



# NPRC Records A Presentation for:

Josh Crisp

**Dan Hunter**

Administrative Officer/Mgmt Analyst  
National Personnel Records Center

24 July 2012

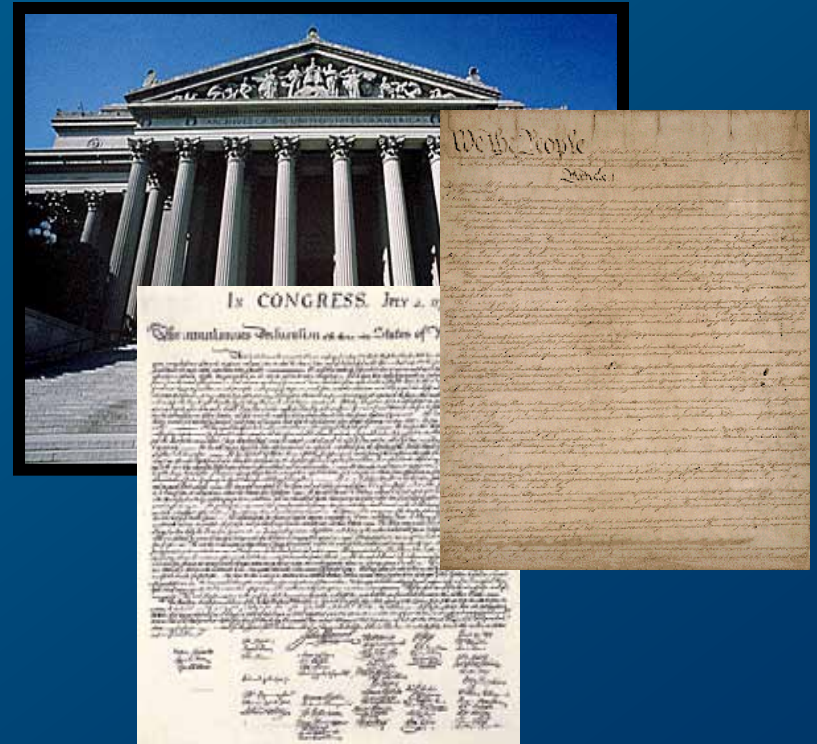


***“The ties that bind the lives of our people in one indissoluble union are perpetuated in the archives of our government.”***



# National Archives and Records Administration

NARA ensures, for the Citizen and the Public Servant, for the President and the Congress and the Courts, ready access to essential evidence.



# NARA Programs

- Archives
- Records Management
- Presidential Libraries
- Federal Register
- National Historical Publications & Records Commission (NHPRC)
- Records Center Program





# NARA MISSION

- Our mission is to ensure ready access to the essential evidence that documents the rights of American citizens, the actions of federal officials, and the national experience.



# National Archives and Records Administration

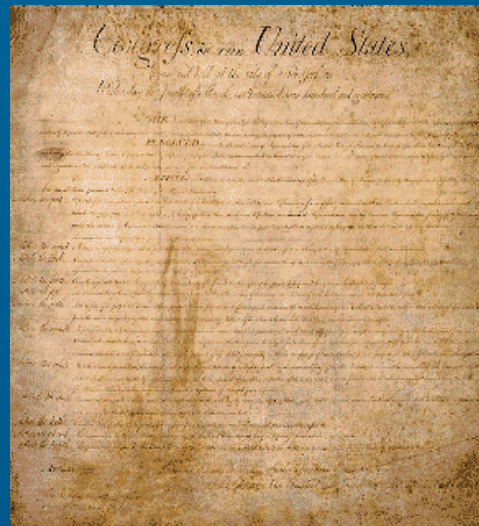


# Charters of Freedom

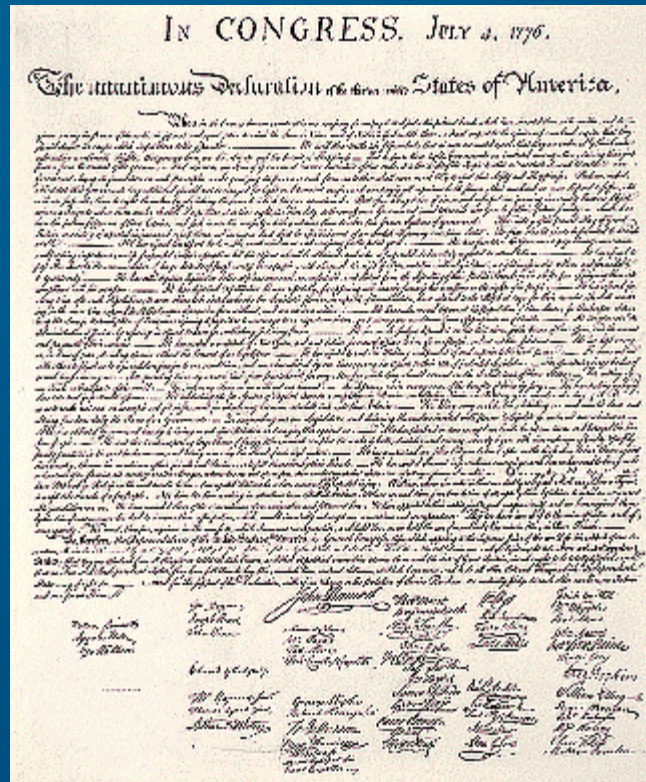




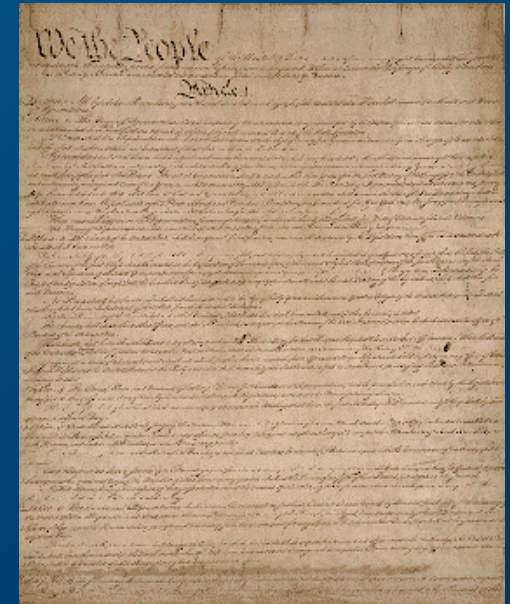
# CHARTERS OF FREEDOM



Bill of Rights



Declaration  
of  
independence

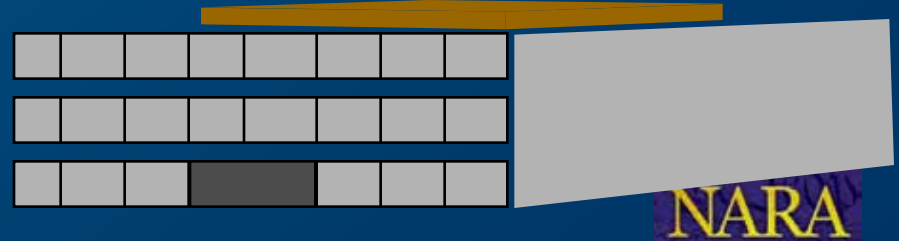


Constitution



# Records Center Program

- Low Cost Storage and Reference Services
- Expert Records Disposition Services



# St. Louis, Missouri



Civilian Personnel



Military Personnel

NARA

# Military Personnel Records Facility





# Civilian Personnel Records Facility



# Valmeyer Annex Facility





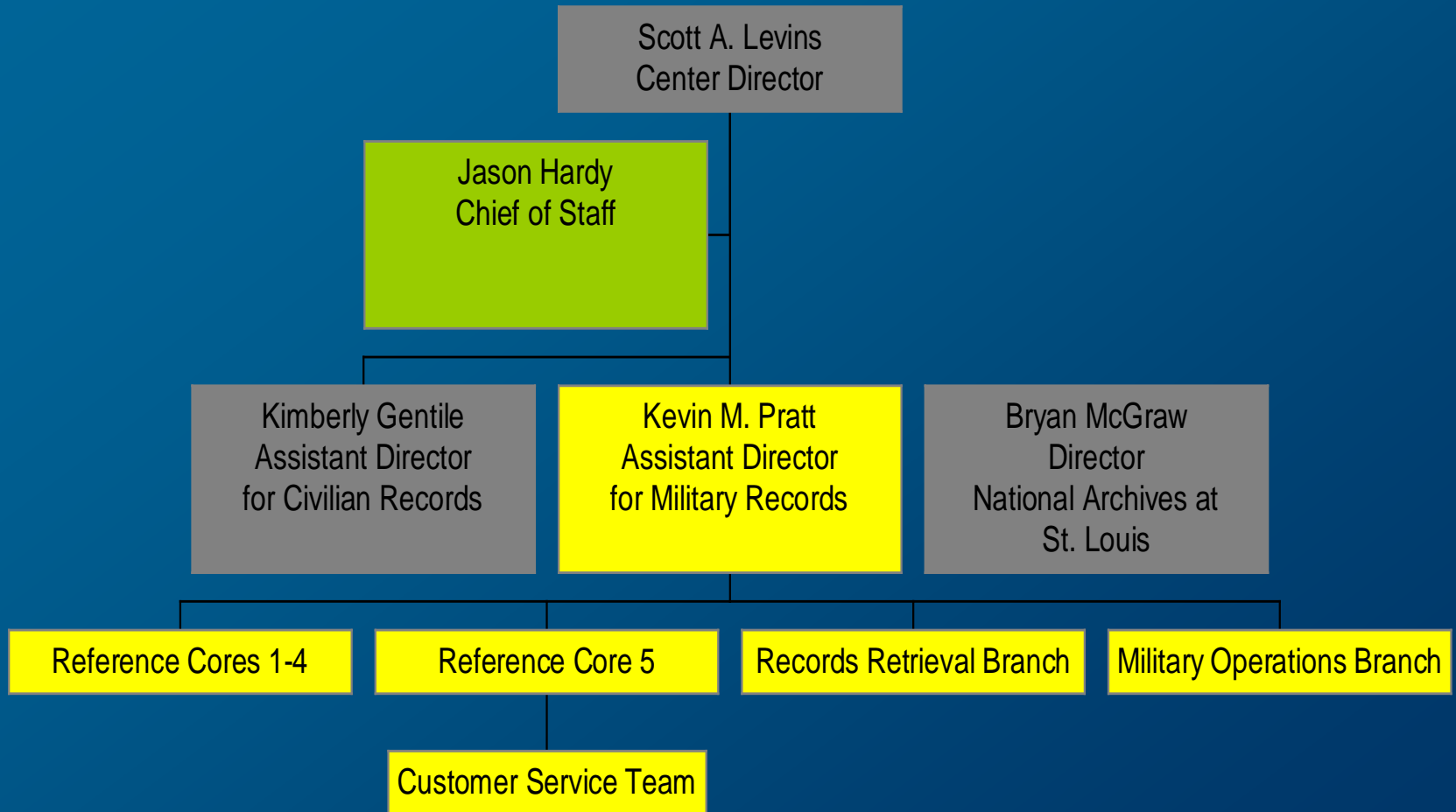
# Milestones in the History of NPRC

- 1951 - Federal Records Center, St. Louis
- 1956 - Military Personnel Records Center (MPRC)
- 1966 - MPRC and FRC merge to become NPRC
- 1973 - Fire at MPR
- 1985 - National Archives and Records Service (GSA) becomes independent agency, NARA
- 2000 - Re-engineer Business Process
- 2000 - Reimbursable funding for storage and reference
- 2000 - OMPFs scheduled as permanent records





# NPRC Organizational Structure



# NPRC Stack Area



# NPRC Stack Area



ARA



# HOW MILITARY RECORDS ARE FILED

- Alphabetically

- Navy Enlisted 1885-1963  
(WWII, PWW)
- Navy Medical 1911-1963

- Service Number

- Navy Officer 1902-1967
- Marine Corps 1905-1963
  - Officer
  - Enlisted

- Computer Registry

- Air Force 1964-2004
- Army 1960-2002
- Coast Guard 1898-Present
- Marine Corps 1964-1998
- Navy (+ WWI) 1964-1994
- Navy Medical 1964-1994

- Burned/Reconstructed Registry

- Air Force (Hubbard-Z) 1947-1963
- Army 1912-1959

The logo for the National Archives and Records Administration (NARA), featuring the word "NARA" in a stylized, serif font.

# NPRC Search and Refile

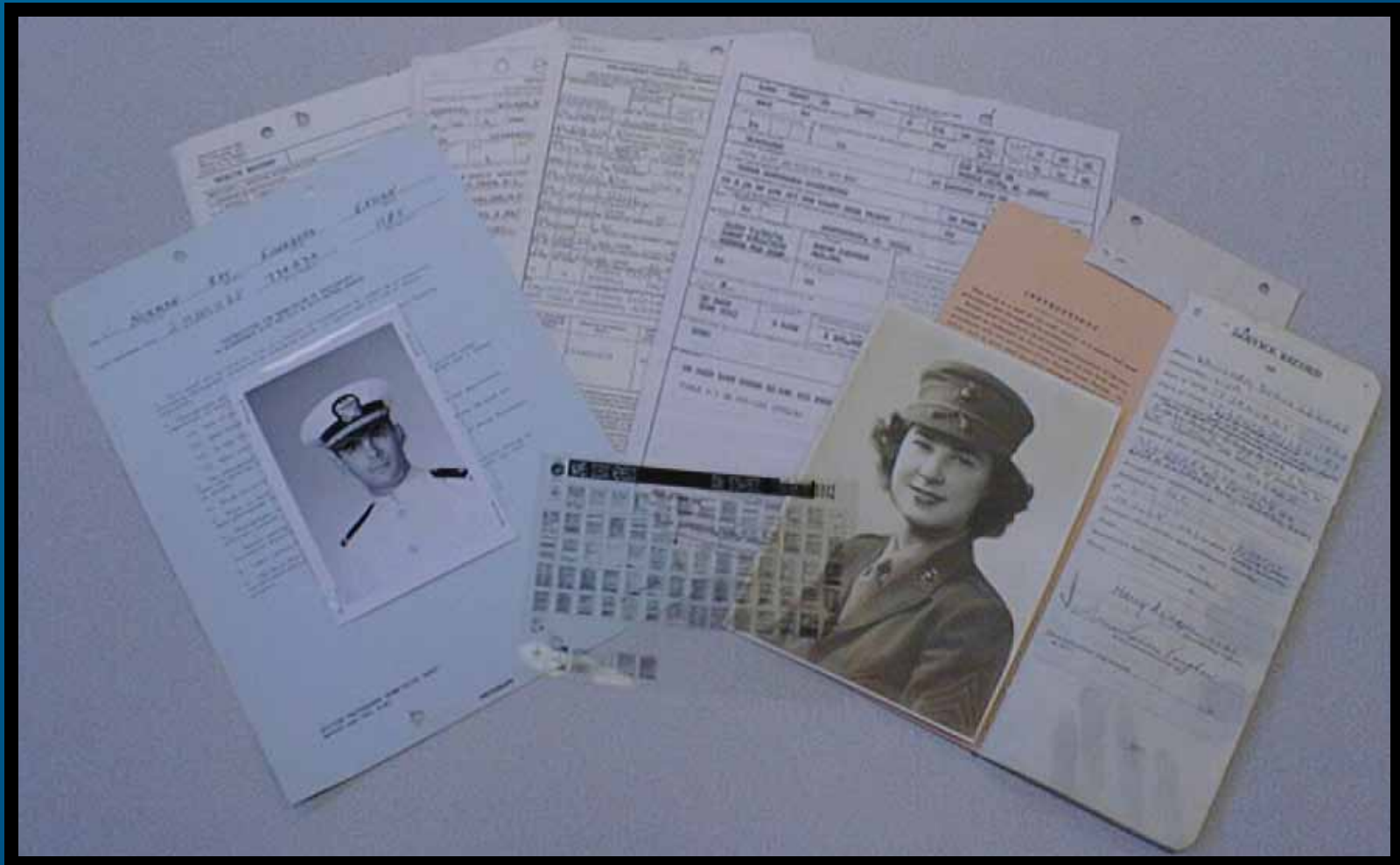


# MILITARY RECORDS





# MILITARY DOCUMENTS



# National Personnel Records Center

1951	DoD awards design contract
1952	Architectural firm issues building requirements study Navy facility in Garden City, New York DoD facility in Alexandria, Virginia
1956	Construction completed on the Defense Military Records Center



# National Personnel Records Center

1960	Construction completed on general purpose records center in South St. Louis and transfer of DoD program to GSA
1966	Two centers merged to become NPRC





# Vital Statistics - NPRC

3 Buildings--16 Acres--5,000,000 Cubic Feet of Storage

614 Employees including 120 Part-Time Students

Annual Revenue: \$49,000,000

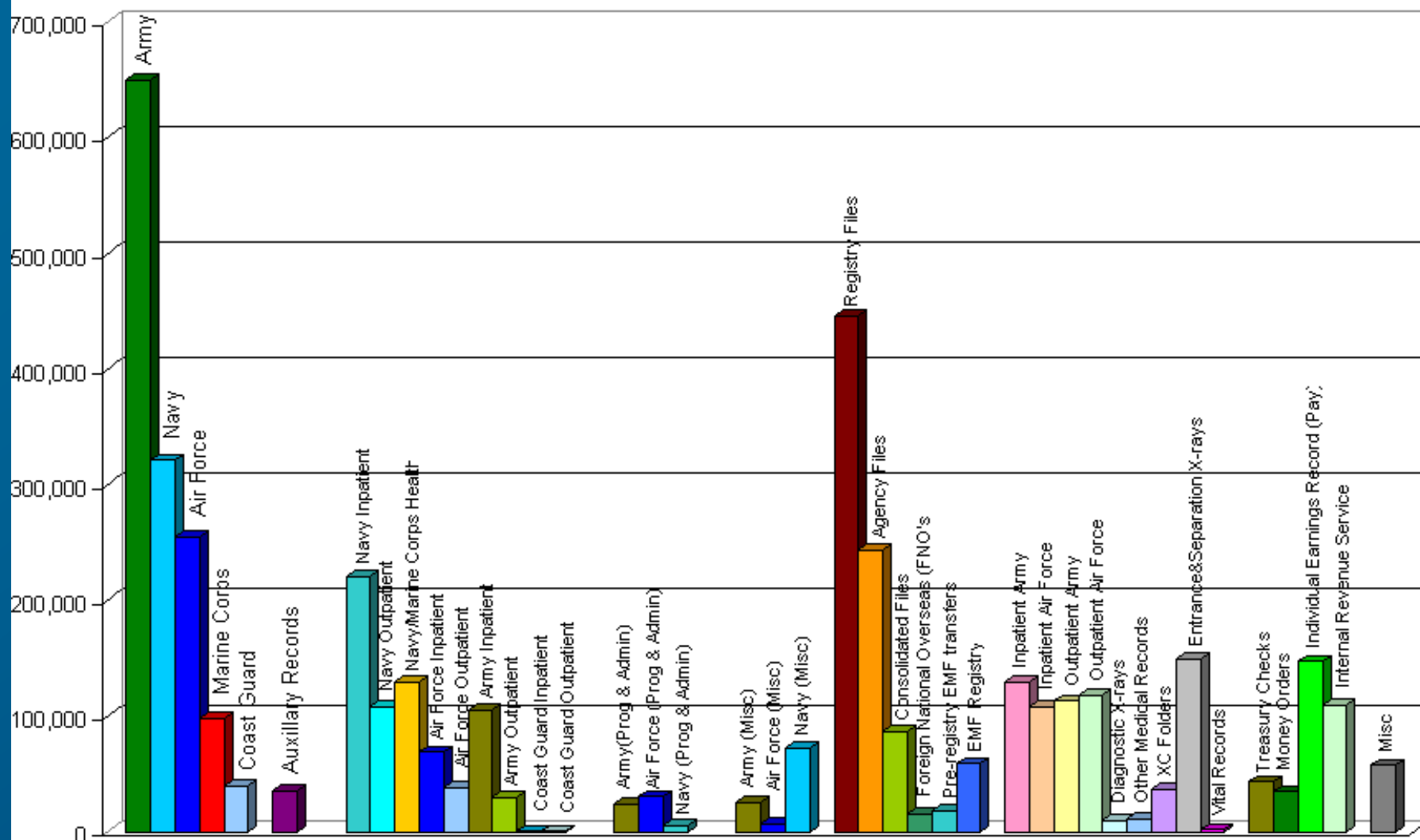
Annual Payroll: \$23,000,000

Annual Rent: \$ 10,000,000

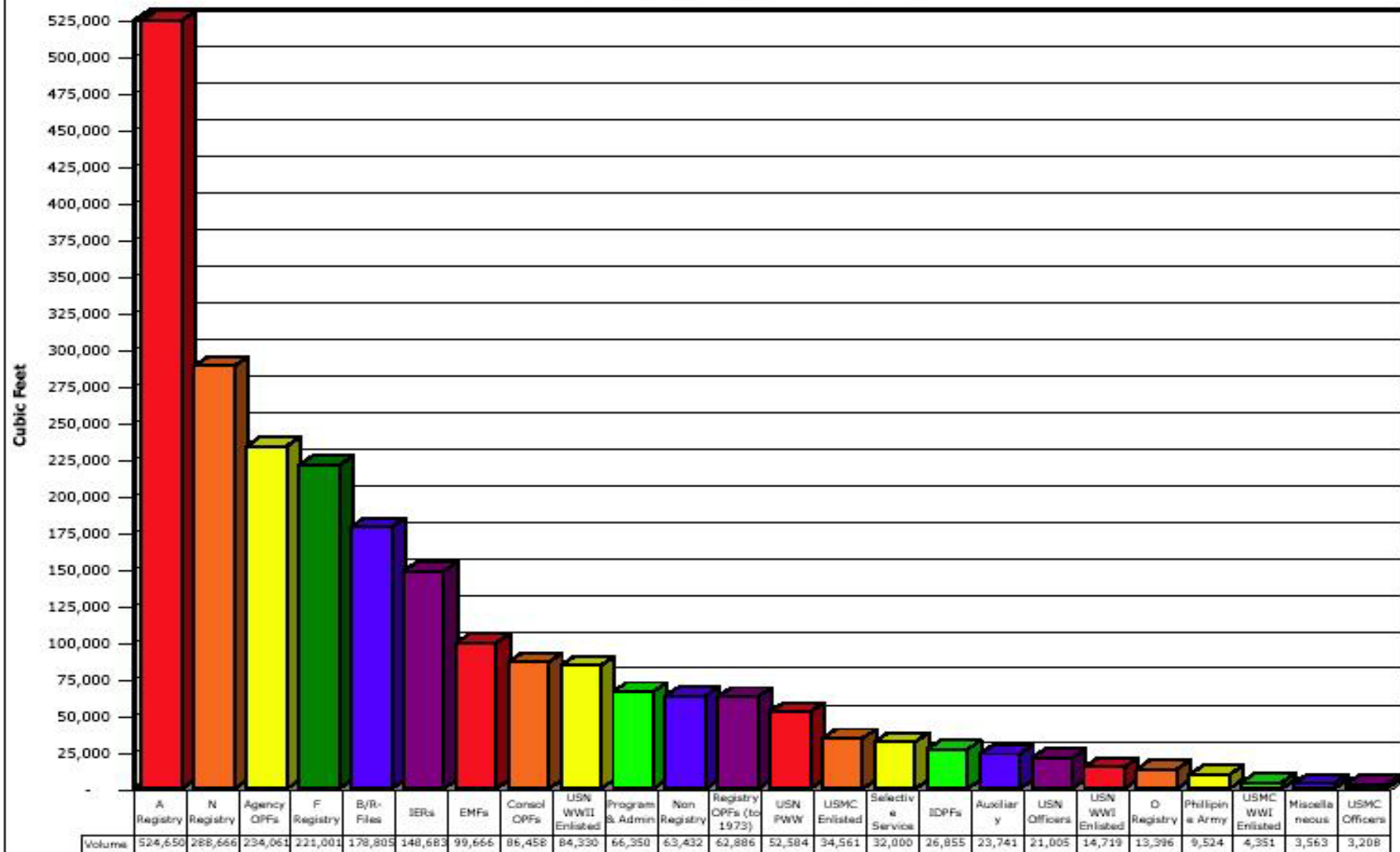
Production: Respond to ~1,500,000 requests per year

Goal: Cycle time  $\leq$  10 days (95%), Accuracy > 99%

# NATIONAL PERSONNEL RECORDS CENTER HOLDINGS - 2004



## NPRC Holdings - 2010

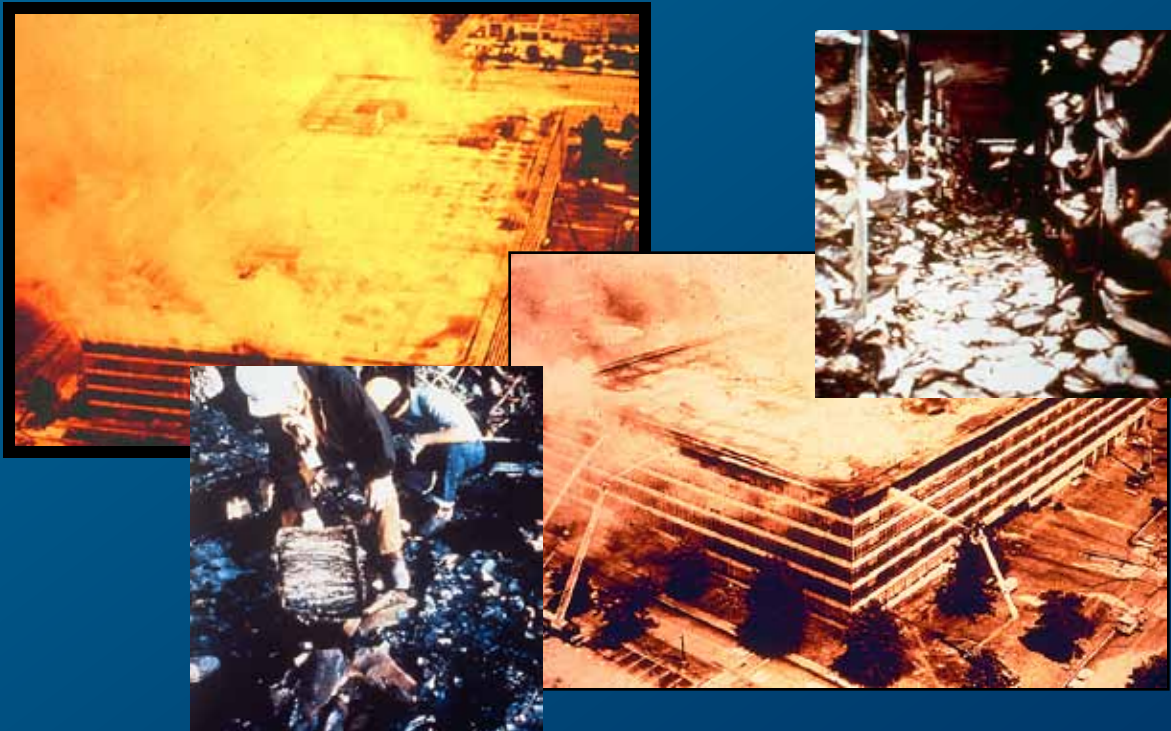




# National Personnel Records Center

1973

Catastrophic fire at MPR facility





# MPR Facility Prior to 1973











NARA









NARA



NARA











INAKA





INAKA











NARA









NARA





NARA



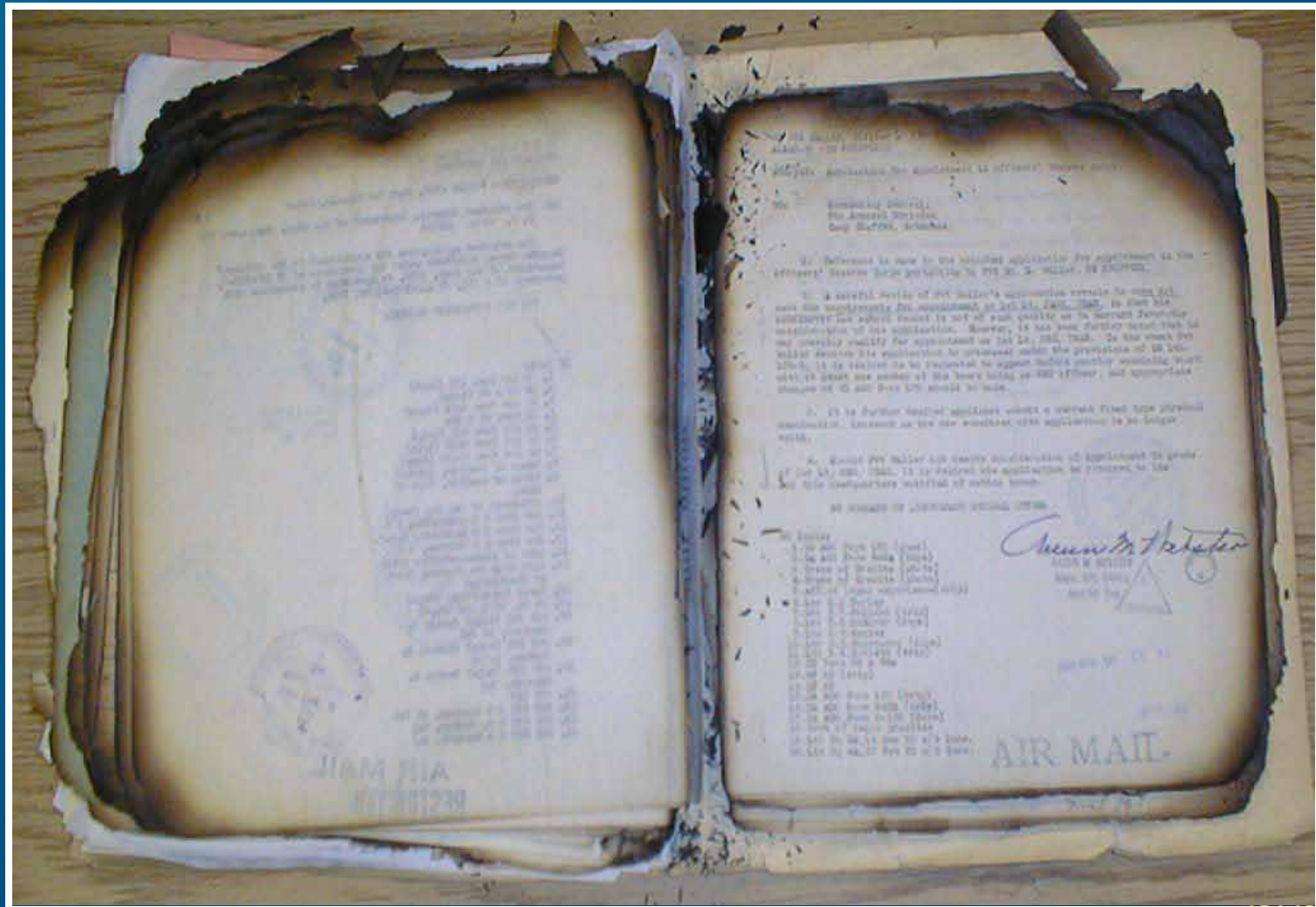




# Implications

- 80% of the records of Army personnel discharged between November 1, 1912 and January 1, 1960 were destroyed.
- 75% of the records for Air Force personnel with surnames from Hubbard thru “Z” discharged between September 25, 1947 and January 1, 1964 were destroyed.

# RECORDS RECONSTRUCTION





# LIVING WITH PAINFUL REALITY

- July 11, 1973 - Estimated 22 Million OMPFs stored on 6th floor, MPR
- July 12 - 15, 1973 - Fire burns for 4 days
- December 1973 - 6.5 million (all) fire damaged records returned to safe storage in building
- April, 2002 - Concern about mold growth on salvaged records
- July 2010 - 5.7 million actions to reconstruct data completed to date resulting in the creation of “Reconstructed” records

# MPR Preservation Program



# MPR Preservation Program





# REFERENCE MATERIALS

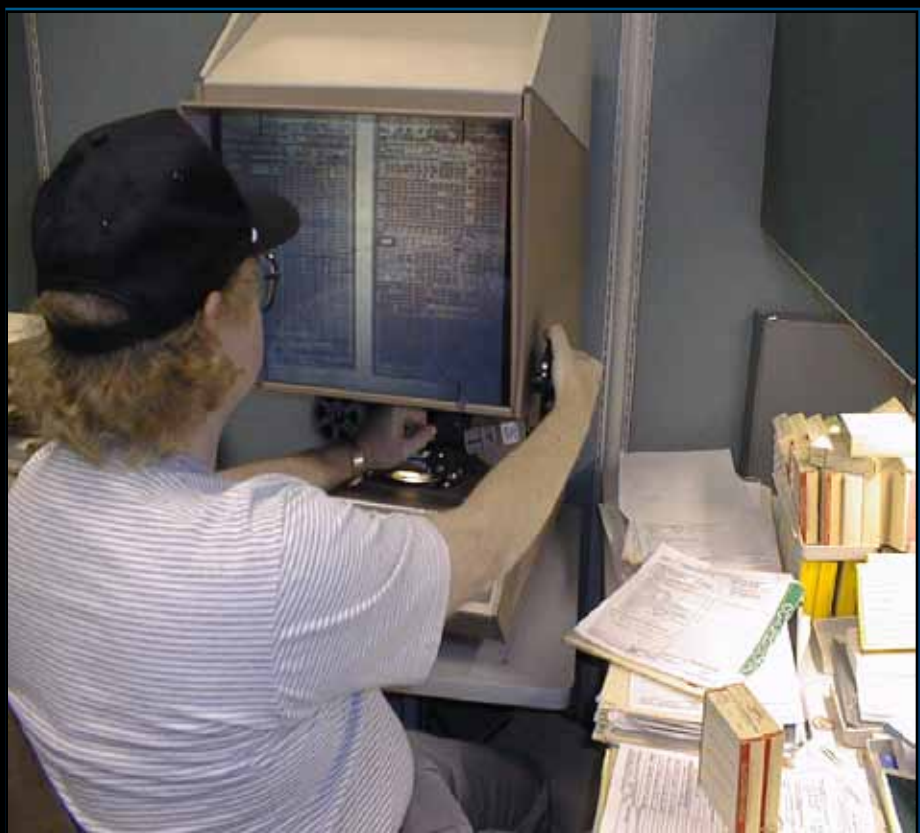


# AUXILIARY FILES





# MORNING REPORTS



NARA



United States of America



Certification of  
Military Service

*This certifies that*

Robert E. Brown

12 345 678

*was a member of the*  
*from*

Regular Army

November 6, 1946

*to*

December 2, 1948

*Service was terminated by*

Honorable Discharge

*Last Grade, Rank, or Rating*  
*Active Service Dates*

Private

Same as above

*Given at St. Louis, Missouri, on* October 30, 1998

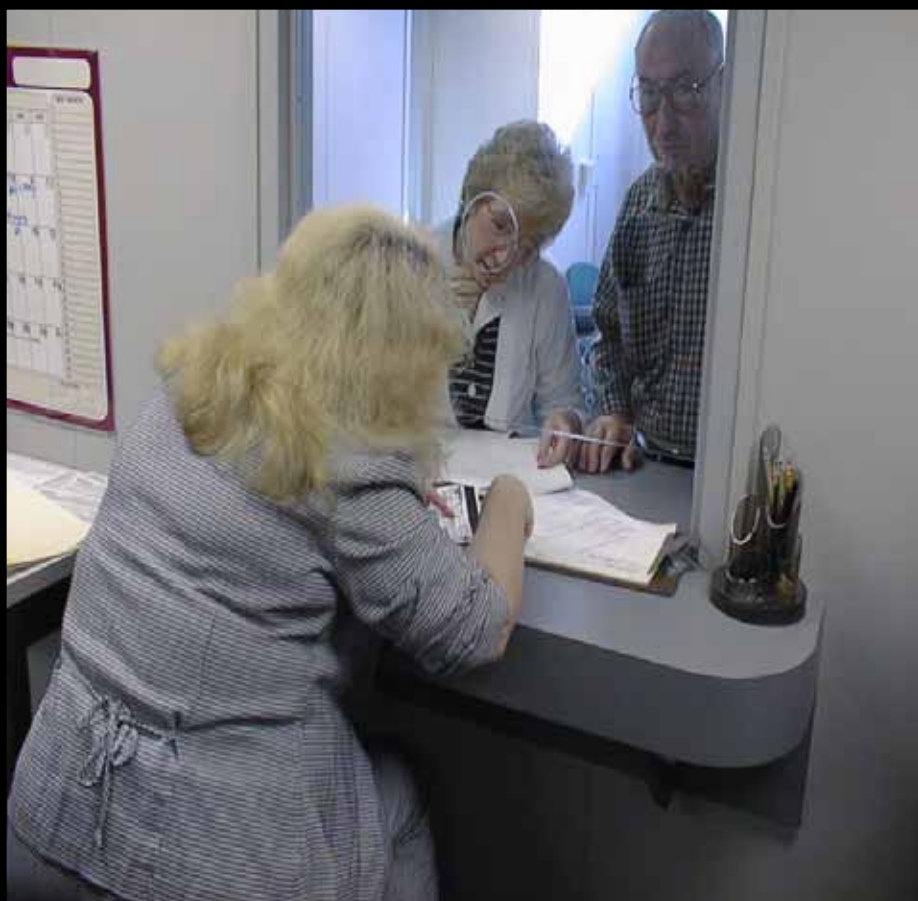
National Personnel Records Center  
(Military Personnel Records)  
National Archives and Records Administration

THE ARCHIVIST OF THE UNITED STATES IS THE PHYSICAL CUSTODIAN OF THIS PERSON'S MILITARY RECORD.

(This Certification of Military Service is issued in the absence of a copy of the actual Report of Separation, or its equivalent. This document serves as verification of military service and may be used for any official purpose. Not valid without official seal.)

NARA

# MPR Research Room



# MPR Research Room





Veterans' Service Records - Windows Internet Explorer

http://www.archives.gov/veterans/

File Edit View Favorites Tools Help

Google Search More >>

Sign In

Veterans' Service Records

Blogs | Bookmark/Share | Contact Us


Search Archives.gov GO

Research Our Records Veterans Service Records Teachers' Resources Our Locations Shop Online

## Veterans' Service Records


Home > Veterans' Service Records

### Request Military Service Records




- Request records online with eVetRecs
- Other ways to obtain service records
- Learn about military service records (e.g. DD Form 214)
- Special notice regarding requests for copies of military records

### Research Using Military Records




- Request records online with eVetRecs
- Other military and veterans records

### Replace Lost Medals and Awards




Learn how to replace lost or damaged medals and awards.

### Browse WWII Photos



View our extensive collection of photographs from World War II.

### News and Notices



- View the National Archives Operating Status for updates and closures.
- Search or view the Interactive Vietnam War Memorial.
- Visit the Research Rooms at the National Personnel Records Center in St. Louis, MO.

### Need Help?

- Read our FAQ or call us at 1-866-272-6272.

Trusted sites 100%

Start Windows M... Microsoft ... ZENworks ... Novell Grou... CMRS NPIRC Hold... Microsoft P... Veterans' ... 7:41 AM

eVetRecs

NARA

**NARA**

...ready access to essential evidence...

*We the People*  
*Article I***eVetRecs**

October 19, 2005

You are on Step

**1****2****3****4****Notice**

DoD or the National Personnel Records Center do not intend to destroy paper Official Military Personnel Records (OMPF) stored at the Center. The purpose of any electronic scanning that may be done in the future would be to reduce handling of fragile records during the reference process or to reduce the time necessary to locate an OMPF. It is our responsibility to preserve and protect Official Military Personnel Files, as they are permanently valuable records documenting the essential evidence of military service for the veterans of our nation.

**Privacy Act of 1974 Compliance Information**

The following information is provided in accordance with 5 U.S.C. 552a(e)(3) and applies to this collection of information. Authority for collection of the information is 44 U.S.C. 2907, 3101, and 3103, and E.O. 9397 of November 22, 1943. Disclosure of the information is voluntary. If the requested information is not provided, it may delay servicing your inquiry because NPRC may not have all of the information needed to locate the veteran's record. The purpose of the information collected is to assist NPRC in locating the correct military service record(s) or information to answer your inquiry. The information collected will serve as a record of disclosure. The information collected may also be disclosed to the Department of Defense components, The Department of Veterans Affairs, the Department of Homeland Security (Coast Guard), or the National Archives and Records Administration when the original custodian of the military health and personnel records transfers all or parts of those records to that agency. If the service member was a member of the National Guard, the form may also be disclosed to the Adjutant General of the appropriate state, District of Columbia, or Puerto Rico, where he or she served.

**Paperwork Reduction Act Public Burden Statement**

Public burden for this collection of information is estimated to be five minutes, including time for reviewing instructions and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to National Archives and Records Administration (NHP), 8601 Adelphi Road, College Park MD 20740-6001.

**Continue****NARA**

**NARA***...ready access to essential evidence...**We the People*  
*Article I***eVetRecs**

October 19, 2005

You are on Step

**1****2****3****4****Veterans or Next of Kin****1** Are you the:

Veteran

**2** What is your relationship to the deceased veteran?

Not Applicable

**3** Are you seeking information concerning:

Former Military Service

**Former Military Service**

By pressing the 'Continue' button you declare that you are the veteran or the veteran's next of kin.

**Continue**

If you are other than the veteran or next of kin you must complete the SF 180.

You can obtain the SF 180 [online](#) or via [Fax-on-Demand](#)

**Exit****NARA**



**NARA**

...ready access to essential evidence...

*We the People*  
Article I

eVetRecs

October 19, 2005

**1**

You are on Step

**2****3****4****4**

What was the veteran's branch of service?  
(If the veteran served in more than one branch of service, a separate request form is required for each.)

Army

**5**

What was the veteran's service component?

Active

**6**

Was the veteran an Officer or Enlisted?

Enlisted

**7**

Please select the most appropriate category for your request, even if more than one applies:

Benefits

**8**

Please select from the following:

Not Applicable

**Previous**

## Benefits

Based on the selections you have made, we will provide you with a [Report of Separation](#).

A Report of Separation generally is needed for the following:

- Home Loans
- Veteran Organizations Membership
- Social Security
- Burial/Flag
- Education
- Homeless Veteran Services

**Continue****NARA**

**NARA**

...ready access to essential evidence...

*We the People*  
*Article I***eVetRecs**

October 19, 2005

**Record Locator Information****Documents Requested****Return Address****Name used while in the Military**

First Name:

SCOTT

Branch of Service:

Army

Middle Name:

ANTHONY

Service Unit:

Active

Last Name:

LEVINS

Officer/Enlist:

Enlisted

Social Security No.:

(XXX-XX-XXXX)

123-45-6789

Date of Birth:

(MM/DD/YYYY)

10/27/1968

Place of Birth:

(City, State)

CHICAGO, IL

Service Number:

(Do Not Enter Any Letters)

12345678

Approximate date the  
veteran left the Service:

(MM/YYYY)

10/1990

**Previous****Continue****1****2**

You are on Step

**3****4****NARA**

**NARA***...ready access to essential evidence...**We the People*  
*Article I***eVetRecs**

October 19, 2005

**Record Locator Information****Documents Requested****Return Address****1**

**REPORT OF SEPARATION (DD Form 214 or equivalent)** This contains information normally needed to verify military service. Using this online system, a copy may be sent to the veteran or the deceased veteran's next of kin at this time.



I would like to request an  
**UNDELETED** Report of  
Separation.

This normally will be a copy of the full separation document including such sensitive items as the character of separation, authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and dates of time lost. An undeleted version is ordinarily required to determine eligibility for benefits.

**2**

I would like to request a  
**DELETED** Report of  
Separation

The following information will be deleted from the copy sent: authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and for separations after June 30, 1979, character of separation and dates of time lost.

You are on Step

**3**

Comments

If information or documents other than a Report of Separation are needed, please indicate here what you require.

**4****Previous****Continue****NARA**



**NARA**

...ready access to essential evidence...

*We the People*  
*Article I**eVetRecs*

October 19, 2005

**Record Locator Information****Documents Requested****Return Address****SEND INFORMATION/DOCUMENTS TO****1****2**

You are on Step

**3****4**

First Name:

SCOTT

Last Name:

LEVINS

Company Name:

NARA

Street:

9700 PAGE AVENUE

City:

ST. LOUIS

State:

MO

Zip:

63132

Country:

USA

**This information is not required in order to process your request for military records. However, if provided, we will use it to contact you if additional information is needed to locate your record and to keep you informed about the status of your request.**

Daytime phone:

3148010587

Fax Number:

3148010605

E-mail address:

SCOTT.LEVINS@NARA.GOV

*Please enter only one valid Email address***Previous****Continue****NARA**

**NARA***...ready access to essential evidence...*

October 19, 2005

*We the People*  
*Article I***eVetRecs****Verification****1**

Please review the information that you have entered. If you wish to change something simply use the Previous button to navigate to the proper screen and make the changes.

Once you press Continue your application for the documents requested will be submitted and you will not be able to go back and make any changes.

**Previous****Continue****2****Veteran/Next of Kin:** Veteran**Relationship to Veteran:** Not Applicable**Branch of Service:** Army**Service Component:** Active**Officer/Enlisted:** Enlisted**Request Regarding:** Benefits**Request Category:** Not Applicable**Veteran First Name:** SCOTT**Veteran Date of Birth:** 10/27/1968**Veteran Middle Name:** ANTHONY**Veteran Place of Birth:** CHICAGO, IL**Veteran Last Name:** LEVINS**Approx. Date Discharged:** 10/1990**Veteran SSN:** 123456789**Service Number:** 012345678  
**Formatted****Comments:****3**

You are on Step

**4****Documents will be mailed to:****NARA**

**NARA***...ready access to essential evidence...*

October 19, 2005

*We the People*  
*Article I***eVetRecs**

Your request will not be processed until you follow the instructions below.

**If you have a printer** click on the button below to print the Signature Verification Page

**Print****No printer ?**

Please write the Service Request Number and the declaration statement on a blank sheet of paper.

**Sign and mail to:**

NPRC WEB  
9700 Page Avenue  
St. Louis, MO 63132-5100

**or sign and fax to:**  
**(314) 801-9049**

**Finished**

To create a new request, [Click Here](#)

**Signature Verification****Wednesday, October 19, 2005****Service Request Number:****1-991951701**

National Personnel Records Center

Military Personnel Records

9700 Page Avenue

St. Louis, MO 63132-5100

**Attention:****NPRC WEB****Service Request Number:****1-991951701**

I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the information that I provided is true and correct.

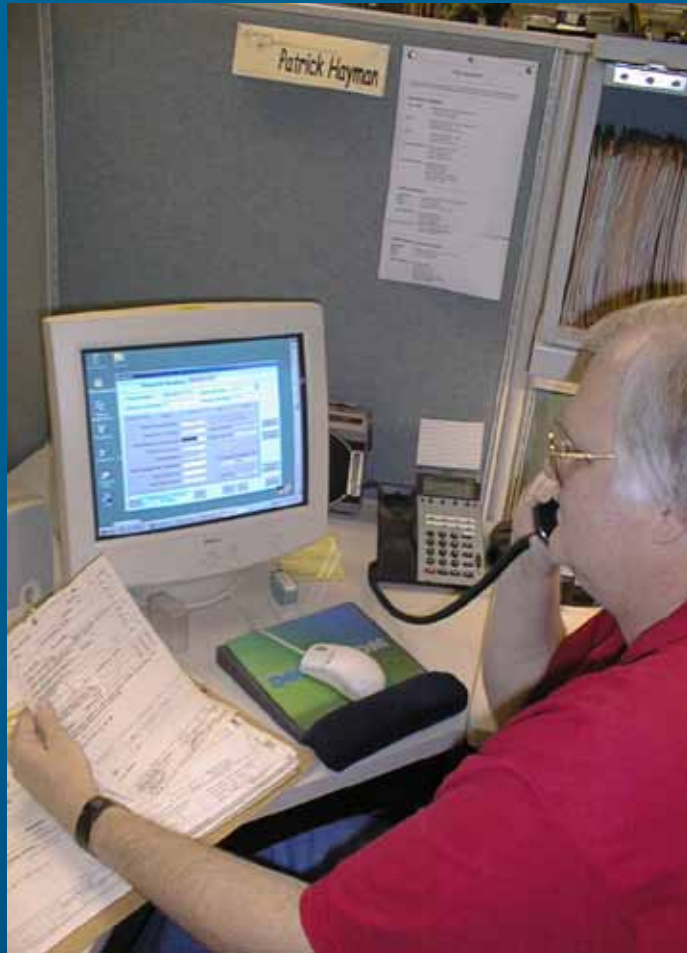
**Requester is:** **Veteran****Relationship:** **Not Applicable****NARA**



How does the reference  
process work?



# MPR Business Process





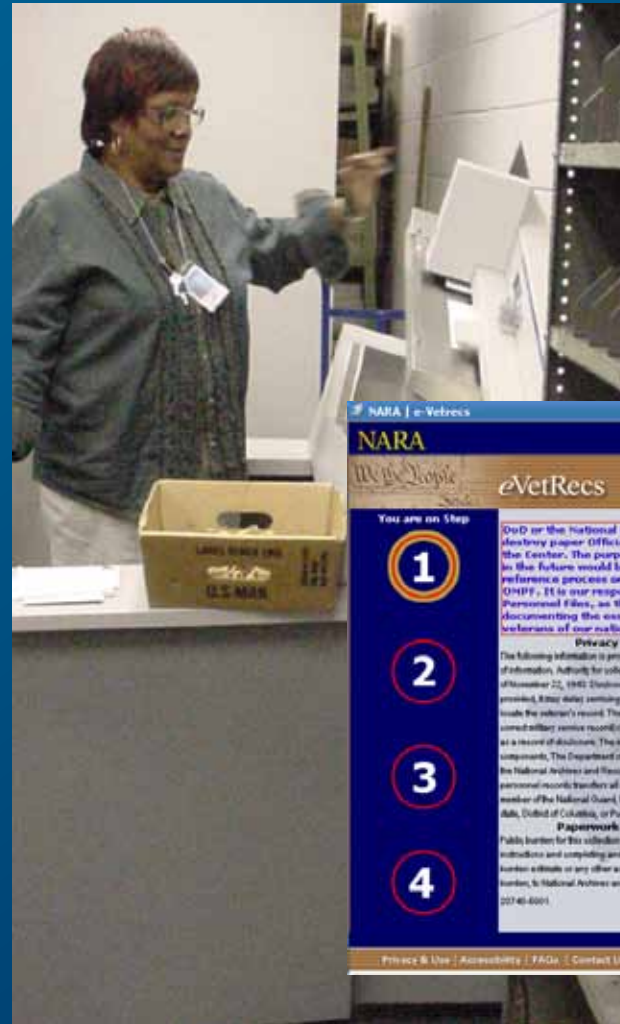
# Step One

## Mailroom

~ 4,000 – 5,000 requests  
are received each day.

~50% - eVetrecs

~50% - Snailmail



NARA | eVetRecs

NARA  
eVetRecs

You are on Step

- 1
- 2
- 3
- 4

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Continue

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U.S. National Archives & Records Administration  
8601 Adelphi Road, College Park, MD 20740-6001



# More Step One



# Step Two

## Data Entry

Snail-mail is digitized and entered into our Case Management and Reporting System.





# Step Three

## Assignment & Pre-Processing

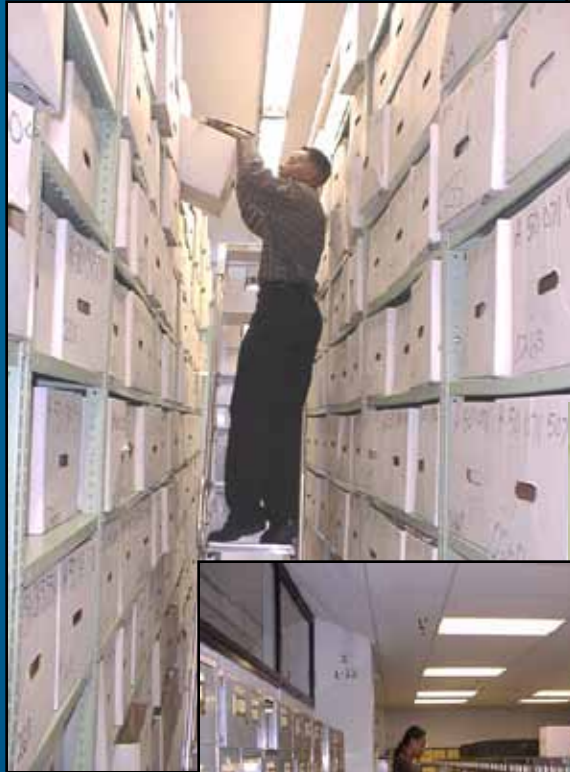
An automated assignment manager assigns service requests to technicians and attempts to order the record needed to respond. In some instances, the system may auto-service requests without technician involvement.



# Queue Discipline

- Pre-processing
- Priority cases
- Sep Doc cases
- Suspense due dates
- Other cases

# Step Four



## Searching

We have over 80 million items in our holdings.



# More Step Four



# Step Five

## Dispatch Center

Retrieved records are bar-code wanded, sorted, and delivered to correspondence technicians.



# Step Six



## Correspondence

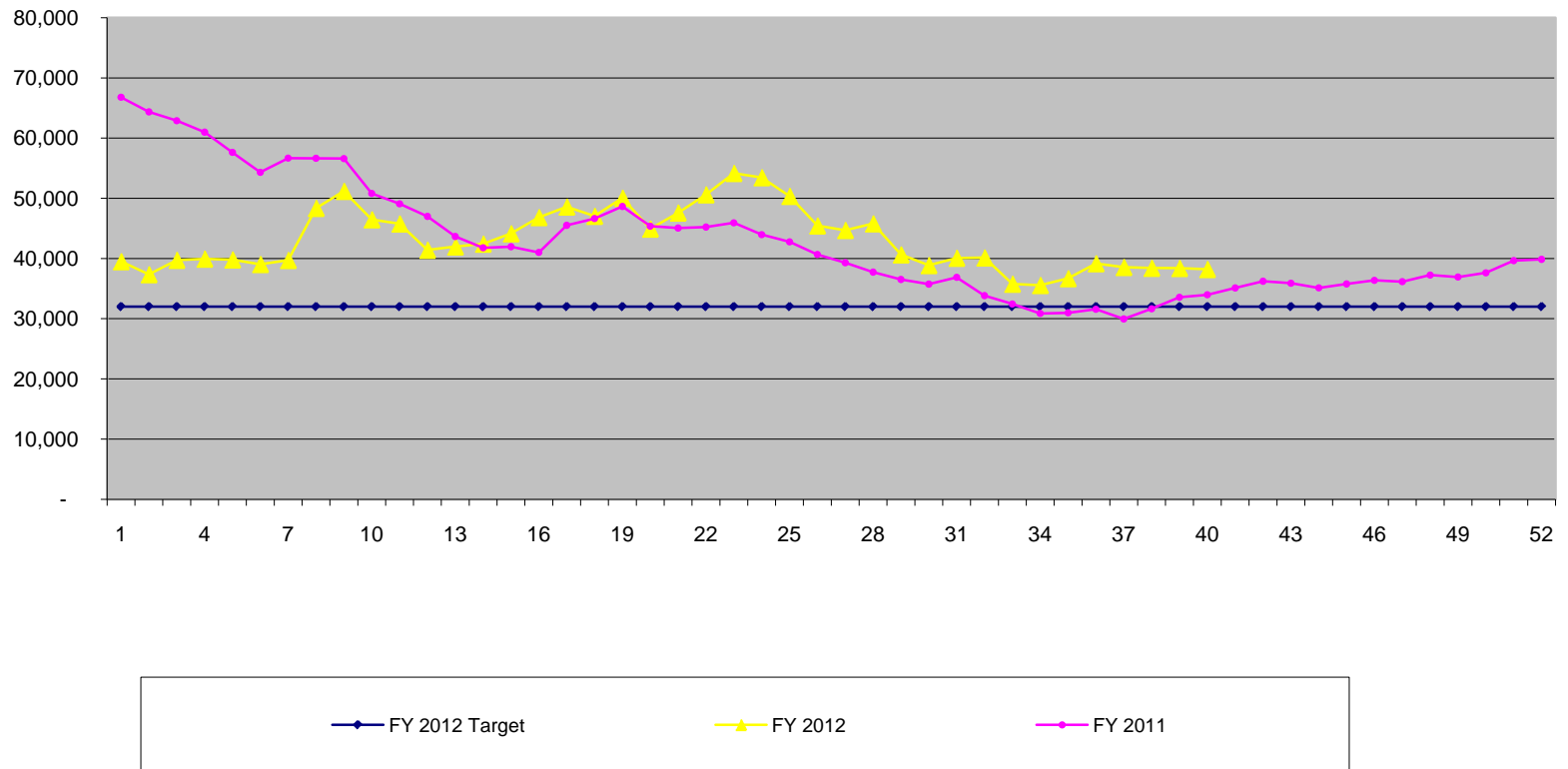
Technicians  
respond with  
tailored letters.



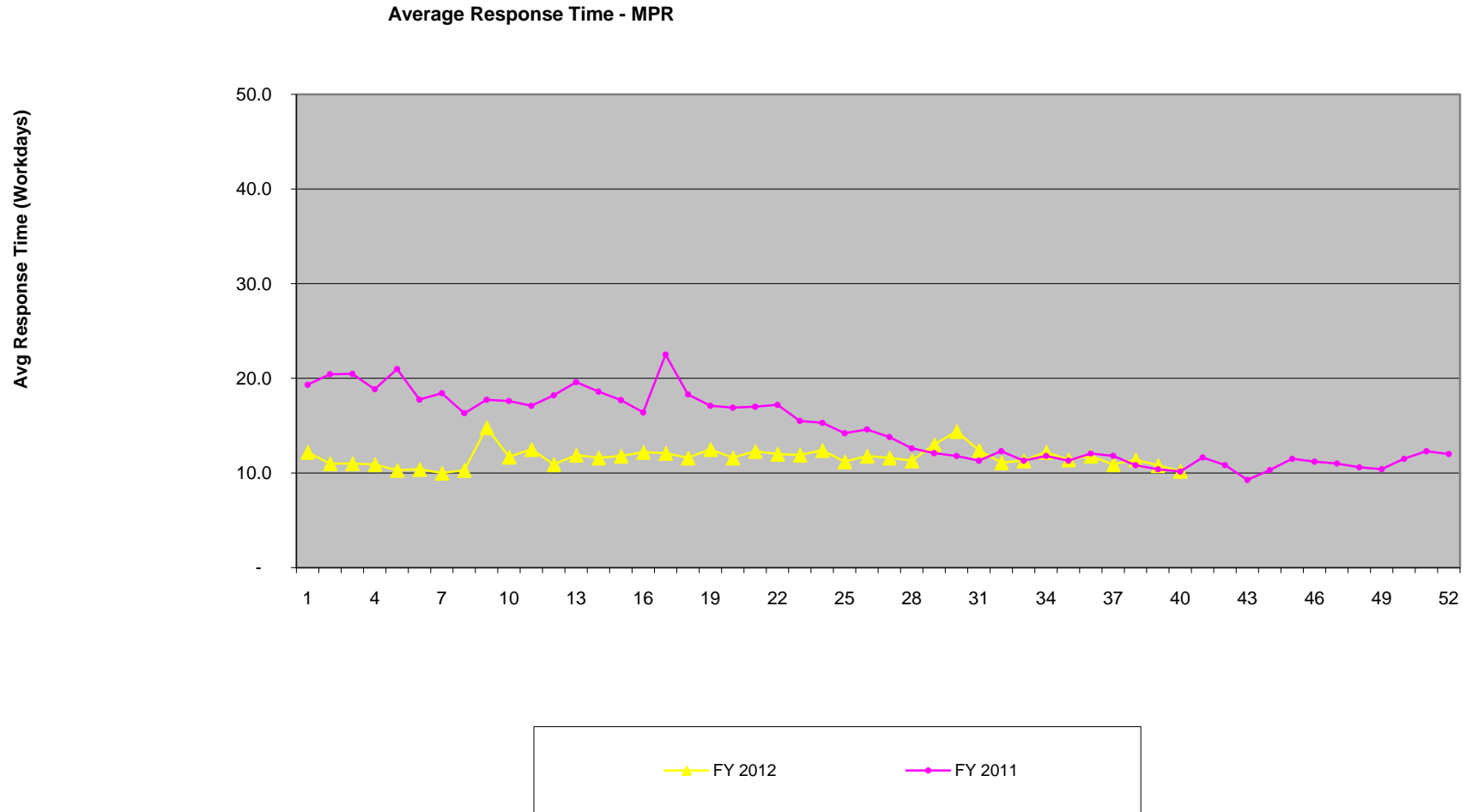
So How Are We Doing?

# Total Work Pending

Pending Workload - MPR



# Average Response Time





# Archival Program

- National Archives Building
- National Archives at College Park
- Regional Archives Program
- Military Personnel Archives



# Archival Program

- Official Military Personnel Records are scheduled for permanent retention
- Transferred to NARA 62 years after separation
- ~ 25,000 cubic feet of WWI (& part of WWII) enlisted Navy and USMC folders have been accessioned in St. Louis
- 150 “Persons of Exceptional Prominence” OMPFs



ARC Basic Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites ABC Check AutoLink AutoFill Options search

Address http://arcweb.archives.gov/arc/basic\_search.jsp Go

Google search

**NARA** ...ready access to essential evidence...  
[Tips to Improve Your Speed](#) [Help](#)

### ARC Basic Search

Search for [descriptions](#) of [Archival Materials](#) containing the following keyword(s):

Pennsylvania

Go Clear

Limit Results to ☒ 100 ☐ 1000 ☐ 2000

Advanced Search

**Filter Your Search:**

☐ [Descriptions](#) of [Archival Materials](#) linked to [digital copies](#)

[Archival materials dated](#) between MM DD YYYY and MM DD YYYY

**Location of Archival Materials:**

All Locations  
Cartographic and Architectural Records LICON, Special Media Archives S...  
Center for Legislative Archives  
Civilian Records LICON, Textual Archives Services Division

**Type of Archival Materials:**

All Types  
Architectural and Engineering Drawings  
Artifacts  
Data Files

[ARC Main Page](#) | [Research Room Main Page](#)

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U.S. National Archives & Records Administration  
8601 Adelphi Road, College Park, MD 20740-6001 • 1-86-NARA-NARA • 1-866-272-6272

Start Novell-delivered Applicati... ARC Basic Search - Mi... Indy VSO presentation.ppt GroupWise - Mailbox 3:38 PM



# Archival Research Catalog (ARC)

- 30% populated, but growing
- Most items described; not digitized
- Washington, DC holdings populated ahead of regions
- May be accessed at <http://www.archives.gov>

# NPRC Archival Program



# New Organizational Structure





# Preservation



# Public Access to Archival Holdings



**June 11, 2005**



UNITED STATES MARINE CORPS  
SOUTHEASTERN RECRUITING DIVISION  
HEADQUARTERS, DISTRICT OF RALEIGH  
Rooms 310, 312 & 314, Post Office Building  
RALEIGH, N. C.

MDS:ers  
1475-10  
Ser 38-275-49  
6 Dec 1949

From: Officer in Charge, DHRS, Raleigh, N. C.  
To: Commandant of the Marine Corps (CODE 000)

Subj: Report of apprehension of Private First Class Terrance  
Steven MC QUEEN, (649015), USMC, straggler

Ref: (a) Par 15061, Marine Corps Manual

Encl: (1) Statement of subject-named man  
(2) Report of physical condition by Medical Officer

1. In accordance with instructions contained in reference (a),  
the following information is submitted:

a. Apprehended by civil authorities and delivered at  
District Headquarters Recruiting Station, Raleigh, N. C.,  
at 1050, 6 December 1949.

b. Absent over leave since 0800, on 28 November 1949,  
from "A" Co, 2d Amph Trac Bn, 2dMarDiv, FMF, Camp Lejeune, N.C.

c. Delivered by Patrolman Floyd I. DENTON, reward claimed  
if offered. Copy of reward notice not on file.

d. Statement of straggler attached. (Enclosure (1)).

e. Identity admitted, possesses temporary identification  
card.

f. Attired in civilian clothing; adequate for the season.

g. Private First Class MC QUEEN has a SEN of 997.

h. Recommend transfer to another station under guard.

i. Statement of Medical Officer attached. (Enclosure (2)).

*File  
jm*

MDS:ers  
1475-10

2. Private First Class MC QUEEN is confined in the Wake County  
Jail, Raleigh, North Carolina, awaiting instructions from higher  
authority.

*M. D. Smith, Jr.*  
M. D. SMITH, JR.

Copy to:  
QMCMC  
CG, 2dMarDiv, FMF, Camp Lejeune, N.C.  
CinC, SERD, Atlanta, Ga.  
P-14-E



NARA





# To submit a request:

<http://www.archives.gov/veterans/military-service-records/>

Or:

Submit Standard Form 180 (SF180)  
National Personnel Records Center  
1 Archives Drive  
St. Louis, MO 63138-1002



# Customer Service Number

(314) 801-0800

Monday thru Friday

7:00 am thru 5:00 pm

# Archival Research Room

(314) 801-0850

Tuesday-Friday

10:00 am thru 4:00 pm





For status checks only,  
email us at

[mprstatus@nara.gov](mailto:mprstatus@nara.gov)











NARA



















NATIONAL ARCHIVES AND RECORDS ADMINISTRATION



Thank you.

Questions?



