

## 5/4 Morning Session:

The session started at 10:30 with comments by staff and the meeting opened up then to a Q&A. The meeting concluded by noon with a tour of the third floor spaces designated for NARA.

Q (Jordan Auslander): I was looking at the inventory of what records will remain, what we're going to lose, what will be donated and of course that raises questions—donated to whom?

I realized that I'd been just dealing with the tip of the iceberg. My god, you folks have the investigation of the torpedo bombers that disappeared over the Bermuda triangle. You have an incredible—this has always been an incredible resource. I have been using it as a professional. Sometimes as a scholar. I feel that this move will become a great shop front at the expense of the stockroom. I realize a lot of the resources are off-site already and that there is—we're going to be loo—as I understand from Roger Joslyn's letter that the storage space, while much improved in terms of humidity, preservation and the like, is going from approximately 20,000 sq feet to 5,000 sq feet.

Certain things, we'll be able to get naturalizations certified the same day and all that, but it's sort of analogous to the Museum of the American Indian, when they from 155<sup>th</sup> street here, they could only show a small fraction of their holdings, and now here it's sort of reversed. What we're trading—there are tradeoffs in every move. We got accessibility here, when you moved from Bayonne, I mean a quantum leap in accessibility. This location is terrific. I'm a big fan of Cass Gilbert, and this architecture. It's a showcase. We're at a spot close to where about 80% of the immigrants to the U.S. first set foot. But. Again. And I understand the economic realities, I mean, McKelden Smith can tell you the heartbreak they went through, the New York Genealogical and Biographical Society. We need to explore alternatives to keep what can't be fit here in a secure facility within a day's range. Brooklyn, Stapleton, I'm sure there are many options, even, potentially, the World Trade Center Site, eventually. You can't have just a glitzy shop front and nothing, and everything's going to be on back order. There are certain things; I understand there's an amount of triage. I will need to get documents certified on the same day but then looking at what's available here, my god, you -- save people a trip to Waltham, to Pittsfield, to Washington, to Philadelphia. New York deserves a world-class facility, and I think every effort should be made to make sure that this facility, while looking great, also has the capability to service every variety of user who would come in here. You're going to bring in so many people because of your proximity to Ellis Island. I see a lot of cross-pollination opportunities, there's a synergy with the other facilities. You're walking distance now from the Municipal Archives. We go back and forth, the Municipal Archives does not have Internet access, so that's going to be a boon for most researchers. Anyway. Those are my primary concerns, I'm sure they'll be addressed in the next 18 months, but please don't—I mean, we gained

from Kansas to Philly but we've got to make the jump from Philly to the commuting distance of this area. Now I'll hand this off to the next person.

Diane Le Blanc: Any staff ...want to respond?

Tom Mills: Well, I mean, we've heard that many times. And we did look very carefully around the regions to try and identify an off-site storage location. We believe that we can address all of your concerns through this collaboration with the Mid-Atlantic Region, which is why V. is here. The staff of the two entities have been talking together for almost a year now developing protocols for how we're going to meet the research needs of all the people who now come to Varick and will be coming to the Customs House. We hear you, we're going to continue working on that, and that is one of our highest priorities.

Diane: I may have misheard, but I think you said 5,000 square feet here?

Q: what I had said is that the storage facility –the outside storage—is going from 20,000 to about 5,000 square feet. Is that...

Diane: Actually, no. The square footage is much larger than 5,000 sq feet. I don't know what the exact square footage is. Dave?

Dave: Yeah, I think there's been a lot of misinformation as far as what's out there is to bring approximately 5300 cubic feet of records here which would obviously be stored in a much larger square footage area. The other thing I've seen and it's in our FAQs, is that the public space for everybody in this room will be much larger than what we have here at Varick Street. More public access computers, more public space, more research space, so just to clarify some of the items that are out there and I know people don't always spend time checking all the FAQs, that's why these meetings are so important but from a public standpoint, the space will be significantly better here than we have at Varick Street even with the improvements that were done at Varick Street a few years ago.

Q: If I could just add to that, I'm also going by your own tentative assessment of what records would be retained and what would be deaccessioned, if you will, and then there's the additional question of certain things to be donated. To whom are you considering donating? I know that's an ongoing process and I'd like to be kept informed of that.

Nancy Shader: I think it's important that records, that original textual records, we're not donating or deaccessioning any textual records. I think you're referring to microfilm publications. Which is different. So I just wanted to make sure we're all clear on that. No original records are going to be donated to anyone or deaccessioned. The microfilm, though, we are looking at a wide range of options.

Q (Leslie Corn): A major concern that I have is that the National Archives will drive its decisions about records to keep based on what commercial companies are doing. I would hate to see that happen. If you're going to rely on Internet access to records that Footnote provides or Ancestry provides, that is a concern. If the staff has based its list, its primary list, its initial list, on how they're serving the public, that doesn't take into account those of us who are regulars, who know our way around, and don't have to ask, and the staff doesn't know. What I would like to propose is that those of us who are regulars, and anyone else who wants to contribute recommends records that we want to have kept here, and put together a list for you.

Nancy: And that's definitely why we're doing this, is we want to hear from the widest cross-users of what you think we should keep. Again, that's why it was a preliminary list developed by staff. Very preliminary.

Leslie (inaudible—no mike): I'm talking about a big list... suggestions...

Nancy: Ok.

Q (Gail Adler) : I spoke to Diane about this. When I called Horace. A couple of concerns. As far as storage, people from the Navy Yard, people might not know how big that Navy Yard is, I do, I grew up down there. My parents lived on Ashland and Myrtle Avenues. That Navy Yard is huge. Huge. It goes all the way. So why not find some room there for storage? Partnership? As I say, it is huge. They built ships during World War II. It is huge. There has to be someplace there for storage. That's concern number one. Concern number two. Being a New Yorker, I needed something, I could get it from off-site. I came in, I requested it, but I'm a New Yorker. They tell me when it's going to be ready, I had to come in, take off a day from work, but that wasn't the main problem, and you know, come in and do it. But I'm a New Yorker. A lot of people coming in aren't New Yorkers. And they may not know what's here and what they can get, and they have to request it, it has to come in. Did it take long? I honestly don't remember. Did I get everything I requested? Absolutely, yes. That's two. Three, you're near Ellis Island. Ellis Island's website is not user-friendly. If anyone is here from Ellis, you're not user-friendly. Stephen Morse is user friendly. Extremely user-friendly. You need an e-mail and an ID number. And a PIN number. So you can get in and use it. Because, if you get into it, I have an e-mail which I hate and never read, so I don't give out the e-mail address. But that's with Stephen Morse. You are so close to Ellis. People are going to want to come in, and get the records. I couldn't find my records on Stephen Morse. I couldn't find them on Ellis either. They came in through the United States. Ancestry did not have it. It was thanks to Carol Savo and thanks to Joanie Young that I was able to find my family on the microfilm coming into the country. When I hit a snag, Stewie, who is a volunteer, people who work know Stewie, "Gail, go back to the microfilm, go and look it up." That is what you need to take. You need to take the manifests. The microfilm manifests.

There is nothing like it. And as far as 42<sup>nd</sup> street library goes, yes, they do have the manifests, But, they are not user-friendly, and the machines for copying 'em, are from hunger (?). I know, I've done it, you have to do half. And then you have to do the other half. Horrible. NARA machines are much better, you do it all in one fell swoop, you can make it bigger, you can make it smaller, it's wonderful. And there is nothing in this world like the thrill of seeing the original manifest. That's one of my things that you must take with you. The other thing, that's the microfilm, the indexes, and everything that goes with it. As well as All Naturalization. Because if people are coming to New York and they need to get a passport, they need their naturalization, and they need it certified. And if I think of anything else, I'll let you know.

Tom: Thank you.

Diane: Thank you. We're going to go to Elliott.

Q (Elliott Colchamiro) : Thank you. In the two years that I've been a volunteer I've come to recognize three type of individuals relative to this issue. There are, of course, the professionals, the genealogists, the scholars, who know all about the archives. The terminology I've heard here, much of it I don't even recognize. That's not quite true.

Second type of individual. People who are seeking their own personal genealogical history. They've taken the time and trouble to find the archives, to locate the archives, go through security on Varick Street.

And the third type of individual. Who not only don't know where the archives are, don't even know what the archives are. As a volunteer, I've told so many people I'm volunteering with the National Archives and they've said, "Oh, what's that?"

The location here will have a tremendous impact on those people who haven't a clue that the government has a National Archives. It will allow people who walk through the door to see the Museum of Indians to learn, oh, there's a National Archives. That's to me, a tremendous reason for the move to this location. That's a very important reason, to make the public know of this important work that is being done here. That's what I think.

Q (Don Eckerle) : Estelle had made a great suggestion that we publish, possibly online, a list of what your holdings are. There's a lot of stuff there that people don't that you have.

Nancy: Apparently, we are just learning this now as we compile this list, all the microfilm publications are online, on order online, and you can search by locations. So you can say, New York City, what microfilm publications you have, and you can see a complete list. Just as an FYI. But we are going to be putting this online, to get this kind of feedback, so you can see, both the microfilm publication and the original records that we have.

Q: If you could at least indicate on the online lists which were the one that you're currently thinking about taking and which you are not, that kind of thing that's in this book, I think this would be very helpful.

Nancy: What you're --the book--and the book is available at our facility. Here's a copy. This is the binder that has the draft lists, we are eventually going to make this available and it will clearly indicate what's our preliminary come with us, what's our preliminary off-site, so we can get this kind of feedback.

Q: It's hard to give it to you in one sitting--

Nancy: Of course.

Q: I think copies of this list, if it could be made available to the attendees, because I think these are people who are concerned, they turned out, and you'll get feedback from them. I'd hate to see the Archives turn from a serious research facility into just a, you know, let's get the public, you know, the folks who come from Ellis Island and then stop by here, I think that's nice, I think that will probably increase your universe at some point, but I think there's a lot of stuff in here that a serious researcher would be interested in looking at, the turnaround time, I know there are off-site storage facilities in New York that have some things and you have to request it a week in advance. And you don't know that you have to request it a week in advance until you get there, what the time frame is that they send somebody out for their offsite facility. So I think, yeah, you've got a year and a half before the move takes place. I would hope that at least part of that time you spend looking for some off-site facility. It's possible that stuff like the Weather Bureau's records are something that you can ship far away, and no one will ever ask for it, except someone from the Weather Bureau. But for some of the other things, having them nearby at least, even if you can't have them all physically in this building, although I wish you could, but at least if they were within 24 hours access, so that if you did have somebody coming from out of town that just happened to learn about the archive and then come here, and learn what they wanted was unavailable, they won't miss it just because they picked the wrong day...

Q: Yeah, I'm gonna take off of, continue what Estelle was pointing out, and I just want to point out that we live in a modern era, when it potentially could be as easy to get something as we do now, we request something and someone goes into the back room and comes out with a copy of it. Well if that back room is in Northeastern Philadelphia, there's no reason in this day and age that a dedicated staffer to serve the New York Archives, located in Northeast Philadelphia could not on the spot, pull that record, scan it, and send it electronically to NARA in this building, and we could have access to those records on the same basis, essentially, that we're getting them now. So I would look forward to that type of system, one which would maintain things, potentially, just about as they are now.

Tom: We will definitely have that capacity. Did everybody hear that, we will definitely have the capacity to scan on demand. We already do it for Federal agencies, so we can implement that immediately.

Q: I think scanning and digitization are critical, just having come back from Salt Lake City, you've gotta see what the Mormons have done out at the Family History Library there. They have many, many records scanned now and you can sit at their computer and you're looking at the microfilm and for 5 cents you can get a copy. They also have a new scanning device that when you put a film up, it can darken it, it can lighten it, you can get a copy on your flash drive, or you can get it for 5 cents on your copy machine, and it's state of the art. And you ought to look up what Harvard University is doing, because for publications, they're scanning all of their publications and their archival material, and what you can do is you can order a book and pay \$8, and in 5 minutes you got the whole book.

Nancy: Yeah, I think designing the brick and mortar is a great opportunity to look into technology and building in the infrastructure to kind of support these kinds of things, and we're definitely keeping that in mind.

Q: I have a comment and a question. I'd like to add to the list of things which Gail mentioned, the census indexes for all the states on microfilm, I think that's very important, I think that's sometimes where Ancestry leaves us all in the dark. My comment, is, my question is, will there be a way to request online off-site material?

Nancy: Yes, and part of what our mission, and it's Dorothy's mission, is to educate that—contact us first, so that you can make sure what we have. So even if you're only in the city for one day, we will have what you need the day you're here. So we're definitely going to educate people to let them know, everything is not on site, and to contact us via e-mail, phone call, and we will follow up with you to make sure we can provide access.

Dorothy: Yeah, and I would just add to that that we realize that a lot of our processes will be changing, once we move down here, and these are things that we're investigating, how it will work. So we definitely appreciate the comment.

Q (Andrea Ramsey): Yes, my name is Andrea Ramsey, and I was wondering, will textual materials be available say on the Saturday that you're open, or will you be open on a Saturday? Because I know now they're only available during the week.

Nancy: Our plan is to be open on Saturday. Regarding access to textual, we haven't ironed out all that out, but that's definitely on the table.

Q: It's my understanding that the photographs, that the archive, that my archive has been scanning is going to be off-site, and I just wanted to verify that they would be available to be brought back upon our request, a box at a time, as we've been doing, we have a box for a

few visits, to scan it, and then when we're done, at the end of the week, we can request and we'll be able to have one here? Ok, I just wanted to verify that.

Nancy: The project they're doing is a great example. The Brooklyn Navy Yard Photos, they know in advance they're going to look at so many boxes, we can make sure they're available on-site, and we currently do that for records off-site. We had 6 attorneys, and their paralegals, looking at this very large court case that was off-site, we coordinated with them to make sure what they needed was available, and before we got to the end of the big run of boxes we ordered the next run, so for them it was seamless, because they were able to see everything that they needed to see. So we would do the same thing with any ongoing or long-term project.

Q: You said the conversations about the move had been going on for 5 years, and the customers are being involved in the last 18 months. Now the professionals are going to show up at the very first opportunity and are going to be very clear about what they want, but I have a concern about the others, the general users, the hobbyists, the people who are beginning to get interested, and I would encourage you to survey local genealogical and historical societies in this region, who in turn could survey their members about what they use most frequently, and what their major concerns are about accessibility at their facility.

Diane: Anybody else.

Q: Something I forgot. In looking at Salt Lake City, and also NARA when I worked there, used to have a welcome beginner's workshop. And if you go to the Family History Library, and you're a beginner, you go to the Getting Started workshop, and you wear a badge that day that you're a beginner, so that the staff know that so that they can handle you better, but when I worked at NARA, we also had a room where we used to give Getting Started lectures to people, so they understand how to use the records and where they are, and what's not there, and also how to use the finding aids. I think that's very critical, how to use the finding aids.

Dorothy: Diane, I just want to respond to that. We do do beginner workshops to groups on request, but we haven't been able to justify the staffing for the trickle of people that come in on a daily basis, or even on a weekly basis, so we've been relying on our volunteers, but, it's a great comment, and once we are down here we do expect to have that hands-on training, not only because we'll have dedicated space but because we'll have extra public access computers so people can follow along with us when we are referencing subscription services like Ancestry and Footnote. And so on.

Q (JA): I just wanted to add as well. Like Ellis Island, this community will be a gateway. With the new location, with the other facilities, you're going to get a lot of spontaneous people walking in. The nightmare scenario is that these people walk in, they learn

something about the facility, want a document, and then, oh, you'll have to come back tomorrow. But I'm only in town for a day. So many of us, the professionals or whatever, while waiting for documents at other facilities, we've experienced that. To give an example, at the Municipal Archives, someone walks in, and they say oh, We have Marilyn Monroe's will, right upstairs on the 4<sup>th</sup> floor. You can walk in and take a look at it. These people, if you're going to cultivate a new audience, and make this facility grow and thrive, you've got to not just think of what are the big-ticket items that people are going to come in for, but things that are a little off-beat. You know, I was amazed that the Bermuda Triangle records are there, these things that I did not know existed until I went through the inventory. I realize it's on the Net. I'm a hard copy kind of guy. I had to go into your Textual Research Room, sign for something, couldn't, had to surrender my pen and all that, just to leaf through your potential inventory of what stays and what goes. It's got to be—you've a got to reach out, and make this less intimidating for those who are not as devoted, professionally or scholarly or whatever. If this facility is to grow and thrive.

Dorothy: And I'll just add to that, quickly, Jordan, we have been meeting with the Smithsonian and the Ellis folk to talk about their numbers and how the flow of traffic goes, we are well aware and we are concerned about meeting that new audience. So those are things we are discussing.

Diane: I'd like to say just a little bit more about our preliminary list, since, some of the staff have already talked about the list, and how we get to where we are today. You first heard that our staff prepared their preliminary list based upon their experiences working with the researchers. We then had a conversation with our volunteers, and we invited our volunteers in to come in and to look at the list, and to provide feedback. We then wrote to those customers who currently visit us at least twice a month, so they each got a letter telling them that the preliminary lists were available, and asking them the next time you're in, please take some time and take a look. We recognize that that's not the most convenient for everyone. And we do plan to post these to our website, and we had come up with a date of June 1<sup>st</sup>, and the reason that we came up with the date of June 1<sup>st</sup> is because these lists truly are preliminary. We need to process the information we get from our volunteers. We need to process the information we get from those customers who come directly to do research on a regular basis. After we process that information, we need to process the information we receive today. That will all inform our new and updated preliminary list that then will be posted, and again the plan was June 1<sup>st</sup>. We hesitated to share it electronically, because we all know how misinformation gets out there. I can't tell you how many calls I have received, or how many communications I have received, saying the National Archives is closing. We're not closing, we're moving 2 miles down the street. So that's just a little bit more about the list, and again, we can't emphasize enough that they are preliminary lists. Who's next?

Tom: Diane, also, J, Jordan sorry, had mentioned about what we consider quote treasure records available? That was taken into account on the list. The expectation is that we have a group of records we call treasures that have high public intrinsic value for public interest. Those will be moving to the new location. And as we find additional materials, as you just discussed, those will be added to that group of records.

Dorothy: And we will be displaying some originals, so people can come up and just see what we have.

Q (Gail): Me again. Sorry about this. I am not a computer person. I have a computer in the home, I stay away from it. I'll go to the library—I'm terrified of shutting down the system. I've done it, so. I don't want to do it again. Anyway, but I have found mistakes on Ancestry. And I don't have a clue when I find a mistake, I say, all right, I need the microfilm, and I do it. It's there for me to do. And I find out, I say, all right, let's see what Ancestry did. How do you correct Ancestry? I'm just a regular—I'm not a professional, I'm just me. I've done over 50 families, I've done extended families of myself, I have one friend of mine, I got him all the way back to Charlemagne, I have done that, I'm interested in the research, how do you correct a giant like Ancestry.com and tell them, hey you messed up here? What do you do?

Nancy: Well, we do talk to Ancestry, if staff notices problems. So if you find things, you really should let staff know, just let the person at the front desk know, if you're there, or send us an e-mail. Oh, I'm sorry, you can write it!

(inaudible from the audience)

But if you contact us, they want to digitize more of our stuff, so I can tell the gentleman who's coming to me saying, "I want to digitize this", and I say, "That's wonderful, but you know how you could really help me is update this index that we're getting feedback from our users, is not the best." SO we're in a position to help correct. And they want to do it correctly, because they want you to continue to subscribe. So it's in their best interest to do this. So we can act as kind of this bridge. So feel free at any time.

Q (Gail): Will they come back and take pictures too...(inaudible)... not right...? (31:10)

A: That I can't speak to, I would have to talk to them about their process, and how they do that. But we could find out.

Q: I'm Mary Cameron again. I'll give you an example of what currently could be done. We had a speaker come up to Cos Cob library who spoke about Customs Records. And my husband had a grand-uncle who worked for the Customs. I was able to go to the National Archives because suddenly I was aware those records existed, and they put me in a room, with the whole thing, and gloves, and everything, but they brought me the books, and I was able to trace his work experience, from 1918, his salary, his position names, his increases,

during the Depression, his decreases in salary, because there must have been a general decrease with everyone, all the way until 1948 at which time he died. And those records were invaluable. To the world? I don't know. For me, they were invaluable. So I hope records like that will be available. Thank you.

Q: I would like to know if there will be an increase or decrease in the staff.

Tom: Nancy asks me that all the time. And it's a good question. We do have a proposal in to make sure that we have sufficient staff to respond to what we expect the traffic will be in this new facility. The federal process requires that we go through the usual budget request process but we are working on that.

Diane: And I know that some of you have expressed to me personally your deep appreciation for many of our current staff members, and the heads are nodding, and a concern about whether because some records might be going off site, if our New York staff, were in jeopardy of losing their job. And the answer to that question is no. No New York staff members will be losing their positions, they are all coming with us to the Custom House unless of course they choose to retire, and that we have no control over. Who else? I was waiting. OK Roger.

Nancy: Also, real quick, the lovely Elizabeth in the back, was specifically hired to be in New York until we move, and she's going to Philadelphia with our records. So she was a new hire, so that's an example of thinking about... Elizabeth's going. But she knew that before she joined us.

Q (Roger Joslyn): I think it's very clear here, that, well, one thing that's maybe not clear, but I think that it shouldn't be necessary that the archives, the regions, such as this, have to justify their existence by the numbers of users, patrons coming in, and so forth. They should exist regardless of that. However, and I think Lesley said this, I think that we have long had, and many other people have said they have had a wonderful relationship using and coming to the archives and enjoying its records, and dealing with staff and other researchers and so forth. So we would all want, as Estelle said, New York to be the best that it can be. And I think in terms of that, with what we would hope to be new patrons, as a result of the location, because of easier access, the connection with Ellis Island, I'm not saying anything new here. And perhaps, because you haven't really been able to crunch the numbers and determine you know, from the new wave of interest that we think is coming from Faces of America and Who Do You Think You Are, the latter of which, if you don't know, has been renewed for 2 more seasons, and we hope will continue to generate some interest, even though they've got a lot of problems with the way that they present what people do when they are researching family history, or even something related in other types of records whether it's torpedoes in the Bermuda Triangle, I'm not sure what that's all about. But, what I see as a concern, and I see this in other facilities as well, and I've

certainly spoken to Dorothy and to other people about that are well aware of it, but I think that if we're allowed as I'm hearing to become part of the solution rather than just those pesky researchers, that this is where we can really help. I think as Jordan said and another person said, someone coming in say from the Ellis Island boat, or they get wind of this through Who Do You Think You Are?, which needs more exposure of Archives connections, they can easily be frustrated. A busy staff person, there's other things going on, says, oh, we have Ancestry over there on the computers, and the person goes over and they try to find John Smith and they get frustrated in 10 minutes. And there isn't a volunteer available, I'm just giving worst-case scenario. One of the things that I see for the Archives as very important is that you try and be as much of one-stop shopping as possible. I know that is not possible. There are other facilities for all the other things that people would use for tracing whatever their subject matter is, whether it's family history or something else. But, many of the materials that are slated to go into storage or to be donated are complementary to what is online, and I think that can't be stressed enough. There's a lot of attitude out there these days, and I'm sure many in the room have had many experiences in other types of facilities, it's online, that's the future, that's where it is, and we don't need the backup anymore. No one comes into the library to get Wuthering Heights anymore because they can get it for their ebooks or whatever, so we can get rid of that book. Those of us who have had long experience with research know what these backup situations are. If you can't find something online, and you walk away, and there is something else that might find that record that you might find online, and if the Archives has it right then and there, or if the person can be persuaded to come in the next day when you can pull it from North Philly or whatever, I think that's a very important point that you want to capture, because we want to see the next generation of what we do be as good as we are, and better, and come away with a wonderful good feeling about the Archives. They found it here, they got good help, they're gonna come back, they're gonna become a regular, they're gonna become a volunteer, eventually down the line they may even be giving classes, you know, lecturing to help future generations.

Diane: Who else?

Q: I just have one very simple, direct question. Are you keeping the naturalizations? Eastern, Southern, and Western? That's it.

Nancy: Yes.

Q: Thank you. Now I'm happy. And I can go home.

Nancy: Ok.

Jennifer Nelson: I've worked at the Archives now for about 19 years, through the various functions of the lifecycle, I can tell you, and including working with our website, it's a

common experience throughout all of our locations in NARA and the Presidential Libraries as well, that a natural part of the exploration process where someone comes in and where they have very clear expectations of what they want to see or they're just exploring, that a good portion of the time they don't actually get the specific thing that they were hoping to get because maybe they're looking for a needle in a haystack or maybe they don't have enough time, or maybe they need some more information. But what we do hear back regularly from our visitors is that even if they don't find exactly the thing they're looking for, they find something else that was unexpected, that does exactly what we've been talking about here, keeps them engaged, keeps them coming back, so I just wanted to assure you that our staff, our expert staff, work very hard to identify records, to get to know people's needs, and to show them something that they will value. So I wanted to just offer that comment.

Q (Leslie Corn): A comment and question. The comment is, I know it's not the time to get into specifics about individual types of records, but I'd like to use this as an example that might go beyond the particular record, and that's the World War II draft cards. As those of us know who've worked with them, there are attachments. Ancestry did not scan the attachments, so if someone's looking online, they do not get something that could be hugely valuable to you, and that's something I want to mention as, to bear in mind, as you decide which records you want to take and which ones you don't. The question is about certifications. Could you please tell us something about the process of how certificate-cert— I'm a professional! How doing certifications of documents will take place.

Nancy: We will continue to certify documents regardless of their location because the certification is just the process that a National Archives employee is certifying this is an accurate copy of, be it the textual record or the microfilm. So whether the record is stored off-site or on-site, we can continue to certify. If it's a rush, and it's off-site, we have a couple of options. One of them is the digitizing on demand. We could have that sent to us electronically, we print it out in New York, we put a certified seal on it, boom, you've got your certified copy. So—we—that is absolutely an option. If you've got your entire court case certified, well that was going to take a little time anyway, because we have to photocopy all of the pages. But that again is something that we can offer. So regardless of where it's located, and that's the process we're going through right now talking to Philadelphia, is how we're going to provide this, if—we have a lot of certification requests where people don't come in. So they don't care where the record is and who certifies is as long as they get via mail their certified copy, there might be a situation that, directly from Philadelphia, the certification is sent to them in Florida.

V. Chapman-Smith: I want to thank Diane for inviting me to come today. I thought now would be a good moment for me to tell you just a little bit about Philadelphia and how we feel about this partnership with New York. I know many of you as New Yorkers, because I

lived here for 6 years, I understand your energy, I love your passion, feel passionately about New York institutions. But, in Philadelphia, we feel passionately about New York institutions too. I just want to let you know. And why is that? We see ourselves as part of a network of partners. We work with the Atlanta office, we work with St. Louis, we work with Fort Worth, we work with everyone in the system, and we work in a way to try to make all of us better, and stronger. And so we are really committed to making service delivery to you guys work for our Northeast regional colleagues. That's just our commitment. I came to the National Archives because it is a network. It's a network of partners who with their capacities together, can make the National Archives truly an institution that serves communities across the United States in a very big way. So I want you to hear from me that our commitment is to make service delivery work. We want it to be not only as good as it is today, but even better. And we're committed to that. I know Philadelphia may seem like it's far away, but my commute to New York today was shorter than Dorothy's commute from her home on Long Island. Ok? We are very, very close, and as I mentioned earlier, I still have ties with the New York State Archives, supporting their efforts to make history in New York stronger and better for the citizens of New York, and we can do that as well through our National Archives partnership with our colleagues here in the Northeast. And so if you do encounter problems with service delivery in our new setup, whatever it turns out to be, Dorothy and Nancy will be working directly with my people in Philadelphia to make it better. We serve a lot of people in Philadelphia. Our textual records numbers are stable, we serviced over 1000 kids in a special history program this year, we do tons and tons of public programming and we're one of the smallest National Archives organizations, but we do everything we do through partnerships. And it's our partners that make us stronger, and make the community stronger. And so, we're committed to this partnership to keep New York a strong place, and maybe even help it be a better place. So I just wanted to you know.

Diane: Thank you, V.

Q: I just wanted to take this opportunity to thank Philadelphia. Last week I found a Maryland naturalization record on Footnote. I ordered it electronically from NARA in Philadelphia and was astonished to receive it in the mail 3 days later.

Diane: Anybody else? Ok, I want to talk just for a minute about our efforts to process records at the National Archives, which have truly been a focus for us for the last couple of years. Nationwide, not just in New York, the National Archives staff across the country has been working to identify and process all of our original records to a certain level. A level that will allow us to do so much more, to promote to the world, what it is that we have, our resources. I've heard several of you say, either to me personally, or even here today, that "I looked at the list, I didn't know you had that". Roger has pointed out on several occasions, well, nobody's using your materials because they don't know what you have. We have

heard you. We heard you even before this process. So again, what that will allow us to do—our goal is to have any records that are ultimately identified to go offsite will be processed to a certain level. So again they'll be defined, and they'll be easy for us to get back whenever researchers need them.

Any last questions?

Q&A Tom Mills' closing comments follow for approximately 9 minutes with no further questions taken from the audience.