these holdings. These may have been kept in the archives of the Depot Brigades Camps, or donated to libraries or newspapers (the Boston Globe has some), or transferred to archives or simply lost. I would really appreciate someone’s help in this. I live in the Chicago area.

Luca
Oops…meant “FOLD3”

Joseph Keefe  Sep 22, 2016 9:16 AM  (in response to Luca Angeli)

Re: World War 1 Soldier Pictures?

FOLD# has WWI panoramic photographs of individual units and also The National WWI Museum WWI Portrait photos
Daniel Vincent  May 3, 2017 9:04 PM

help getting a picture of a soldier during WW 1

This question is Not Answered.

I am helping a close friend get a picture of his father. We are researching William Lewis Taylor stationed at Camp Meade, MD during WW 1 from 28 April 1918 to 6 November 1918. His serial number is 2712391

I have the same question (0)

Jonathan Deiss  May 9, 2017 11:35 AM  (in response to Daniel Vincent)

Re: help getting a picture of a soldier during WW 1

The Army probably did photograph soldiers as part of the identification process, along with fingerprints and body charts; however it is my experience that those files did not survive. I know that the AGO 'Clinical Records', as these were called from the period between 1885 and 1912, were 'disposed' by NARA sometime in the 1950s. Similar records for the WW1 period may or may not have become part of the soldier's personnel files, which are currently in St Louis, and if they did keep them, many were probably lost in the 1973 fire.

So, the chances of locating a photo of any specific soldier are very very slim. If you know the unit in which he served, it is more likely that you may locate a photo of his military unit, or of a base, camp or fort, etc.
Mr. Vincent,

There are three ways to obtain a copy of Mr. Taylor’s photograph if it exists within our holdings. Firstly I’d recommend the Still Pictures Branch at the National Archives in College Park, MD. They can be reached at stillpix@nara.gov and will give you a response in a matter of weeks. Simply give the information you have shared with History Hub plus anything else you know that can place him.

We caution you however that, except for the most famous personalities, it is very unusual for the Still Pictures Branch to have photos of specific soldiers or even groups of named soldiers in our holdings from this period.

If Still Pictures is unable to locate what you seek, a second option is to contact the museum at Mr. Taylor’s basic-training post and ask them for assistance. They may have yearbooks they can scan.

If you do not know his basic training post, this information can be obtained through the e VetRecs portal here https://vetrecs.archives.gov/VeteranRequest/home.html and the National Personnel Records Center in St. Louis will respond. You may also request his DA-20 form or its equivalent, which would detail Mr. Taylor’s postings, by printing, filling out, and sending a copy of the SF 180, which is available here https://www.archives.gov/files/research/orders/standard-form-180.pdf. In Section II, Information and/or Documents Requested, check the box for “Other” and write in “DA-20.” I’d recommend using the e VetRecs method since your request will be given a tracking number and may get processed more quickly.

The third option is to contact the National Archives’ St. Louis branch, which is distinct from the National Personnel Records Center mentioned above. Simply fill out an SF 180 and write “Photograph” on the Section III/Other line and e-mail it to stl@archives.nara.gov and their reference staff will check their holdings.

Unfortunately the 1973 National Personnel Records Center fire destroyed an estimated 80% of army personnel records between 1912 and 1960. We hope this does not discourage you from trying.

3 of 3 people found this helpful
How can I find a picture of my civil war ancestors

This question is Not Answered.

How can I find a picture of my civil war ancestor
Dear Lori,

There are several reasons it might be difficult for you to find a photograph of a specific individual from the Civil War era. Many records of all sorts have been lost or damaged over time, and photography was just in its infancy in the 1860s. That being said, we’ve outlined a few suggestions here.

If you’re just getting started with Civil War research, we recommend that you explore the National Archives website that details the kinds of records we hold: Civil War | National Archives.

Also, if you have questions about the photographic holdings of the National Archives, you can contact the Still Pictures Reference Branch at stillpix@nara.gov, and you can find a guide to their records here: Guide to the Still Picture Branch Holdings | National Archives.

In order to find information about your ancestor, you might consider using the National Park Service’s Soldiers and Sailors Database - The Civil War (U.S. National Park Service). Ancestry also has many U.S. Civil War Records | Ancestry. You can access both Ancestry and Fold3 (which is owned by Ancestry) for free at any National Archives facility. To find a National Archives location near you, see our webpage: Visit Us | National Archives. For more information about these services, see this webpage: Online Databases | National Archives.

Additionally, the Library of Congress also has a collection of Portraits of Named Civil War Enlisted Men. You can find out more on their website: https://www.loc.gov/rr/print/list/233_cwsoldiers.html.

Good luck with your search, and let us know what you find!
Walter Bloem visited Coolidge in 1926 or 27. Are there any records of this visit?

This question is Not Answered.

Walter Bloem, a German writer, soldier and adventurer, visited then President Calvin Coolidge in 1926 or 27. Are there any records of photos of this visit?
Re: Walter Bloem visited Coolidge in 1926 or 27. Are there any records of this visit?

Peter Thanks for the question.

It's possible that a record of Bloem's visit exists somewhere. However, the papers of Calvin Coolidge and their history highlight the importance of what Franklin Roosevelt would later do in establishing a Presidential library for the American people.

Coolidge was well known for his privacy and reserve. According to the provenance note on the Index for the Calvin Coolidge Papers at the Library of Congress, Coolidge had no intention of saving his personal papers. Grace Coolidge wrote in 1953 that her husband had destroyed all of his "personal" papers. Much of what we might know or discover about his administration, or his opinion on issues of domestic and foreign policy, was lost.

Coolidge did give some of his papers to the Forbes Library in Northampton, MA. These papers relate to when he was Massachusetts governor and Vice President. There are some correspondence files from his time as President as well. Perhaps they might have some information related to Walter Bloem. Calvin Coolidge Presidential Library and Museum | Forbes Library

The Calvin Coolidge Papers at the Library of Congress, the larger collection of Coolidge papers, are primarily correspondence files left at the White House after the end of the administration. There is a fairly comprehensive index of names. A link to the collection can be found here: https://lcsc.loc.gov/mm79016741

Since Coolidge destroyed so many of his papers it might also be worthwhile while examining the papers of Edward T. Clarke, also at the Library of Congress, who was Coolidge's personal secretary for a number of years.

Questions about the Coolidge Papers and other materials at the Library of Congress can be asked here Manuscript Reading Room - Ask a Librarian (Library of Congress)
Where might I find a list(s) of those men who worked on the construction of the Eads Bridge, St. Louis?

This question is Not Answered.

I am interested in the construction of the Eads Bridge, St. Louis, specifically the men hired to construct the bridge.
Van Zbinden  May 18, 2016 9:50 AM  (in response to Lynn Alex)

Re: Where might I find a list(s) of those men who worked on the construction of the Eads Bridge, St. Louis?

While not exactly an answer to your question—and you may already be very familiar with this resource—the Historic American Engineering Record has two surveys of the Eads Bridge. The bridge is a National Historic Landmark as such it was extensively documented. The photographs and the document pages are pretty interesting.

Search Results: "Eads Bridge" - Prints & Photographs Online Catalog (Library of Congress)
She certainly did her... HOMEWORK!
I'm doing background research for a novel about OSI. I'm trying to figure out if any of the "biographical" records from the Berlin Document Center were among the records microfilmed onsite between 1968-1972 (it looks like some were, judging by images I've found on the axishistory forums, but I've also found articles and books that refuted this idea.) If so, how far did they get in the alphabet? If not, when were they microfilmed? Was it only in 1994, before it was transferred back to German custody?
How can we access the OCR text that is "behind the scenes" of the digital objects?

This question is Not Answered.

I am transcribing documents in the State Dept Numerical Files 1906-1910 which are in the catalog as digitized microfilm images. I did an advanced search ("buffalo new york") (RG59) and filter 'archival desc with digital objects.' This result list includes "Numerical File: 3747-3764", NAID: 19510440 Box 9, M862 Roll 347. Then I click on the link and it brings the first image of the 839 images. How can I find the image(s) that corresponds with my search term (buffalo new york)? I guess there is some OCR function operating in the background. Can I see the OCR generated text?
Small part of a very nerdy back and forth
Stop answering the same question over and over

Network effects
We are looking for partners to test the model

- Smithsonian Institution
- Library of Congress
What are our goals?

- Facilitate research and connect new audiences or promote lesser-known collections
- Enable contributions from the public and from subject matter experts (of all stripes), increasing knowledge base
- Improve customer service for an audience accustomed to getting answers quickly
- Decrease workload (over time) by increasing transparency
How to begin?

✓ Visit history.gov
✓ Register to create a user account
✓ Ask or answer a question
Existing Communities

<table>
<thead>
<tr>
<th>Place</th>
<th>Latest activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genealogists</td>
<td>6 hours ago</td>
</tr>
<tr>
<td>Researchers Help</td>
<td>1 day ago</td>
</tr>
<tr>
<td>Military Records</td>
<td>7 hours ago</td>
</tr>
<tr>
<td>Open Government</td>
<td></td>
</tr>
<tr>
<td>Share Your Research</td>
<td>16 hours ago</td>
</tr>
<tr>
<td>Technical Help and Support</td>
<td>4 days ago</td>
</tr>
<tr>
<td>Educators and Librarians</td>
<td></td>
</tr>
<tr>
<td>Remembering World War 1</td>
<td>1 day ago</td>
</tr>
<tr>
<td>African American Records</td>
<td>3 weeks ago</td>
</tr>
<tr>
<td>Legislative Records</td>
<td>1 month ago</td>
</tr>
<tr>
<td>American Indian Records</td>
<td>2 weeks ago</td>
</tr>
<tr>
<td>Presidential Records</td>
<td>4 days ago</td>
</tr>
<tr>
<td>Transcribers</td>
<td>2 weeks ago</td>
</tr>
</tbody>
</table>
This platform is for everyone!
Join us!
historyhub@nara.gov
Thank you for attending!

If we did not get to your question, you may submit it to inquire@nara.gov

Today’s video recording and materials will remain available at www.archives.gov/calendar/know-your-records