

# Visiting WNRC

## HOURS

8 A.M.—4:30 P.M.

Monday–Friday

Closed Saturdays, Sundays, and Federal holidays.

## METRO AND BUS

WNRC is accessible via Metro on the GREEN line at the Suitland station. Prince George's County operates a transportation network of buses (The Bus) throughout the County independent of the Washington Metro system. The Bus Route 34 provides community service from the Suitland Metrorail Station to the local area including a Suitland Road stop near the Suitland Federal Complex gate closest to the WNRC. Contact Prince George's County bus information, for more details—301-324-BUSS (2877).

## DIRECTIONS

*From the Capital Beltway:* Take the Pennsylvania Avenue exit (exit 11) north/west toward DC. At the fifth traffic signal, turn left onto Silver Hill Road. At the third traffic signal, turn right onto Suitland Road. Go approximately one mile, and take a left at the large water tower into the last entrance to the Suitland Federal Complex.

*From downtown Washington, DC:* Take Pennsylvania Avenue east, across the Anacostia River. Near the DC/MD border, turn right onto Southern Avenue. At the first traffic light, turn left onto Suitland Road. The entrance to the Suitland Federal Complex will be on the right, past the Washington National Cemetery and near the communications tower.

## PARKING

Free visitor parking is available at WNRC.

## LOCKERS

Researchers are required to store all belongings (coats, books, briefcases, file folders, etc.) in lockers. WNRC provides lockers free of charge to researchers in room 105.



**Washington National Records Center**  
National Archives and Records Administration  
4205 Suitland Road  
Suitland, MD 20746-8001

[www.archives.gov/facilities/md/suitland.html](http://www.archives.gov/facilities/md/suitland.html)

General Information Leaflet Number 19 / Revised 2006



**FEDERAL RECORDS CENTERS**  
of the National Archives and Records Administration



**Washington National Records Center**  
Suitland, MD

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# Customer Testimonials

We wanted to express our sincere appreciation for the work your staff performs at the Washington National Records Center. During this past year, we have worked with your staff by telephone, e-mail, fax, and even personal visits trying to locate records or resolve archiving issues. Your staff has always been friendly and accommodating, even when outside pressures forced us to be a bit demanding. Your crew have been exceptional in working with us on the myriad accessions Passport Services now retires and have done an outstanding job of transferring records.

This has been a very busy year for us and we expect next year to be even busier as we prepare to archive record volumes of documents. Knowing we have such a good relationship with WNRC makes our daunting task of managing these records so much easier.

—*William Crawford*, Records Services Division  
Office of Information Management and Liaison  
Passport Services, U.S. Department of State

I recently requested a transfer of records from your facility, using the Metro Courier delivery service. Your office staff was very pleasant and helpful, making sure we received the requested box of records and folders in a timely manner. The driver was cheerful and a pleasure to work with.

What a wonderful service as usual. Thank goodness for the service availability. I continue to be one of your very satisfied customers.

—*Dorothy Chester*, U.S. Department of Labor

I wanted to express my greatest thank you to one of your drivers, Mr. Kenneth Gibbs. Mr. Gibbs came to my office to pick up records for the records center. I was unaware that the boxes needed to be in order so when he got here there were approximately 50 boxes that were not in any kind of order! I told him he could leave and I would re-schedule the pick up, but Mr. Gibbs was willing to put the boxes in order while he was loading them onto his cart! These days it's not very often you run across someone who is so willing to go above and beyond their duties. Let alone be nice about it! I truly appreciated him that day. Please extend this thank you to Mr. Gibbs!

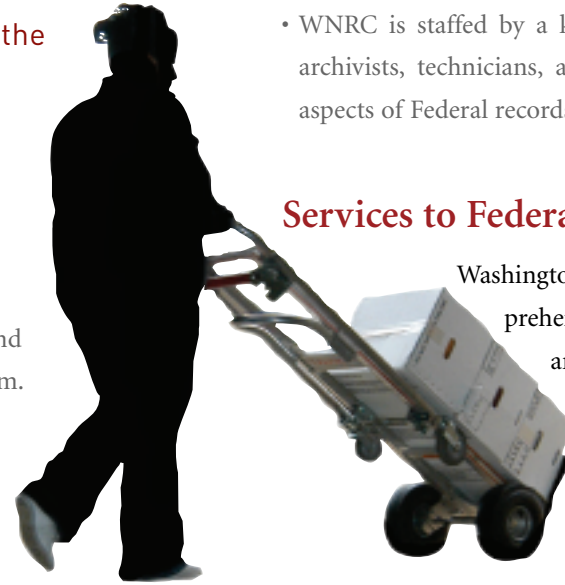
—*Jessica McDonagh*, U.S. Department of Agriculture



Since 1968, the National Archives and Records Administration (NARA) Washington National Records Center (WNRC) has provided quality records storage and service for agencies of the Federal Government. We are proud of the role we share with agency records managers in protecting and preserving Federal records, ensuring that these records are readily available for access by agency staff, and providing appropriate disposition of the records at the end of their scheduled life. This brochure describes the services and programs of WNRC and includes general information about the center and key contact numbers.

### Quick Facts about WNRC

- WNRC is a part of the National Archives and Records Administration's Modern Records Program.
- WNRC is one of the largest records centers in the NARA system, storing approximately 4 million cubic feet of records in 20 separate stacks.



### Services to Federal Agencies

- Each year, WNRC accepts 250,000 cubic feet of transfers, services 500,000 reference requests, and disposes of 100,000 cubic feet of records.
- WNRC houses the most diverse collection of Federal records in the Federal Records Center system, including records on a variety of media from several hundred Federal agencies.
- WNRC proudly serves Federal agencies in Washington, DC, Maryland, Virginia, and West Virginia (U.S. courts excepted).
- The facility is certified to store security-classified and other types of agency-restricted records, including top-secret records. Three of WNRC's 20 stacks securely house national security-classified or other agency-restricted documents.
- WNRC is staffed by a knowledgeable and experienced team of archivists, technicians, and administrators with expertise in all aspects of Federal records management.

Washington National Records Center offers a comprehensive suite of records storage, reference, and disposal services to Federal agencies. Services are provided on a reimbursable basis.

### Records Storage:

- WNRC accepts records for storage and servicing in accordance with approved agency schedules, the General Records Schedule, and prescribed records management and archival standards.
- Unscheduled records may also be stored at WNRC. Prior to transfer, agencies must simply complete a box listing of the records and notify NARA's Life cycle Management Division in writing. Contact WNRC's Transfers and Disposition Branch for assistance with unscheduled records.

### Reference Services:

- WNRC can service most reference requests for agency records within a 24-hour period.

### Custom Services

Washington National Records Center also offers Federal agencies customized solutions for just about any records management challenge.

### Custom services include:

- Management of active files.
- On-site filing and reboxing of records in agency custody.
- Fast Pack/Pack and Haul records preparation and packing service, including preparation of all forms, packing and labeling of all file boxes, and preparation of boxed file inventories.

- Preparation of detailed records indices, including development of automated databases containing file designations.
- Transfer/refile pickup service—WNRC trucks can come to your agency to pick up classified or unclassified records for transfer or to pick up records for refileing at WNRC. Call 301-778-1550 to schedule a pickup.
- Metro Courier service—Same-day delivery for your urgent reference requests. The Metro Courier delivery rate is cheaper than commercial overnight carriers, so you get faster service at less cost to your agency. Metro Courier service offers rapid and efficient services for agency customers. For more information, please call 301-778-1504.
- 24-hour/7-day access to critical records as needed. The Reference Services Branch coordinates special access to holdings when WNRC is normally closed.

### Researcher Access to Agency Holdings

Since the majority of the records in WNRC's holdings remain in the legal custody of the Federal agency that created the records, the creating agency also controls access to these records. In order to use records stored at WNRC, you will need written authorization from the creating agency.

### Helpful Contact Numbers

Main number 301-778-1600  
Get in touch with the WNRC management Team.

Research Room 301-778-1505  
Scheduled an appointment to review records at WNRC

Transfer/Refile desk 301-778-1550  
Schedule a pickup of transfers or refiles.

Metro Courier Reference Request 301-778-1505

Delivery Service  
Schedule a pickup or delivery via WNRC Metro Courier, or learn more about this service.

Transfers and Disposition Branch 301-778-1650  
Get information on the status of an SF 135, or get help in completing an SF 135.

Reference Services Branch 301-778-1510  
Get general information on WNRC reference services, or schedule a visit to the facility.

Request Section 301-778-1557  
Check on the status of a specific request, or call about an emergency request.

Records Management 301-778-1504  
Discuss or investigate a records management project.

