



[PRINT-FRIENDLY VERSION](#)

Information Quality at NARA

Sections

- [About Us Main Page](#)
- [Vision, Mission, Values](#)
- [Strategic Plans & Reports](#)
- [NARA Reports](#)
- [Messages from the Archivist](#)
- [Customer Service](#)
- » [Information Quality - Guidelines](#)
- [Hot Topics / What's New](#)

- [What do I need to know about NARA's information quality guidelines?](#)
 - [What information is NOT subject to NARA's information quality guidelines?](#)
 - [What information IS subject to NARA's information quality guidelines?](#)
 - [How does NARA disseminate this information?](#)
 - [How can I correct information that is subject to NARA's information quality guidelines?](#)
 - [What do I need to provide to request a correction?](#)
 - [How can I make a request?](#)
 - [How will NARA review my request?](#)
 - [How will NARA respond?](#)
 - [How can I request reconsideration of a correction?](#)
- [Information Quality Guidelines](#)

Resources

- [Opportunities for Public Comment](#)
- [NARA Facilities, Locations & Hours](#)
- [Organization Chart](#)
- [Calendar of Events](#)
- [Press Releases](#)
- [Prologue Magazine](#)
- [Employment, Internships & Volunteering](#)
- [NARA Basic Laws & Authorities](#)
- [Regulations](#)
- [Search in About Us](#)

What do I need to know about NARA's information quality guidelines?

As part of our ongoing effort to provide high-quality [customer service](#), NARA is committed to ensuring that our information products are accurate, clear, complete, and objective.

The Office of Management and Budget (OMB) issued Government Information Guidelines under section 515 of the Treasury and General Appropriations Act for Fiscal Year 2001 (Pub.L.106-554) to maximize the quality, objectivity, utility and integrity of information disseminated by Federal agencies.

Each Federal agency is responsible for issuing its own security information guidelines. Subsequently, NARA has developed its own information quality guidelines.

NARA strives to ensure and maximize the quality, objectivity, and integrity of the information that we disseminate to the public. We are committed to integrating the principle of information quality into every step of development of information, including planning, creation, collection, maintenance, and dissemination. NARA takes the necessary steps to incorporate information quality criteria into our information dissemination practices and ensures that the quality of information disseminated is in accordance with the standards set forth in our information quality guidelines.

The NARA information quality guidelines will become effective on October 1, 2002. The procedures to request corrections will cover information disseminated on or after October 1, 2002, regardless of when the information was first disseminated.

NARA's Chief Information Officer is responsible for NARA's



with these guidelines.

- **What information is NOT subject to NARA's info guidelines?**

Information that is **NOT** subject to our information quality guidelines includes:

- **Archival Records.** Among NARA's responsibilities are to collect, preserve, and provide access to records that have sufficient historical or other value to warrant their continued preservation by the United States Government. The archival records entrusted to NARA have many different creators including Federal agencies, the Congress, the Courts, and Presidential administrations. Archival records include books, maps, photographs, electronic records, or other documentary materials, regardless of physical characteristics.

Archival records are excluded from these guidelines because NARA must ensure the authenticity of the information as they were created, regardless of the accuracy of the content of the information.

- **Records Center Holdings.** NARA temporarily holds records on behalf of Federal agencies and Members of Congress. NARA is not responsible for the accuracy or correction to the information content of these records.
- **Legal Publications.** Another of NARA's responsibilities is to publish the official text of Federal laws, Presidential documents, administrative regulations and notices, and descriptions of Federal organizations, programs, and activities. This information is contained in legal publications of the Office of the Federal Register: [Federal Register](#); [Code of Federal Regulations](#); [Government Manual](#); [Weekly Compilation of Presidential Documents](#); [Public Papers of the Presidents](#); [Statutes at Large](#); and the [Privacy Act Issuances](#). These publications are created and submitted to NARA by Federal entities who are individually responsible for the information quality of their submissions.
- **Inter- and Intra-Agency and Operational Information.** NARA's information quality guidelines do not apply to documents intended only for intra-Government communication or to procedural, operational, internal manuals prepared for the management of operations of NARA that are not primarily intended for dissemination.
- **Freedom of Information Act.** NARA's information quality guidelines do not apply to responses to requests for records under the Freedom of Information Act, the Federal Advisory Committee Act, or other similar laws.

- **Subpoenas or Adjudicatory Processes.** NARA's information quality guidelines do not apply to subpoenas or adjudicatory processes. Because there are well-established safeguards and rights to address the quality of allegations and adjudicatory decisions, as well as persons with an opportunity to contest decisions, NARA's information quality guidelines do not impose additional requirements on NARA during adjudicatory processes. NARA does not provide parties to such adjudicatory processes with additional rights of challenge or appeal.

- **What information IS subject to NARA's information quality guidelines?**

Information that **IS** subject to our information quality guidelines includes:

- **Information about Archival Records.** NARA's information about the archival records that we manage includes forms including finding aids, inventories, general catalogs, leaflets, research information papers, and guides. These products describe the archival records, give context, and identify their location in one of NARA's records systems.
- **Programs and Services Information.** NARA's information about our programs and services includes information about the exhibits that NARA mounts about our holdings, primary and secondary educational materials for grades K-12, and primary and secondary management information. We disseminate primary and secondary catalogs, and other purchasing information for our products through notices and the [Calendar of Events](#). We disseminate available information about grants, programs and projects through the [National Historical Public Records Commission](#).
- **Organizational and Management Information.** NARA disseminates information about our structure and organization including employee and office location information, organizational charts, statements by the Archivist for the United States, and [NARA's Strategic Plan](#). NARA also distributes the [Annual Report](#) which contains information about NARA's achievements, activities, goals and the [Information Security Oversight Office Annual Report to the President](#) which contains information on Federal security classification programs and statistics on classification and declassification programs Government-wide.
- **Office of the Federal Register Information.** The [Office of the Federal Register](#) makes available information about official publications and functions.

- **How does NARA disseminate this information?**

These information products are disseminated in several ways:

paper, microform, or in electronic form. The primary NARA for electronic dissemination of information is site: www.archives.gov.

- **How can I correct information that is subject to quality guidelines?**

Follow the procedure described in these guidelines information maintained and disseminated by NARA does not comply with either:

- [OMB's Guidelines for Ensuring and Maximizing Objectivity, Utility, and Integrity of Information by Federal Agencies](#), published in the Federal Register, Volume 66, No.189 at 49718 on September 2, 2001 (updated in Volume 2, No.67 at 369 on January 11, 2002 (F.R.369) and corrected in Volume 2, No.67 at 369 on February 22, 2002. These published guidelines were published pursuant to Section 515 of the Treasury and Government Appropriations Act for FY2001 (Public Law 106-554); or
- NARA's information quality guidelines.

What do I need to provide to request a correction?

- **Your Contact Information.** Include your name, address, and fax number or telephone number, and email address. This information is required to respond to your request.
- **Description of the Information to Correct.** Provide a description of the information that you believe is in error and needs to be corrected, as well as an explanation of how you believe the information should be corrected. Include the name of the publication, finding aid title, pamphlet number, web page title, etc.) where the information is located, the date of issuance if available, a description of the information to be corrected, and what corrective action you seek.
- **Why the Information Should be Corrected.** Provide specific reasons why the information should be corrected, and, if possible, recommendations for how it should be corrected. Recommendations for corrections should be provided and provide evidence to support the need for correction, to enable NARA to provide a satisfactory response.

How can I make a request?

- **In person.** If you are in any NARA facility, you can request for correction with NA Form 14045, "Request for Information Quality Services?," available in NARA research room. If you are submitting a request under the guidance of the Information Quality Guidelines, check the box labeled "Information Quality Request." Provide your name and contact information if you want a response, because NARA will respond only if you provide contact information.

not in person or via the telephone.

- **By letter or email.** You may submit a written letter or email. NARA will respond in the same request, unless you indicate otherwise.

Letter: Mail request to:

Information Quality
National Archives and Records Administration
NWCC, Room 2400
8601 Adelphi Road
College Park, MD 20740-6001

Email: [Please use NARA's "Contact Us" form](#), third section of the form, "I have a comment, suggestion, compliment, or complaint about NARA's services and products," under "Please describe the subject of your message," select "Information Quality (accuracy, objectivity, integrity) of NARA Products and Services."

How will NARA review my request?

Based on a review of the information provided, NARA will determine whether a correction is warranted, and, if so, when to take it. Any corrective action will be determined by the timeliness of the information involved, the significance of the correction, the use of the information, and the scope of the correction.

How will NARA respond?

NARA will respond to your request by letter, email, or phone. We will respond to requests for correction of information within 30 working days of receipt. The response will explain the results of the review and the actions NARA will take in response. If we cannot complete our review of the request within seven working days, we will inform you that we require more time and provide an estimated decision date.

- **Requests for correction concerning information on which NARA has sought public comment**

Information on which NARA may seek public comment includes proposed rules (regulations); other comments on supporting proposed rules (e.g., regulatory flexibility analyses); notices (such as information collection requests); and other draft guidance. Our response to the request for correction will normally be incorporated in the final response. If we issue in the matter on which we sought public comment, a separate response will be provided in this document or a separate communication.

We will consider issuing an earlier response to a request for correction in cases where:

- we determine that an earlier response unduly delay issuing the final document
- you have shown a reasonable likelihood of actual harm if we do not resolve the request and we issue the final document.

How can I request reconsideration of a request for correction?

If NARA denies your request for correction, you can request reconsideration of the denial within 30 calendar days of receiving notification of the denial.

We will acknowledge receipt of your request for reconsideration within seven working days of receipt.

Depending on the request, the appeal will be reviewed by an appropriate highest-level manager at NARA who is not directly involved with the request.

We will respond to your request for reconsideration within 30 calendar days of the request for reconsideration. Our response will include the decision, how the decision will be implemented, and within what period of time.