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State or Territory Reporting (Select one option)
Dropdown list of States/Territories/District that will be pre-filled

Survey completed by

(a) Name

(b) Title

(c) Email
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Section 8. Reference Use in Archival and Records Management Programs.

8.1 How many in-person/on-site visits were served by staff in FY2020?

8.2 Did your facility close to the public due to the COVID-19 pandemic? (Select one option)

☐ Yes
☐ No

NOTE: Answer the below question only if answer to Q#8.2 is Yes

8.2a How long were you closed?

NOTE: Answer the below question only if answer to Q#8.2 is Yes

8.2b Have you reopened as of the time of this survey? (Select one option)

☐ Yes, fully
☐ Yes, with restrictions
☐ No
NOTE: Answer the below question only if answer to Q#8.2b is Yes, fully OR Yes, with restrictions

8.2c When you reopened what restrictions did you put in place?

________________________________________________________________________

________________________________________________________________________

8.3 How many remote/off-site requests were served during FY2020?

(a) Total requests via postal mail

________________________________________________________________________

(b) Total requests via telephone

________________________________________________________________________

(c) Total requests via online forms, email, instant messaging

________________________________________________________________________

(d) Overall Total

________________________________________________________________________

8.4 How much internet-based traffic for digital records/resources did your program receive in FY2020 from any digital access point?

(a) Total unique visitors to your agency’s website

________________________________________________________________________

(b) Total number of "hits" (gross number of accesses to agency's website)

________________________________________________________________________
(c) Total unique visitors to your public digital repository interface

(d) Total referrals to your website from other online locations

8.5 Of the total referrals to your website from other online locations, what are the totals for following services?
(a) Ancestry

(b) Family Search

(c) Flickr

(d) Regional network or DPLA Hub

8.6 If you have other external reference-related activity is not captured in Questions 8.4-8.5, please describe here.

8.7 How do you assess the impact of your programs and services for website visitors?
8.8 Did your institution support Records Management services? (Select one option)

☐ Yes
☐ No

**NOTE**: Answer the below question only if answer to Q#8.8 is Yes

8.8a How many Records Management questions were received by your RM staff in FY2020?

**NOTE**: Answer the below question only if answer to Q#8.8 is Yes

8.8b How many office visits did your Records Management staff conduct in FY2020?

**NOTE**: Answer the below question only if answer to Q#8.8 is Yes

8.8c How many Records Management trainings did your staff conduct in FY2020?
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Section 9. Communications and Social Media

9.1 Which of the following social media services does your agency use? (check all that apply)

☐ Blog(s) ☐ Transcription/indexing sites
☐ Facebook ☐ Tumblr
☐ Flickr ☐ Twitter
☐ Instagram ☐ Wikis
☐ Pinterest ☐ YouTube
☐ Other (Please specify) ________________

9.2 How does your agency use social media? (check all that apply)

☐ Crowd-sourcing research activities (such as transcription opportunities)
☐ Online exhibits
☐ Listing employment opportunities
☐ Promoting collections (such as "On this Day" postings)
☐ Promoting profession-wide initiatives (such as ER Day, Archives Month, Hashtag parties, and #AskAnArchivist)
☐ Promoting public/education programs
☐ Reference interactions
☐ Sharing pictures and recordings of trainings, meetings and events
☐ Update the public on closures and changes to hours
☐ Other (Please specify) ________________
9.3 Does your program have a paper or electronic newsletter? (By newsletter, we mean a structured and organized document that is released on a scheduled basis. (Select one option)

- Yes
- Yes, part of parent agency newsletter
- No
- Other (Please specify) __________

**NOTE**: Answer the below question only if answer to Q#9.3 is Yes OR Yes, part of parent agency newsletter.

9.3a If your newsletter is online, please share the URL.


9.4 Does your program have a communications officer or social media coordinator? (Select one option)

- Yes, full-time
- Yes, part-time
- Yes, part of parent agency
- No
- Other (Please specify) __________

9.5 What do you view as your most effective strategy to spur engagement through social media?


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Section 10. Archival Impact

10.1 Please share one or two stories about a positive impact your archives program has had on a researcher, government official, or other user.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

10.2 Optional second story.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
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Please take a moment to share with us your experience completing this portion of the survey and any suggestions you may have.

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